



Building Cleaning Update

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Changes impacting the Sector

Reductions in Council Budgets

- Rationalisation of Public Sector Estates
 - Greater prevalence of multi-functional buildings
 - Increase number of people in a workspace
 - Open Plan – hot desking
- Increasing need to reduce budget / raise revenue.

Brexit



- Weaker Sterling
- Future procurement
- Supplies
- Staffing

Other changes

- Rising cost of wages
- Apprenticeship levy introduced
- Academisation

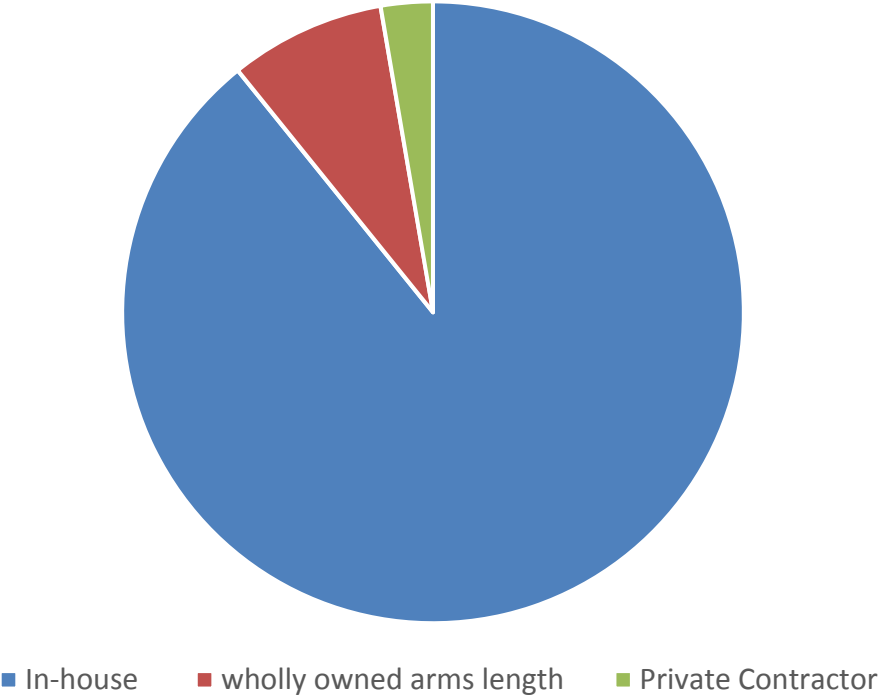
State of the market

- There were a total of 40 responses
 - England 60%
 - Scotland 32.5%
 - Wales 5 %
 - Northern Ireland 2.5%

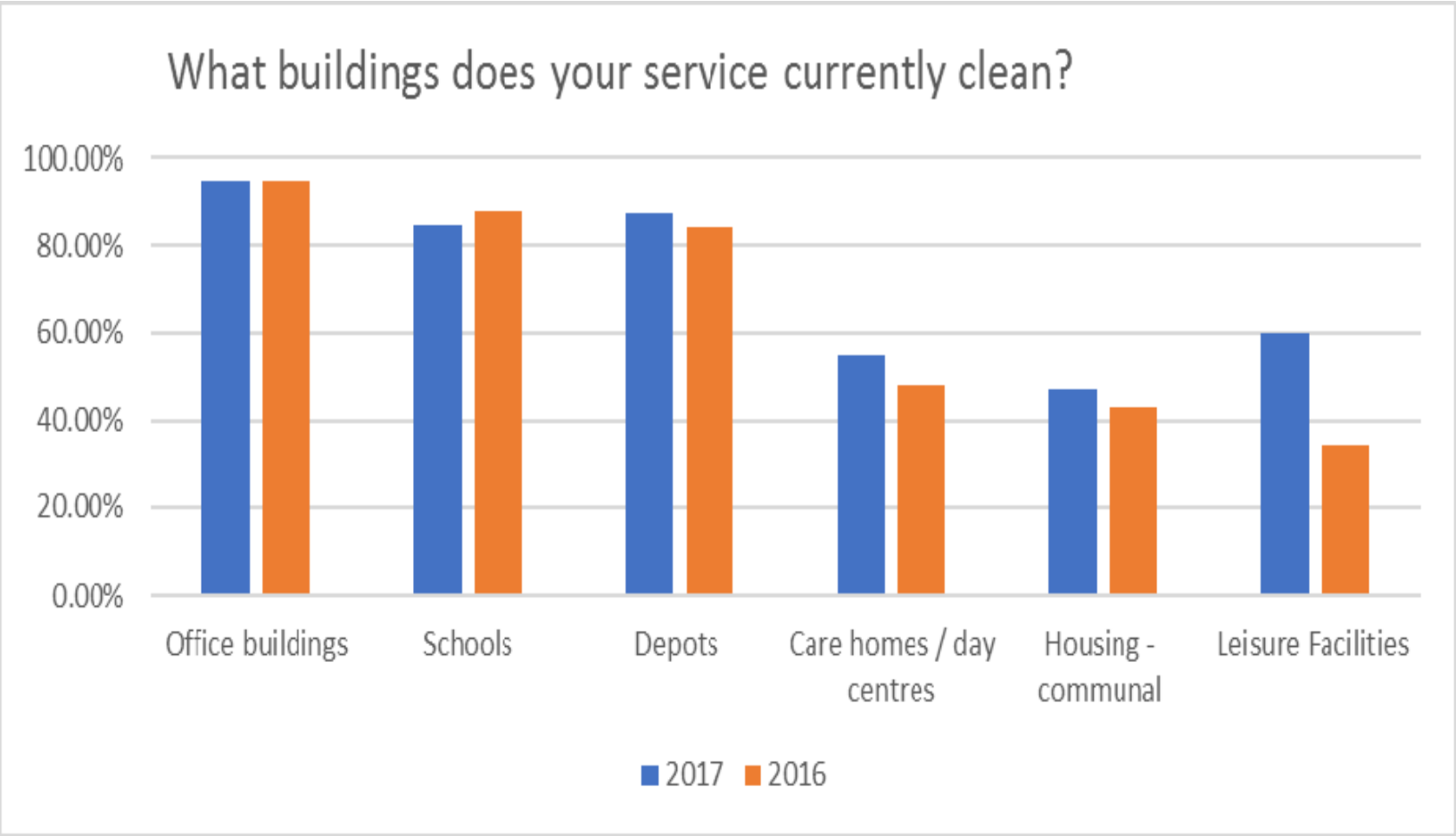


Type of Provider

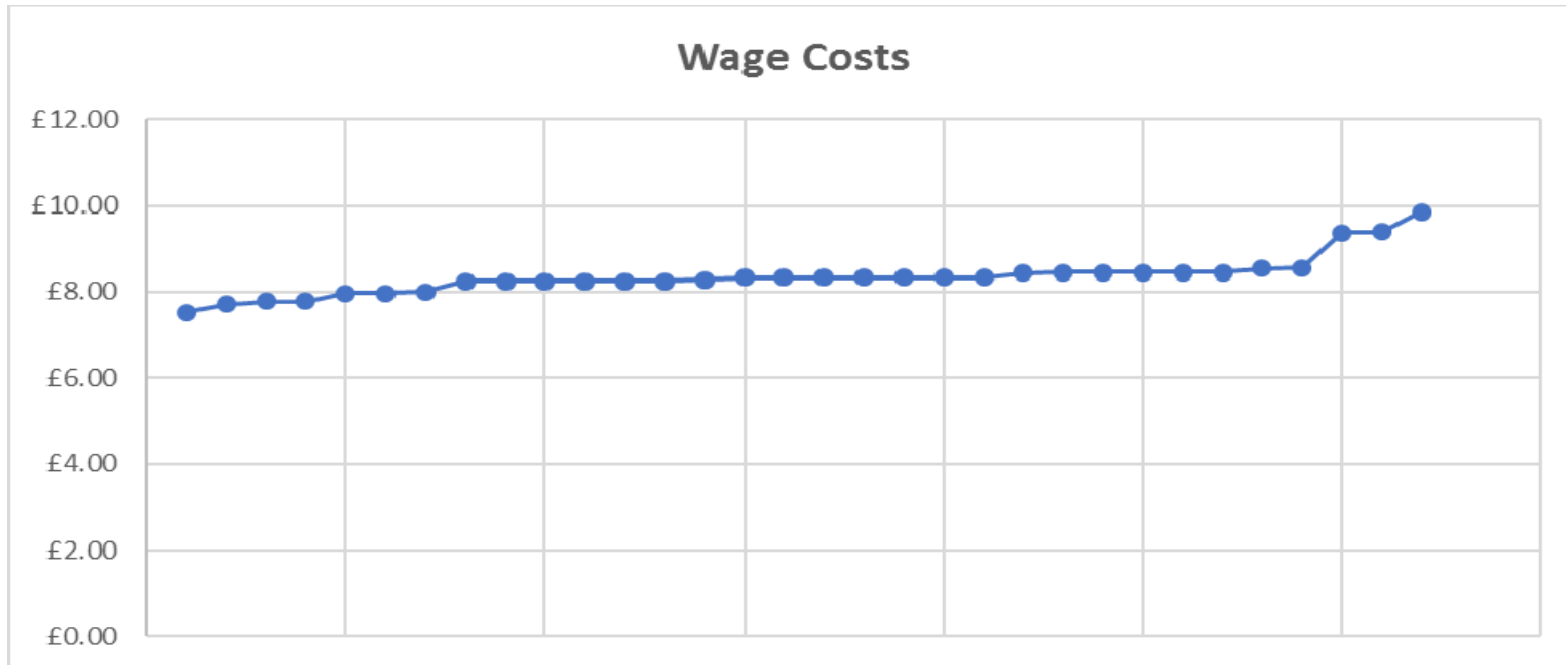
Type of Provider



Scope of Cleaning Services



Wage Costs



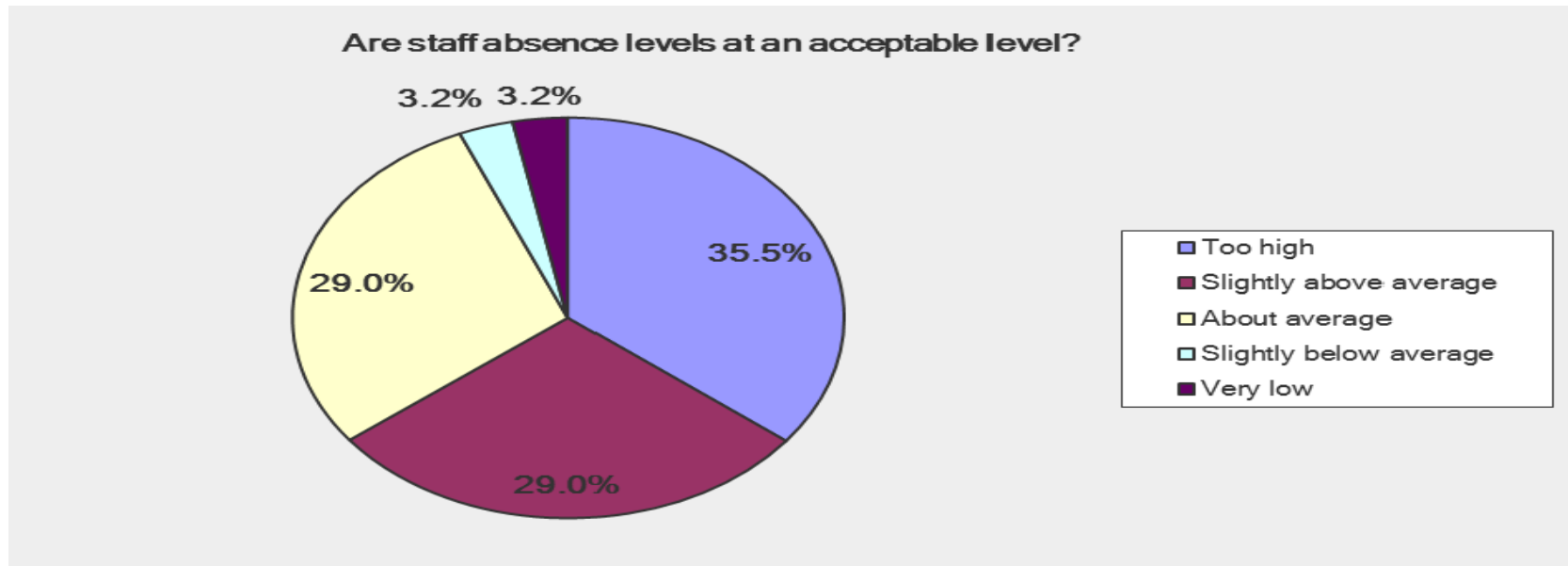
Average for 2017 - £8.30 per hour

Average for 2016 - £7.97 per hour

The percentage increase 3.98%

70.6% are currently subject to the living wage

Attitude to Absence



APSE performance network data for 2015 – 2016 showed the average absence rate to be 5.09%

Comments on the future



- External contracting / more work for other services e.g housing voids, road sign cleaning, carpet cleaning, infection control cleaning
- New opportunities on behalf of adult social care
- Bringing existing work in –house e.g window cleaning
- In the private sector
- Work in other authorities
- Increased use of primary secondary school – eg breakfast / holiday clubs
- Forensic cleaning

Comments on the Future



- Work lost as a result of council building and office closures
- Schools opting for private contractors or taking the service in-house
- Across the board decreases as a result of budget cuts
- Reductions in specification / frequency / Service Level Agreements
- Reductions in staff

Future Challenges - Discussion

- Meeting the demands of the changing use of office space

Future Challenges - Discussion

- Future proofing the work-force

Future Challenges – Discussion

- Keeping staff motivated

LOCAL SERVICES

LOCAL SOLUTIONS

Building cleaning performance indicators 2015-16

Key performance indicators

PI 01	Cost per square metre for all areas cleaned (excluding CEC)
PI 02	Cost per square metre for all areas cleaned (including CEC)
PI 09	Ratio of square metres to annual scheduled hours (large offices)
PI 12	Ratio of square metres to annual scheduled hours (small offices)
PI 13	Ratio of square metres to annual scheduled hours (all offices)
PI 10	Ratio of square metres to annual scheduled hours (libraries)
PI 11	Ratio of square metres to annual scheduled hours (secondary schools)
PI 23	Ratio of square metres to annual scheduled hours (primary schools)
PI 26	Square metres cleaned per scheduled hour (special schools)
PI 16	Total square metres (excluding outdoor areas) cleaned per FTE employee
PI 20a	Staff absence (front-line staff)
PI 20c	Staff absence days per FTE (front-line staff) – Scotland only
PI 24a	Staff absence (all employees)
PI 24c	Staff absence days per FTE (all employees) – Scotland only
PI 22	Customer satisfaction surveys
PI 14	Quality assurance and consultation process

Other cost performance indicators

PI 03	Cost per FTE front-line employee
PI 17	Front line staff cost per square metre cleaned (excluding outdoor areas):
PI 27	Cost per scheduled input hour (excluding CEC)
PI 06	Cleaning materials cost as a percentage of total cost
PI 07	Cleaning equipment cost as a percentage of total cost
PI 29	Materials and equipment costs as a percentage of total cost
PI 32	Charge per housing void cleaned
PI 05	All staff costs as a percentage of total cost
PI 28	Front line staff costs as a percentage of total cost
PI 08	Other costs as a percentage of total cost
PI 31	Central establishment charges as a percentage of total cost

Other productivity performance indicators

PI 04	Number of paid staff hours per measured square metre cleaned
PI 30	Ratio of square metres cleaned to annual scheduled hours (public conveniences)

Other staffing performance indicators

PI 21a	Starters as a percentage of total operational staff
PI 21b	Starters (employed for at least 12 weeks) as a percentage of total operational staff
PI 25a	Leavers as a percentage of total operational staff
PI 25b	Leavers (employed for at least 12 weeks) as a percentage of total operational staff
PI 15	Human resources and people management
PI 20b	Staff absence excluding long-term (front line staff)
PI 20d	Staff absence days excluding long-term per FTE (front line staff) – Scotland only
PI 24b	Staff absence excluding long-term (all employees)
PI 24d	Staff absence days excluding long-term per FTE (all employees) – Scotland only

Contact details

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