

Committee(s):	Date(s):
Board of Governors City of London School	24 February 2014
Subject: Cleaning standards at the City of London School	Public
Report of: The City Surveyor and The Headmaster (CS 058/14)	For Information
<p>Summary</p> <p>Concerns about the cleaning standards at the City of London School were the subject of a report to Members on the 2 December 2013 (CS 411/13) . This joint report by the City Surveyor and City of London School informs Members of the current situation and reports that there has been a significant improvement in the cleaning standards at the City of London School. Through a collaborative effort between officers at the School, the City Surveyor's Department and MITIE Cleaning, the key issues causing the below-par standards have been addressed. Processes have been put in place to ensure that standards are maintained. The current contract expires in August 2014 and lessons drawn from recent experiences will be fed into the corporate tender process for the new contract.</p> <p>Recommendation(s)</p> <p>Members are asked to:</p> <ul style="list-style-type: none"> • Note the report. 	

Main Report

Background

1. The report of 2 December 2013 informed members that actions were being taken to address the key issues identified as causing below-par standard of cleaning, namely a lack of strong supervision and management and a high level of absenteeism. An action plan was drawn up to address the issues and the formal Dispute Resolution clause in the contract was instigated by issuing a default letter to MITIE Cleaning.

Current Position

2. On Thursday 16 January officers of the City Surveyor's Department and the City of London School met with MITIE Cleaning management to discuss the cleaning action plan and default notice issued to MITIE Cleaning in October 2013. It was agreed that significant progress had been made in the key areas which were of concern and that communication and response to problems had improved.
3. It was agreed by officers that MITIE Cleaning have shown a commitment to change and future improvements. For example, two areas which particularly demonstrate this are; MITIE Cleaning appointing a dedicated MITIE Senior Account Manager for the City of London contract, and making more staff available by creating an over-flow pool of staff from the Guildhall School of Music and Drama who can work at the City of London School if staff levels fall below manageable levels.
4. The default notice has been signed off as complete and, at this stage, we will not be progressing to the next stage. It is acknowledged that to keep standards at this satisfactory level all parties must keep up the monitoring and good communication demonstrated whilst addressing the above issues.

Options

5. No further formal action to be taken at this stage, however, the lessons learnt will be fed into the tendering discussions for the new cleaning contract. The current corporate cleaning contract expires in August 2014. Representatives of the School Facilities Management and management teams as well as City Surveyor's Department officers are involved in this process so all the School's needs will be captured.

Proposals

6. The School and the Corporate Property Facilities Team will continue to monitor cleaning standards closely over the remainder of the current contract to ensure that the current standards are maintained.
7. Lessons drawn from the recent experiences will be fed into the tender exercise for the new corporate cleaning contracts. In respect of the Schools Lot this is to include the possibility of amended quality/price tender assessment criteria, a school specific assessment of quality, school specific key performance indicators and more transparency of the supplier's labour input to deliver the desired output.

Conclusion

8. The cleaning at the school is now at a satisfactory standard and processes have been put in place to ensure that standards are maintained. The current contract expires in August 2014 and lessons drawn from recent experiences will be fed into the corporate tender process for the new contract.

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