

Committee: Cabinet

Date: 23 March 2020

Wards: All Wards

Subject: Extension of School Cleaning Contract 2017-2020

Lead officer: Rachael Wardell - Director of Children, Schools and Families

Lead member: Cllr Eleanor Stringer – Cabinet Member for Schools and Adult Education

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Recommendations:

Cabinet is asked to approve the following recommendations:

- A. That the council extend its existing contract with Julius Rutherford & Co Limited for provision of the school cleaning service at Merton primary, secondary and special schools and other education buildings up to 31 March 2022.

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. The purpose of this report is to seek the approval of Cabinet for the extension of an existing contract for the provision of cleaning services for schools and other education buildings with Julius Rutherford & Co Limited.
- 1.2. This contract was awarded to Julius Rutherford in 2017 – Cabinet approved the award on 20 March 2017 for an initial period of 3 years with an option at the discretion of the council to extend the term for a further period or periods of any duration up to a maximum two years in total. The contract commenced on 1 July 2017.
- 1.3. Following consultation with schools, officers seek approval for an extension of the existing term up to 31 March 2022. The proposed extension is for one year and nine months as the timetable for the next contract to commence during the Easter holidays is considered to be a better option than mid-term start date

The value of the contract which covers 28 school sites, 4 children centres and various other buildings is £1,185,146.41 per year at current prices. The total value will fluctuate according to the specific requirements from schools for additional services over and above the standard weekly cleaning provision but the estimated value of the extension of the contract is circa. £2.22million

2 DETAILS

- 2.1. The school cleaning contract provides a cleaning service for a range of Merton primary, special and secondary schools – in total, 26 schools (covering 28 sites) participate in the council's centrally organised cleaning contract. The contract also includes the cleaning service for some further education sites

most adjacent to schools – these include the Professional Development Centre and South Wimbledon Community Centre buildings along with children centres at Aragon, Bond Road, Ivy Gardens and the Avenues.

- 2.2. The existing contract was awarded to Julius Rutherford and Co Limited by Cabinet in March 2017 for an initial term of three years with an option to extend until 2022 if desired.
- 2.3. The cost of the service is born by each school who are directly invoiced by the service provider.

The current value of the contract is £1,185,146.41 per year.

Current Performance

- 2.4. The monitoring of the contract is conducted by a dedicated officer within the Children, Schools & Families Department. Her regular site visits have indicated the service is of a routinely good standard with relatively few issues identified. This is especially so in relation to the summer deep cleans undertaken by the contractor. Where issues have arisen, the contractor's local management team have been responsive and addressed any concerns promptly.
- 2.5. The contractor's own monitoring also indicates a high standard of performance and generally high levels of satisfaction on the part of service users. A copy the monitoring scores recorded by Julius Rutherford for the last quarter are set out in appendix 1 to this report.

Survey of Schools

- 2.6. Given that the contract was proceeding well and satisfaction with the service was high, officers decided to consult with schools about the possibility of extending the council's current contract. A survey was conducted over the latter part of the Autumn term 2019.
- 2.7. Of the schools responding, those representing 17 sites were in favour of extending with just 4 preferring not to do so.
- 2.8. The survey also asked for their views of the current service which were generally positive in line with the findings from the council's own monitoring.
- 2.9. Accordingly, officers are proposing to extend the contract term.
- 2.10. It is suggested that the extension be granted to April 2022 only as a timetable for the next contract to commence during the Easter holidays is considered to be a better option than mid-term start date.

3 ALTERNATIVE OPTIONS

- 3.1. The making of arrangements for school cleaning is a matter for schools as budgets are delegated to them. It is not essential that there is a borough-wide contract. However, schools have indicated a wish to be part of a council organised contract and continue to opt to buy back this service from the council each year. A centrally managed contract avoids the necessity for a school to spend extensive amounts of time making their own arrangements. It

also allows them to engage with the council to monitor the service to ensure consistency of service across different school sites.

- 3.2. An extension of the existing contract for a further year up to June 2021 could be considered but not thought to be desirable as the commencement of a contract at that point could prove difficult logistically.

4 CONSULTATION UNDERTAKEN OR PROPOSED

- 4.1. Schools currently within the council's central contract were consulted in relation to their views about the school cleaning service and were invited to indicate their preference in regard to the continuation of the council's current contract with Julius Rutherford. The majority of respondents agreed that they were satisfied with the current service and were happy for it to be extended.
- 4.2. A report was submitted to the Corporate Procurement Board in January 2020 and the members of the board approved the proposal to seek an extension.

5 TIMETABLE

- 5.1. Subject to Cabinet's approval the extension of the existing contract will be until 31 March 2022.
- 5.2. The council would seek to procure a new contract (subject to schools' support for doing so) from April 2022. The choice of a commencement date at the end of the spring term allows for the mobilisation of the contract over the Easter holidays minimising any disruption to service for schools.

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 6.1. The annual cost of the service is currently £1,185,146.41.
- 6.2. Under the existing contract terms, the contractor pays the council a sum of just over £30,000 for the council's costs in procuring, managing and monitoring this contract.
- 6.3. The cost of the cleaning service is recharged by the contractor directly to the schools and other sites on a monthly basis.
- 6.4. The contract provisions allow for a modest increase in rates charged during each year of the contract term to allow for a rise in cleaners' wage costs particular in light of rises in the National Minimum Wage. Staff wages account for up to 80% or more of the cost of the cleaning provision.

7 LEGAL AND STATUTORY IMPLICATIONS

- 7.1. The contract provides an extension period of up to 24 months. As such the proposed extension is compliant with Regulation 72(1)(a) of the Public Contracts Regulations 2015.
- 7.2. This regulation allows for the modification of contracts where the modifications have been provided for in the initial procurement documents in clear, precise and unequivocal review clauses.

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

- 8.1. There are no substantive human rights, equalities and community cohesion implications arising from the recommendations contained within this report.
- 8.2. The contract documentation requires the contractor to comply with current equalities legislation.

9 CRIME AND DISORDER IMPLICATIONS

- 9.1. There are no substantive crime and disorder implications arising from the recommendations contained within this report.

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

- 10.1. The contract documentation requires the contractor to comply with relevant Health & Safety legislation to ensure the safe delivery of the cleaning service.

11 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT

Appendix 1 – Quarterly Performance Scores

12 BACKGROUND PAPERS

[Contract Standing Orders](#)

Appendix 1 – Performance monitoring scores for 2019

CSC – Customer Satisfaction Call

CA - Client Audit

	1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
	CSC	CA	CSC	CA	CSC	CA	CSC	CA
Abbotsbury Primary School	100	80	100	80	90	100	90	80
Aragon Primary School	100	84	100	80	90	80	90	80
Beecholme Primary School	100	85	100	80	90	81	90	80
Benedict School	100	83	100	80	90	83	90	80
Bond Road Children Centre	100	83	100	80	90	83	90	100
Cricket Green School	100	80	100	80	90	100	90	80
Dundonald Primary School	100	80	100	82	90	87	90	80
Garfield Primary School	100	80	100	80	90	80	90	85
Gorrige Park Primary School	100		100	84	90	100	90	80
Harris Primary Academy Merton	100	83	100	85	90	100	90	86
Holy Trinity (CofE) Primary School	100	80	100		90	93	90	85
Ivy Gardens Children's Centre	100	85	100		90	100	90	100
Joseph Hood Primary School	100	80	100	85	90	80	90	98
Lonsome Primary School	100	80	100	83	90	80	90	80
Malmesbury Primary School	100	82	100	82	90	80	90	82
Melrose School	100	80	100	93	90	93	90	90
Morden Primary School	100	80	100	82	90	100	90	80

Q1	CSC	CA
AVERAGE	100%	85%

Q2	CSC	CA
AVERAGE	100%	84%

Q3	CSC	CA
AVERAGE	90%	87%

Q4	CSC	CA
AVERAGE	90%	86%

CSC – Customer Satisfaction Call

CA – Client Audit

	1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
	CSC	CA	CSC	CA	CSC	CA	CSC	CA
Merton Professional Development Center	100	91	100	82	90	85	90	92
Merton Park School	100	80	100	90	90	84	90	80
Newminster Children's Centre Service	100		100		90	85	90	84
Perseid School (Primary)	100	100	100	96	90	100	90	91
Perseid School (Secondary)	100	100	100	100	90	100	90	100
Sacred Heart (RC) Primary School	100	80	100	84	90	82	90	91
Smart Centre	100	90	100	90	90	85	90	84
St. Mary's (RC) Primary School	100	80	100	80	90	100	90	88
St. Matthew's (CofE) Primary School	100	77	100	80	90	80	90	80
Stanford Primary School	100	100	100	100	90	100	90	100
SS. Peter & Paul (RC) Primary School	100	80	100	80	90	80	90	80
St. Thomas of Canterbury (RC) Primary School	100	83	100		90	82	90	80
St. Teresa's (RC) Primary School	100	80	100		90	80	90	80
South Wimbledon Community Center -	100	84	100		90	80	90	80
The Avenue Childrens Center	100		100		90	100	90	100
Ursuline High School (RC)	100	82	100	80	90	80	90	80
Wimbledon Park Primary School	100	84	100	82	90	80	90	76
AVERAGE	100%	84%	100%	84.44%	90%	88%	90%	86%