

# Council Estates Cleaning Contract

Analysis of stakeholder consultation

November 2020

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# Introduction

## Background

The **Housing Management Department** wanted to hear feedback from residents about the cleaning services across Council owned estates. The consultation was designed to provide insight into the experiences of the cleaning services currently being delivered, and to inform future discussions about the cleaning service provider.

## Methodology and report

A survey was developed to seek feedback from Council tenants and leaseholders about the current cleaning services in their buildings. A total of 780 completed surveys were received by the closing date 2 November 2020.

Where graphs are shown, percentage figures are used. Where percentages do not total a 100 per cent, this may be due to computer rounding, where respondents have chosen not to answer a question or where respondents have been able to select more than one answer.

***For analysis purposes, a three-point scale has been used. This means that where a five-point scale has been used in the survey (e.g. Strongly Agree/Agree/Neither/Disagree/Strongly Disagree), they will have combined measures to create three variables. These will be outlined where appropriate throughout the report.***

## Appendices

Appendix one contains the data tables of the results whilst appendix two details all the comments made by respondents in relation to the open questions in the survey. Appendices are available upon request.

## Acknowledgements

The Council would like to thank all tenants and leaseholders that took the time to feedback their views as part of this exercise.



# Results at a glance

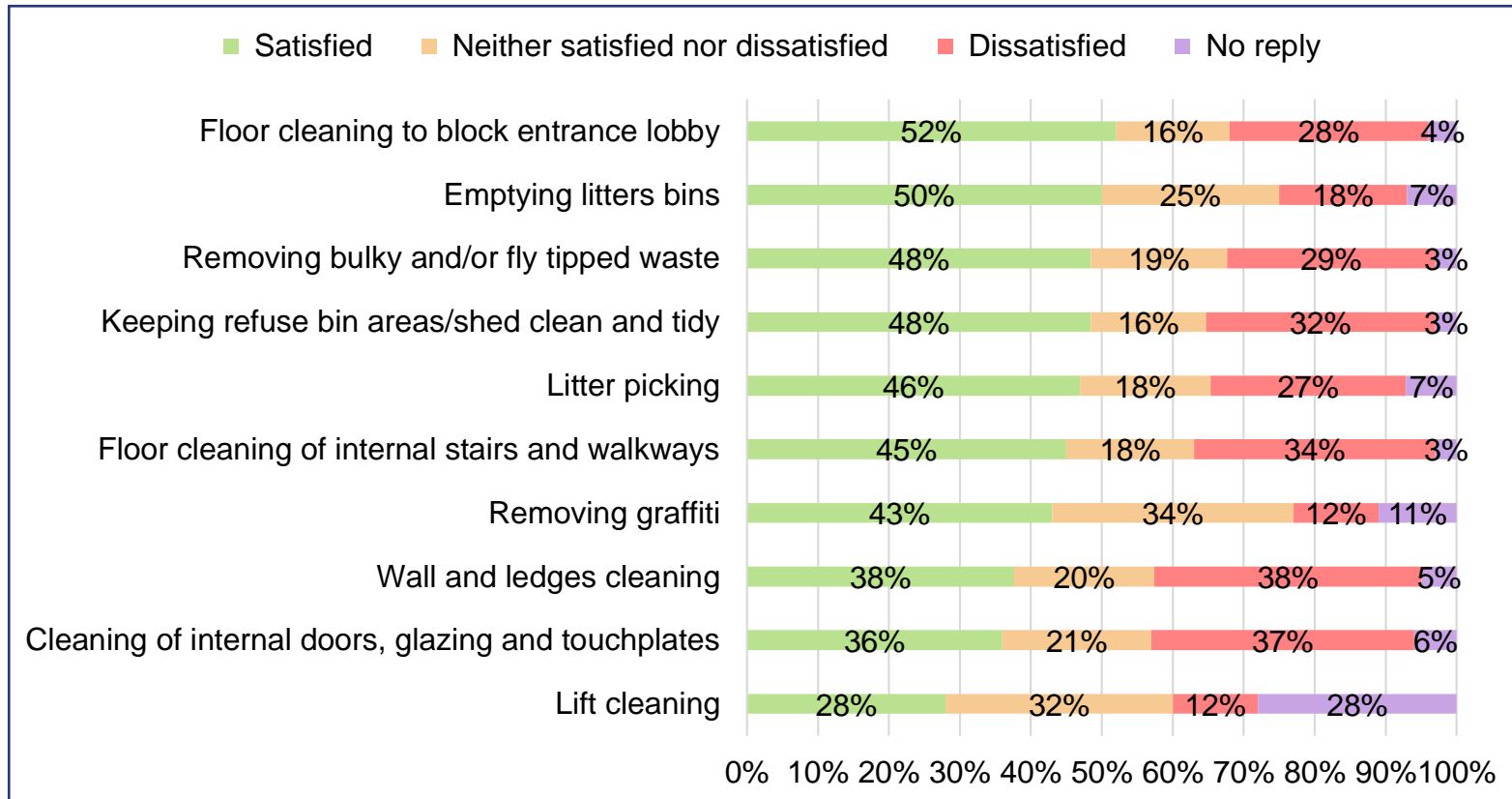
- **Satisfaction with cleaning services:** Over a half (52 per cent) of respondents were satisfied with the **'Floor cleaning to block entrance lobby'**, whilst 38 per cent of respondents were dissatisfied with **'Wall and ledges cleaning'**
- **Perceptions of cleaners:** Over two thirds (69 per cent) of respondents agreed that the cleaner(s) were **'Polite and friendly'**, whilst 64 per cent agreed that the cleaners were **'Tidy and presentable'**. Slightly lower, a total of 53 per cent of respondents agreed that the cleaners were **'Easy to communicate with'** whilst 51 per cent agreed that they **'Work in a thorough and efficient manner'**
- **Value for money:** A total of 32 per cent of respondents **'Agree'** that the current service of cleaning is value for money, whilst 40 per cent of respondents **'Disagree'** that the current service is value for money. Just over half (51 per cent) of respondents outlined that the value for money of the cleaning services had **'Fallen short of expectations'** whilst 38 per cent stated that it had **'Met expectations'**
- **Individual circumstances:** A total of 67 per cent of respondents were **'Council tenants'**, whilst a quarter (25 per cent) described themselves as **'Leaseholder (living in property)'**.



# Consultation findings: Satisfaction with cleaning services

Respondents were asked to identify their satisfaction levels related to the cleaning of specific areas in their blocks.

- Over a half (52 per cent) of respondents were satisfied with the **'Floor cleaning to block entrance lobby'**, whilst around half (50 per cent) were satisfied with the **'Emptying of litter bins'**
- A total of 38 per cent of respondents were dissatisfied with **'Wall and ledges cleaning'** whilst 37 per cent were dissatisfied with the **'Cleaning of internal doors, glazing and touch plates'**



\*Three-point scale applied: Very Satisfied/Satisfied = 'Satisfied'; Very Dissatisfied/Dissatisfied = 'Dissatisfied'

Base: All responses (780)

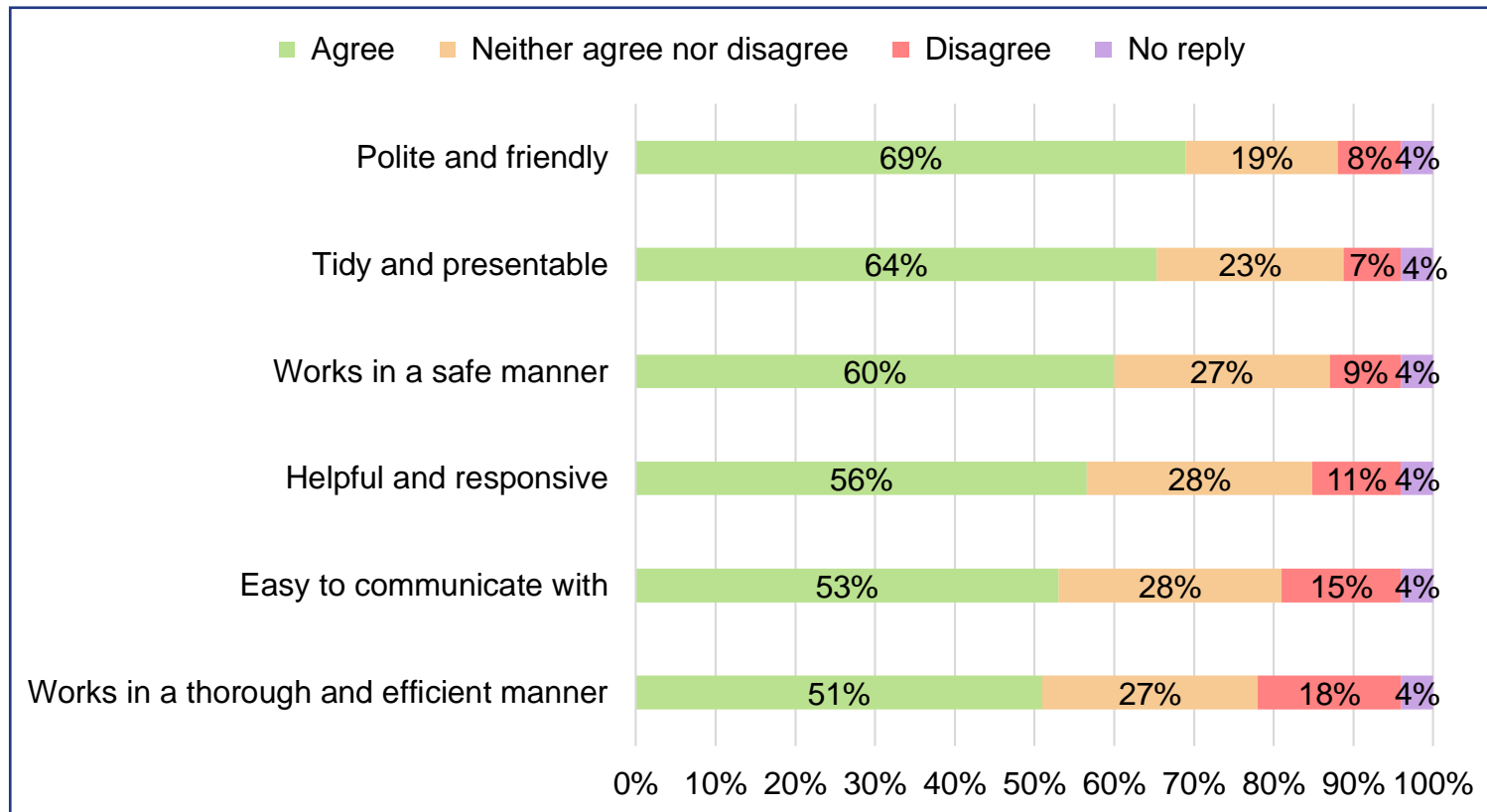


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# Consultation findings: Perceptions of cleaner(s)

Respondents were asked to agree or disagree with a series of statements relating to the cleaner(s) in their blocks.

- Over two thirds (69 per cent) of respondents agreed that the cleaner(s) were **'Polite and friendly'**, whilst 64 per cent agreed that they were **'Tidy and presentable'**
- Slightly lower, a total of 53 per cent of respondents agreed that the cleaners were **'Easy to communicate with'** whilst 51 per cent agreed that they **'Work in a thorough and efficient manner'**



\*Three-point scale applied: Strongly agree/Agree = 'Agree'; Strongly Disagree/Disagree = 'Disagree'

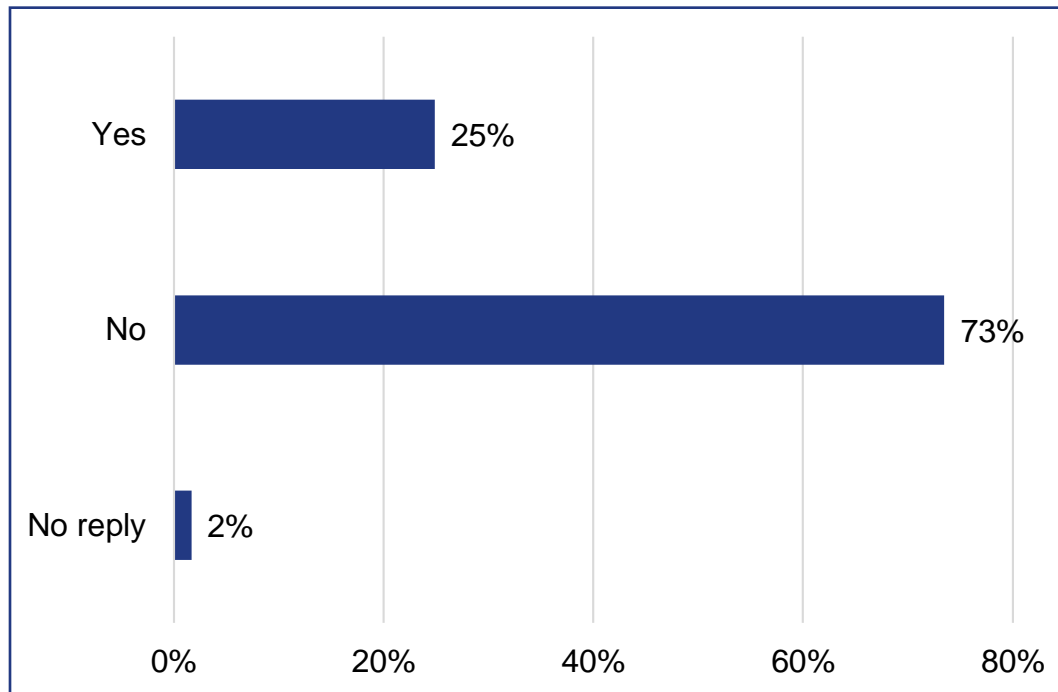
Base: All responses (780)



# Consultation findings: Frequency of cleaner visits

Respondents were asked if they knew how often the cleaner(s) was supposed to visit their block each week:

- A quarter (25 per cent) of respondents **did know** how often their cleaner was supposed to visit their block each week.
- The majority of respondents (73 per cent) **did not know** how often their cleaner was supposed to visit their block each week



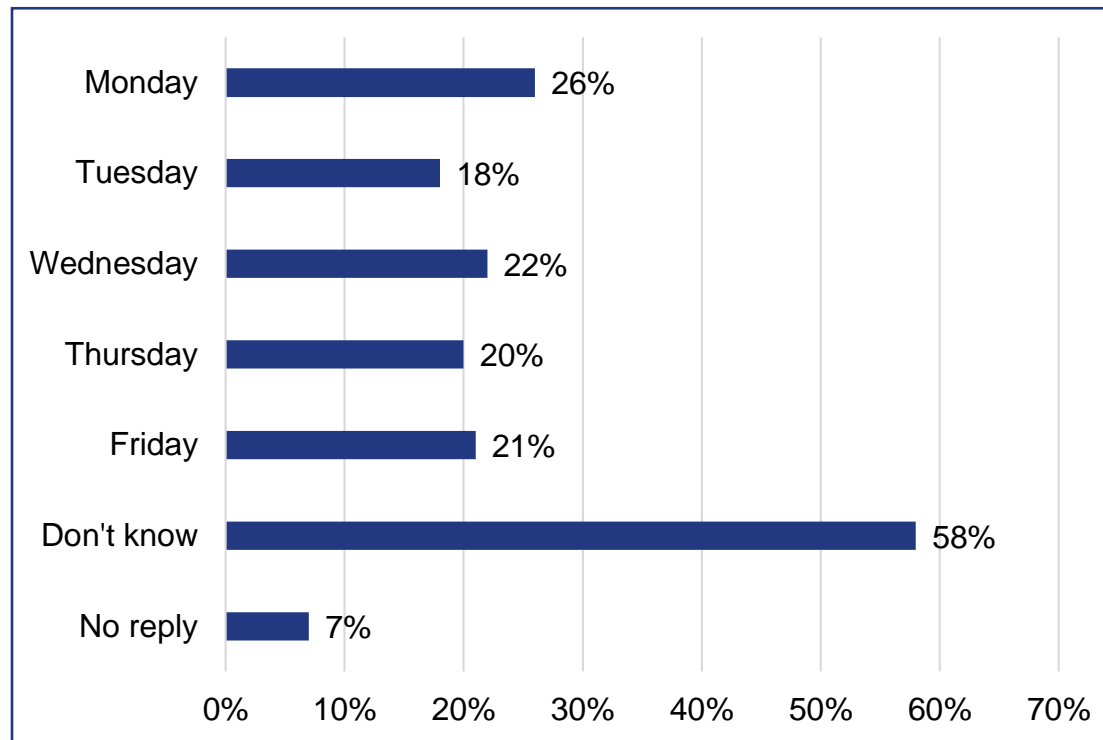
**Base: All responses (780)**



# Consultation findings: Frequency of cleaner visits

Respondents were asked if they knew which days the cleaner(s) visited their block each week:

- Over half (58 per cent) of respondents outlined that they **'Don't know'** which days their cleaner(s) visited their block.
- Just over a quarter (26 per cent) of respondents knew that their cleaner(s) visited on a **'Monday'**, whilst around a fifth (ranging from 18 – 22 per cent) of respondents outlined that they knew their cleaner(s) visited their blocks on all of the other days.



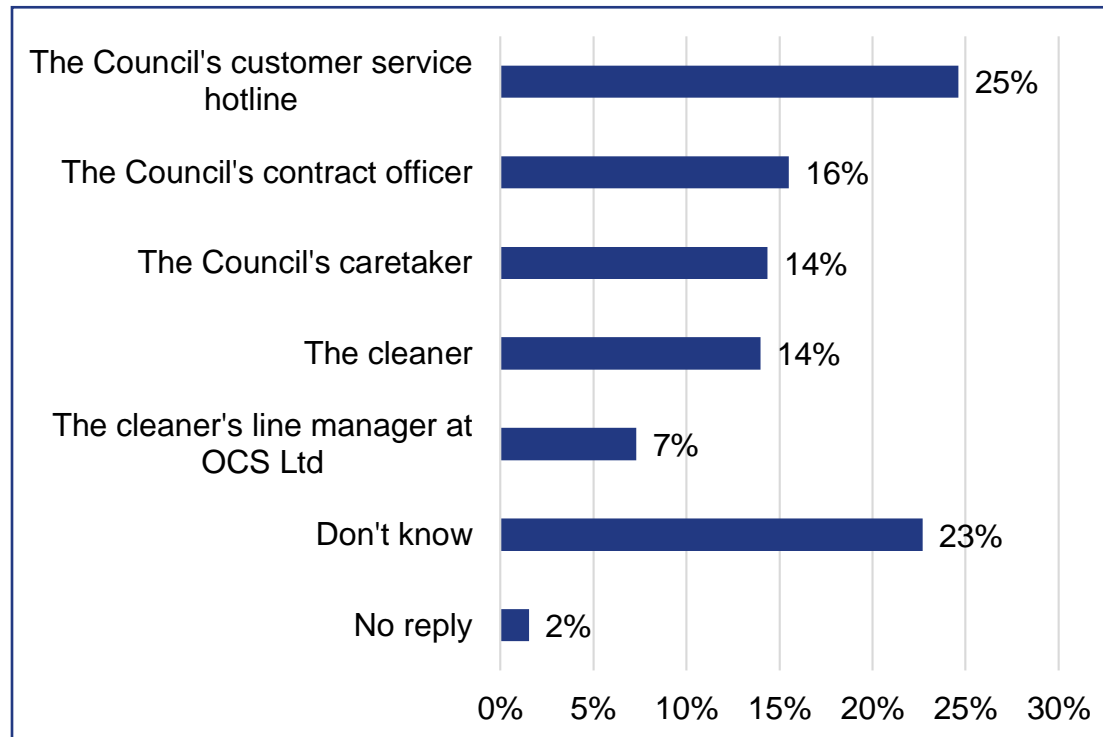
**Base: All responses (780)**



# Consultation findings: Reporting a problem

Respondents were asked that, if they had to report a problem with cleaning in their block, who they would prefer to contact:

- A quarter (25 per cent) of respondents outlined that they would prefer to contact **'The Council's customer service hotline'**.
- A total of 23 per cent highlighted that they **'Don't know'** who they would prefer to contact to report a cleaning problem.



**Base: All responses (780)**

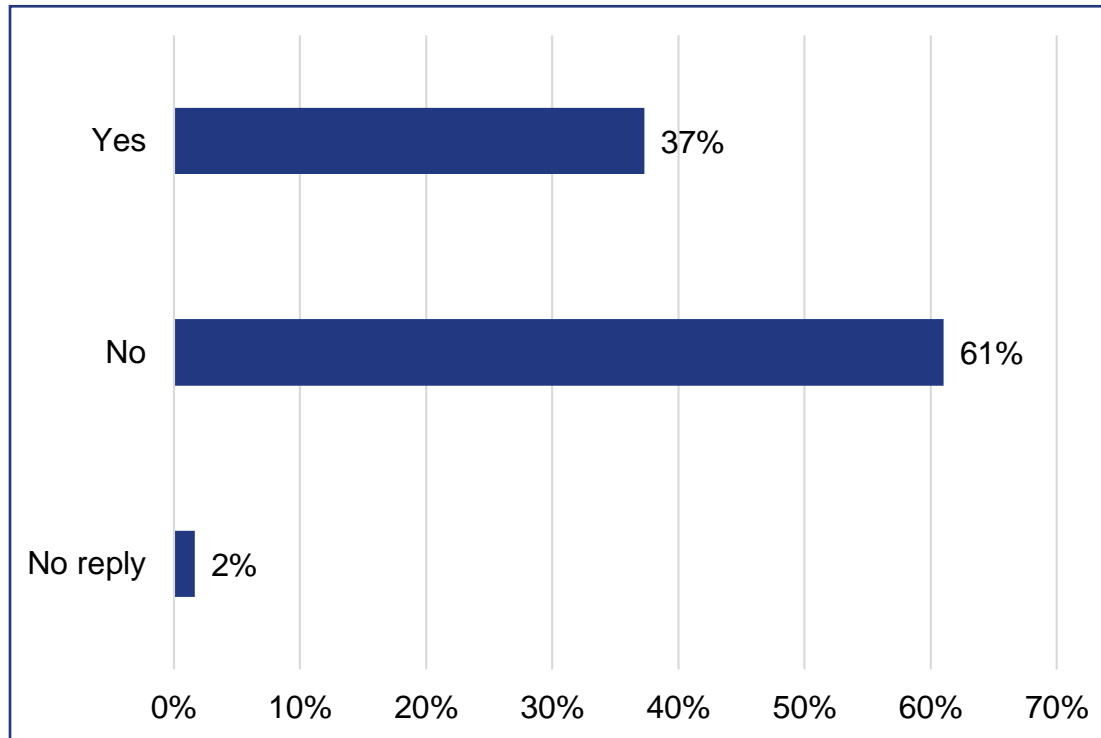




# Consultation findings: Reporting a problem

Respondents were asked if they had to report a cleaning problem in their block:

- A total of 37 per cent of respondents stated that they **have** reported a cleaning problem in their block.
- A total of 61 per cent of respondents stated that they **have not** had to report a cleaning problem in their block.



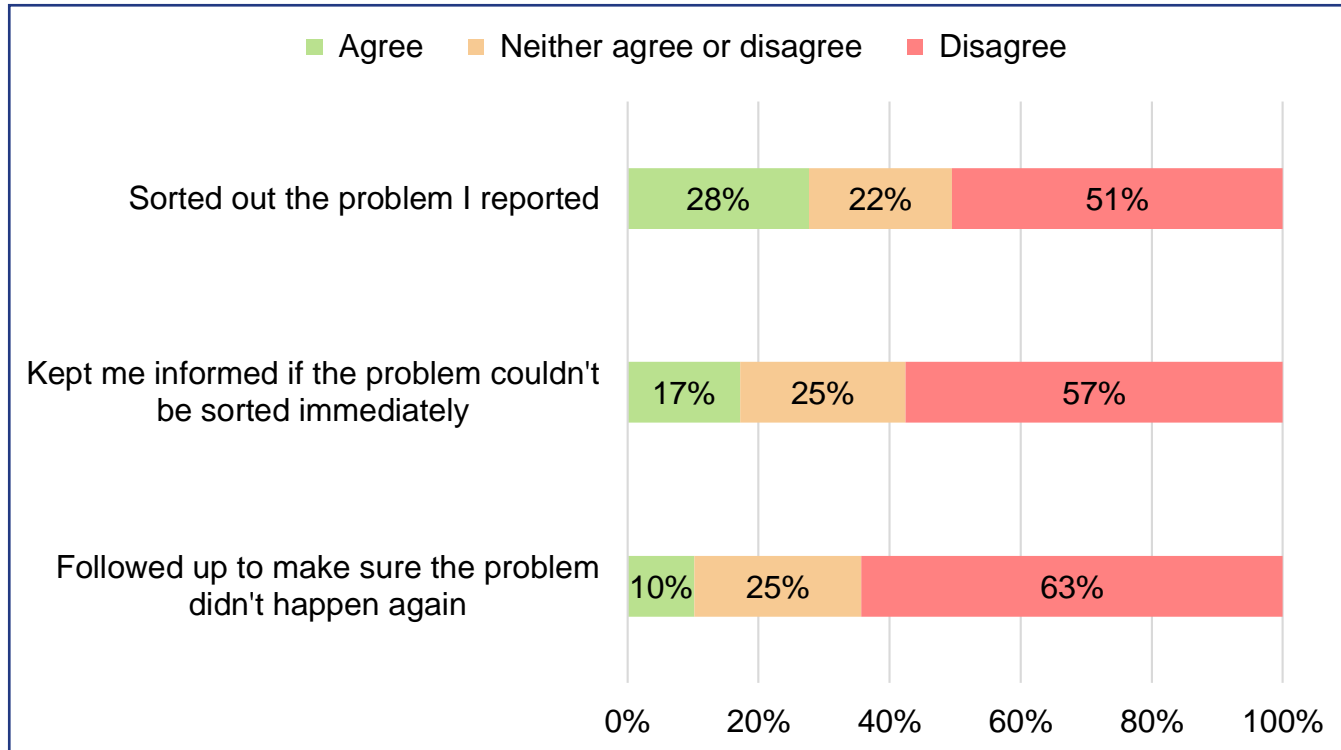
**Base: All responses (780)**



# Consultation findings: Reporting a problem

Respondents who identified that they **had reported** a cleaning problem were then asked to what extent they agreed or disagreed with a series of statements relating to their experience reporting a problem:

- When asked whether the person they contacted **'sorted out the problem reported'** just over a quarter (28 per cent) agreed, whilst just over half (51 per cent) disagreed.
- When asked if the person they contacted **'Followed up to make sure the problem didn't happen again'** a total of 10 per cent of respondents agreed, whilst nearly two thirds (63 per cent) disagreed



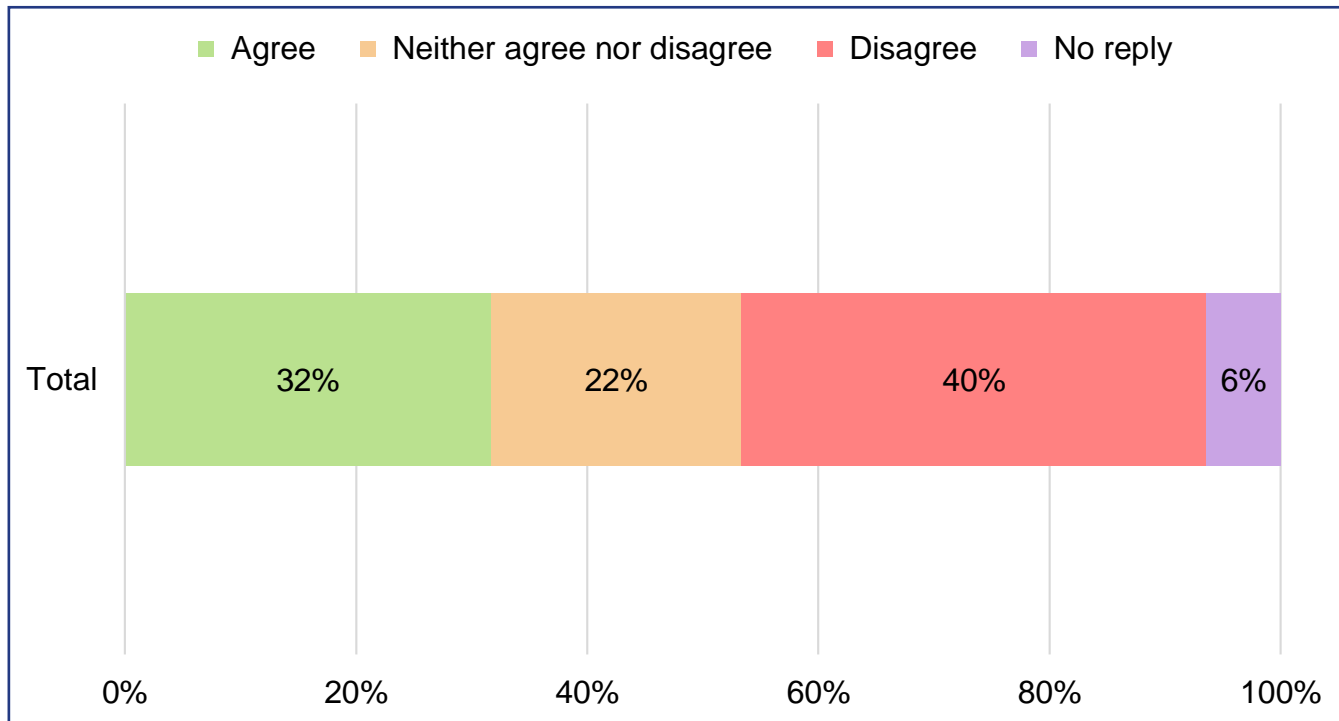
*\*Three-point scale applied: Strongly agree/Agree = 'Agree'; Strongly Disagree/Disagree = 'Disagree'*



# Consultation findings: Value for money

Respondents were to what extent they agreed or disagreed that they were getting value for money for what they pay through their service charge:

- A total of 32 per cent of respondents **'Agree'** that the current service of cleaning is value for money.
- A total of 40 per cent of respondents **'Disagree'** that the current service of cleaning is value for money
- A total of 22 per cent of respondents **'Neither agree nor disagree'** that the current service of cleaning is value for money.



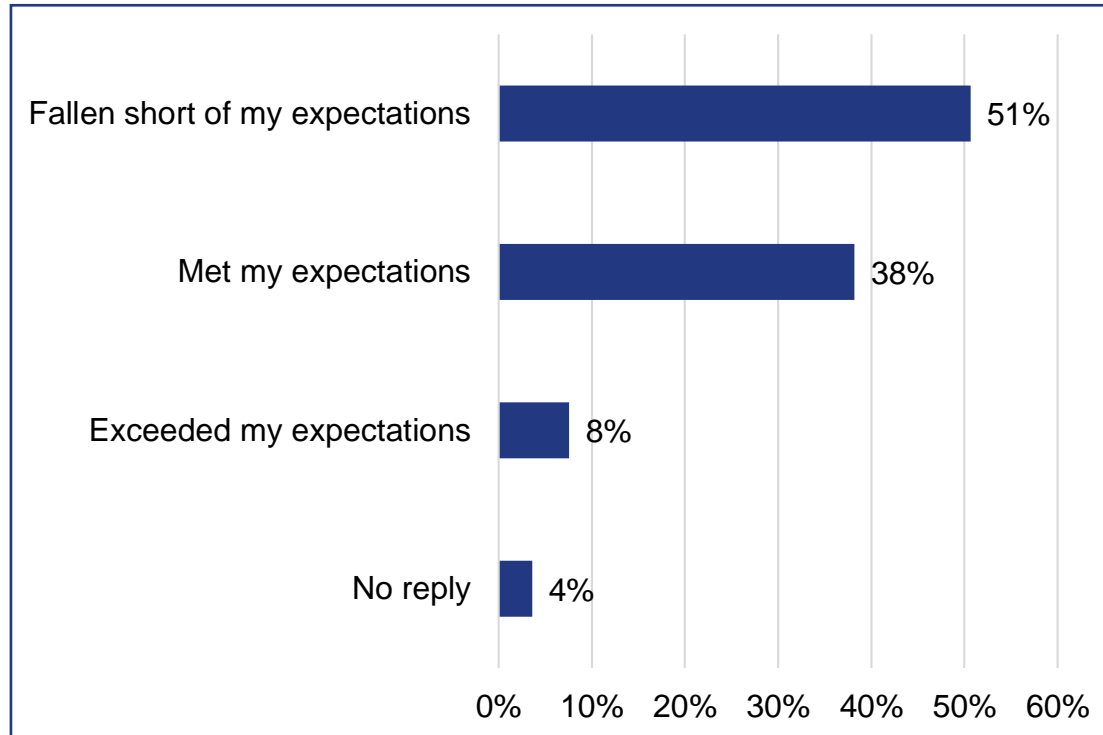
*\*Three-point scale applied: Strongly agree/Agree= 'Agree'; Strongly Disagree/Disagree = 'Disagree'*  
**Base: All responses (780)**



# Consultation findings: Value for money

Respondents were asked to outline to what extent the cleaning in their block met their expectations in relation to value for money:

- Just over half (51 per cent) of respondents outlined that the value for money of the cleaning services had **'Fallen short of expectations'** whilst 38 per cent stated that it had **'Met expectations'**
- A total of eight per cent of respondents outlined that the value for money of the cleaning services had **'Exceeded expectations'**



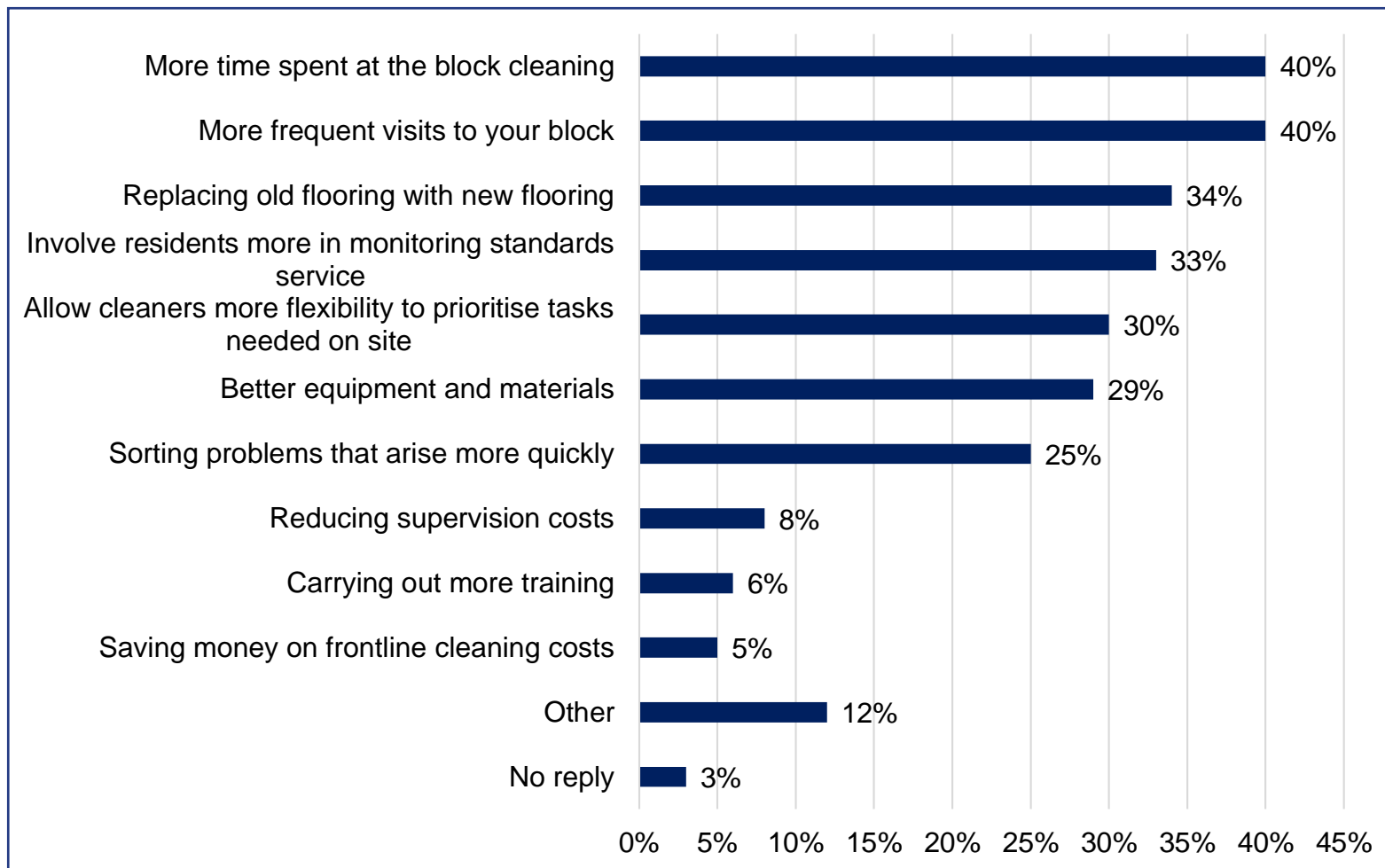
**Base: All responses (780)**



# Consultation findings: Looking ahead

Respondents were asked to **select three** options from a list of changes they thought would improve the cleaning service in their block:

- The top three options chosen by respondents were **'More time spent at the block cleaning'** (40 per cent); **'More frequent visits to your block'** (40 per cent), and **'Replacing old flooring with new flooring'** (34 per cent)



Base: All responses (780)



# Consultation findings: Looking ahead

Respondents that indicated an 'other' change that would improve the cleaning service were asked to detail this change. These have been themed and the themes are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in appendix two.

Theme	Comments
Improve the maintenance/cleanliness of the building (internal/external walls, stairways etc)	28
Improve the cleaning of the bin areas	19
Residents taking more responsibility to be clean	18
Improve supervision of cleaners	18
Better cleaning of the floors and removal of trip hazards	17
Improve the standards of cleaning in communal areas	16
Better reporting processes	12
Cleaner does a good job already	12
There is no cleaner	7
No additional comments	6
Dog fouling	4

**Base: All 'other' responses (169)**



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# Consultation findings: Looking ahead

Respondents were asked to specify any other priorities that they felt were important to focus on to help improve the cleaning services in their blocks:

***“There is a significant issue with fly tipping in several corners of the block, which I have reported a number of times but no longer term solution implemented. Bin and bin areas are dirty and bins are often not fully emptied”***

***Improve the cleaning of the bin areas***

***“The exterior of the block needs a power wash. So say a quarterly deep cleanse would be recommended by me to remove moss etc. and maintain the building from the outside too.”***

***Improve the maintenance/cleanliness of the building***

***“The communal area of my building does not get cleaned”***

***Improve the standards of cleaning in communal areas***



***“Carry out task in accordance with Industry Best Practice and monitor that it has been done”***

***Improve supervision of cleaners***

***“What the service charge contracts states as what the cleaners are supposed to do and how much they are supposed to visit versus what happens in reality on the ground is a world apart. The cleaning is completely hopeless! REALLY BAD. Parts of the stairs and flooring by flats on different levels do not get cleaned FOR MONTHS ON END.”***

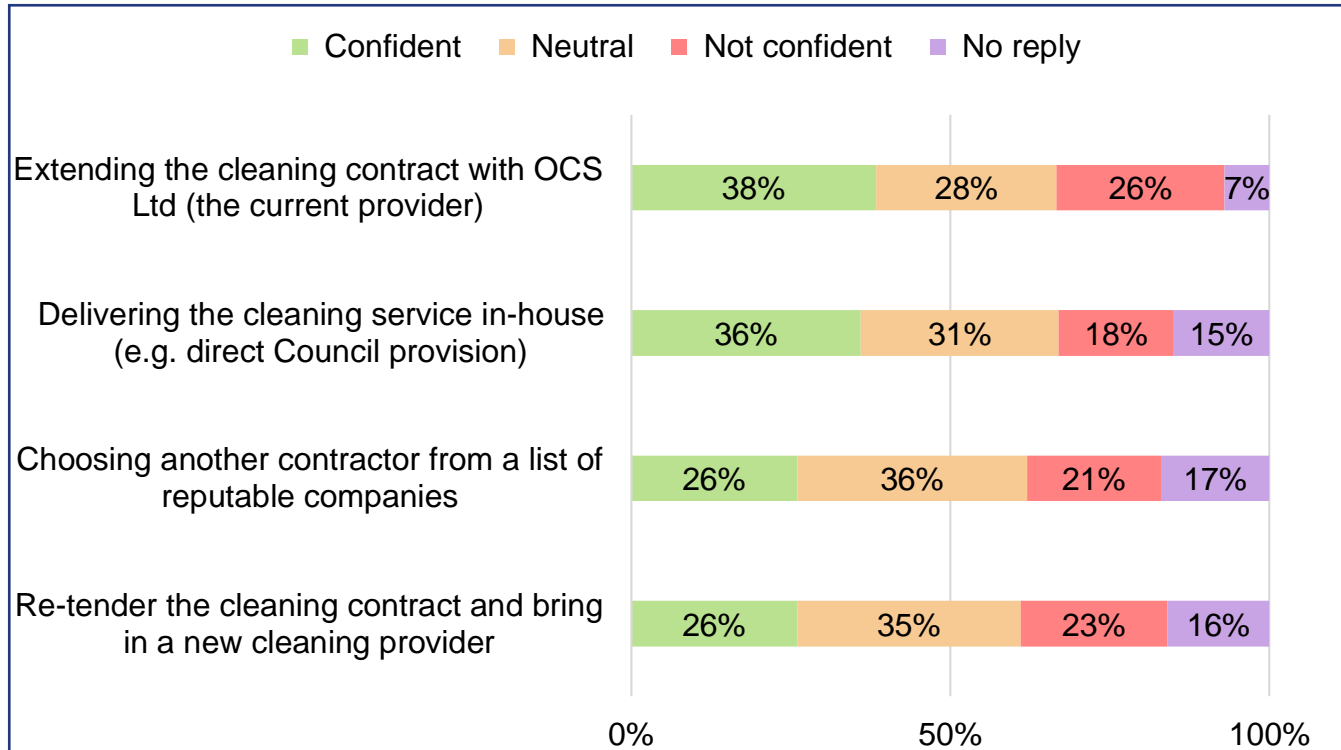
***Better cleaning of the floors and removal of trip hazards***



# Consultation findings: Looking ahead

Respondents were asked to outline how confident they were in a series of options to improve the quality of cleaning services over the next five years:

- A total of 38 per cent of respondents felt **confident** that **'Extending the cleaning contract with OCS Ltd'** would improve the quality of cleaning services, compared to 26 per cent who are **not confident**
- Just over a third (36 per cent) of respondents felt **confident** that **'Delivering the cleaning service in-house'** would improve the quality of cleaning services, compared to 18 per cent who are **not confident**



\*Three-point scale applied: Very confident/Confident = 'Confident'; Not very confident/Not at all confident = 'Not confident'  
Base: All responses (780)





# Consultation findings: Looking ahead

Respondents were asked to outline any other comments they had about the cleaning service. These have been themed and the themes are summarised in the table below. Examples of comments made can be seen overleaf, with the full list of themes and comments made can be found in appendix two.

Theme	Comments
The quality of cleaning is poor/poor cleaning equipment	47
The level of service is good	46
Communal areas aren't cleaned	22
There needs to be better supervision of cleaners	21
Residents not taking responsibility for the collective/individual cleanliness	15
Change the cleaning service (e.g. bring in-house)	14
Increase the scope of cleaning (e.g. windows, external walls)	14
Do not receive cleaning services/very infrequent	13
Improve communication about what a change would bring	11
Better reporting mechanisms	10
Better maintenance of the building in general	6

**Base: All responses (232)**



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# Consultation findings: Looking ahead

Respondents were asked to provide any further comments about the cleaning services in their blocks:

*“The cleaners do their very best the problem is the management, lack of equipment and limited time given”*

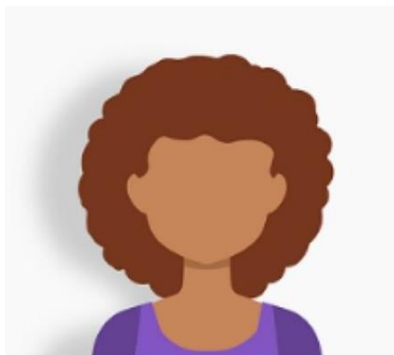
*The quality of cleaning is poor/poor cleaning equipment*

*“The cleaners which I have seen and talked too on my visits have been polite, helpful, and in my opinion do a really great job of work.”*

*The level of service is good*

*“Soap and water is never used to clean the floors, surfaces and stairs. This used to happen a couple of years or so ago but not anymore. Sweeping the floors and stairs is not enough!”*

*Communal areas aren't cleaned*



*“The cleaning will be only as good as the person supervising, if residents were more involved we could tell them where things need improving and pick up on issues quicker and get them sorted sooner.”*

*There needs to be better supervision of cleaners*

*“Inform and educate tenants that littering on stair wells and walkways doesn't help the overall solution. Rubbish chutes constantly blocked due to tenants jamming over size water bottles and bulky rubbish bags in the chute opening.”*

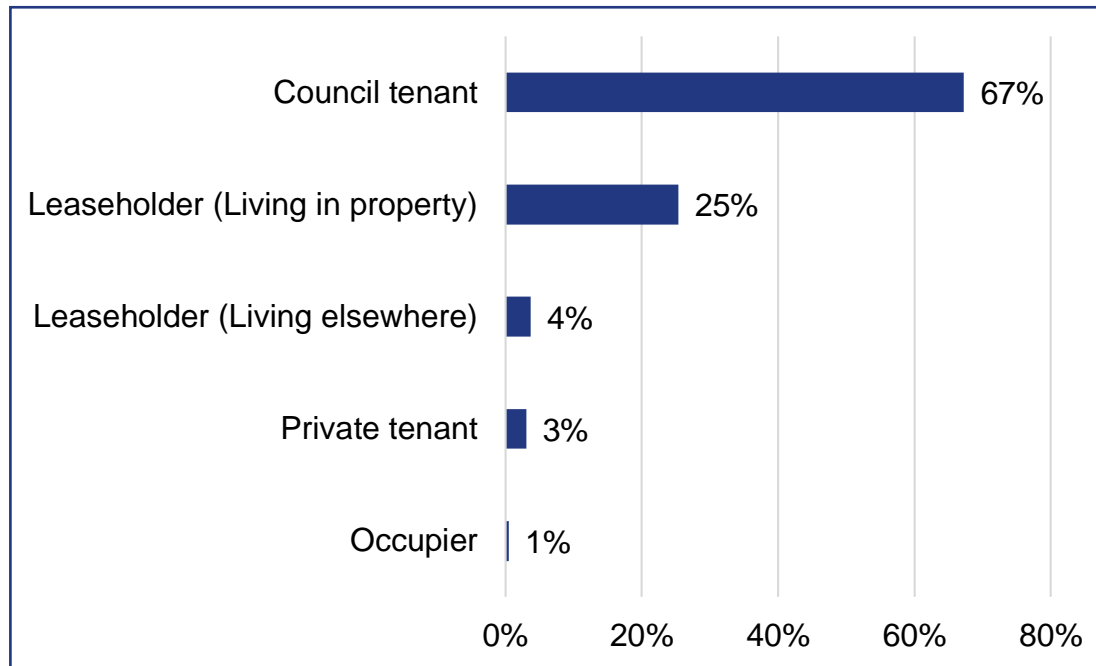
*Residents not taking responsibility for the collective/individual cleanliness*



# Demographics: Individual circumstances

Respondents were asked to **select all** of the options that applied to the capacity in which they were responding:

- Just over two thirds (67 per cent) of respondents were **'a Council tenant'**
- A quarter of respondents (25 per cent) stated that they were **'Leaseholder (living in property)'** whilst a total of four per cent outlined that they were a **'Leaseholder (living elsewhere)'**
- A very small number (three per cent) of respondents were a **'Private tenant'** whilst only one per cent of respondents were an **'Occupier'**

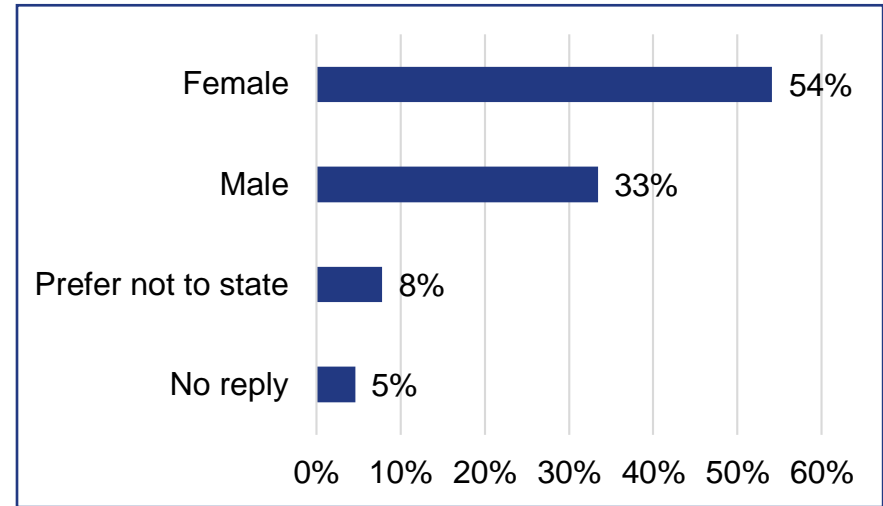


**Base: All responses (780)**

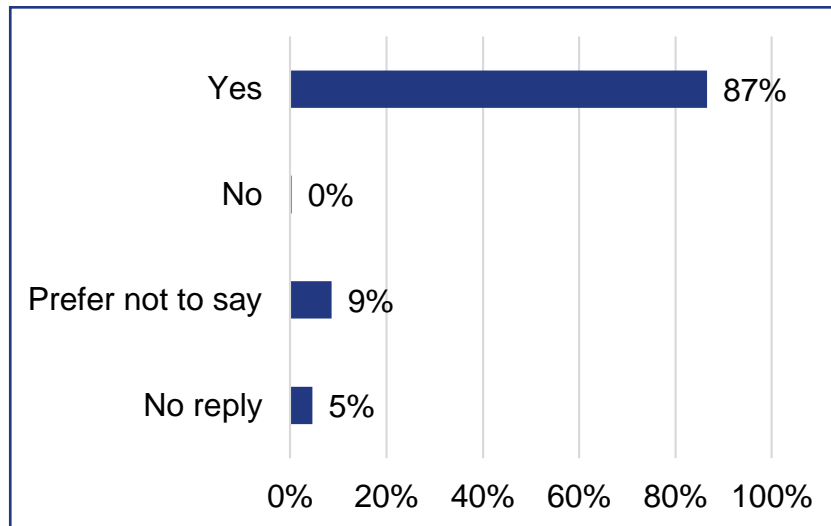


# Demographics: Sex

- Just over half (54 per cent) of respondents were **'Female'**
- A third (33 per cent) of respondents were **'Male'**
- A total of eight per cent of respondents stated that they **'Prefer not to state'** their sex



**Base: All responses (780)**



**Base: All responses (780)**

Respondents were asked if their gender identity matched the sex that they were registered with at birth:

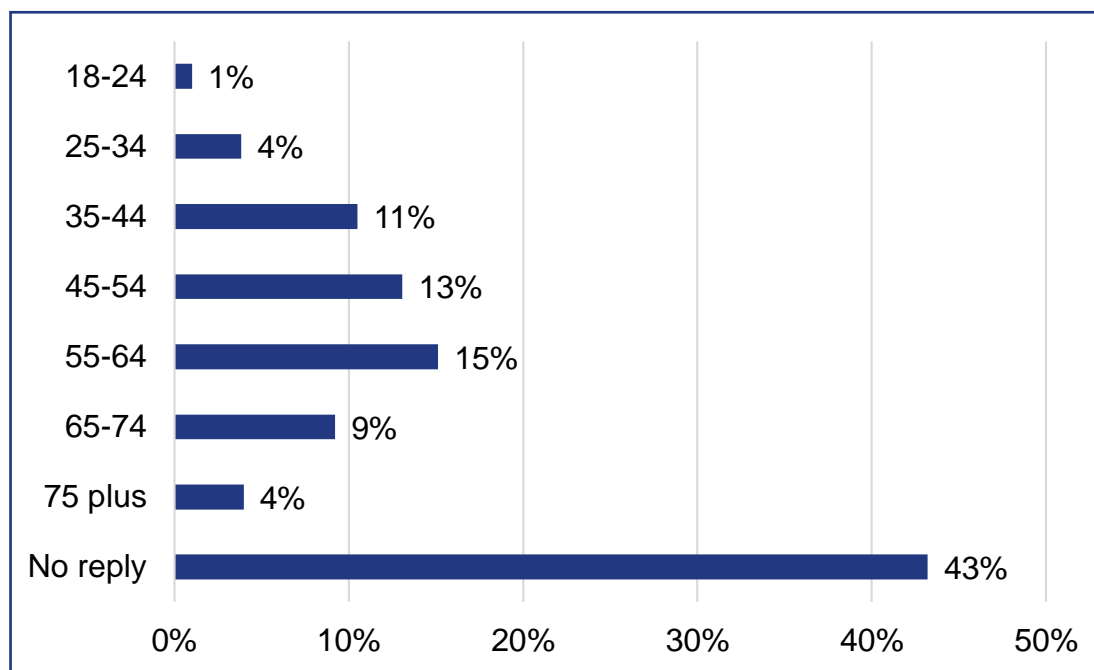
- A total of 87 per cent responded **'Yes'**
- A total of nine per cent respondents they **'Prefer not to say'**
- A total of five per cent **did not reply**



# Demographics: Age group

Respondents were asked to outline their date of birth, this was then analysed to create age ranges which can be seen below:

- A total of 43 per cent of respondents **did not reply** to the question.
- The highest responding age group was **'55-64'** with 15 per cent of the sample, whilst **'45-54'** (13 per cent) and **'35-44'** (11 per cent) were slightly lower.



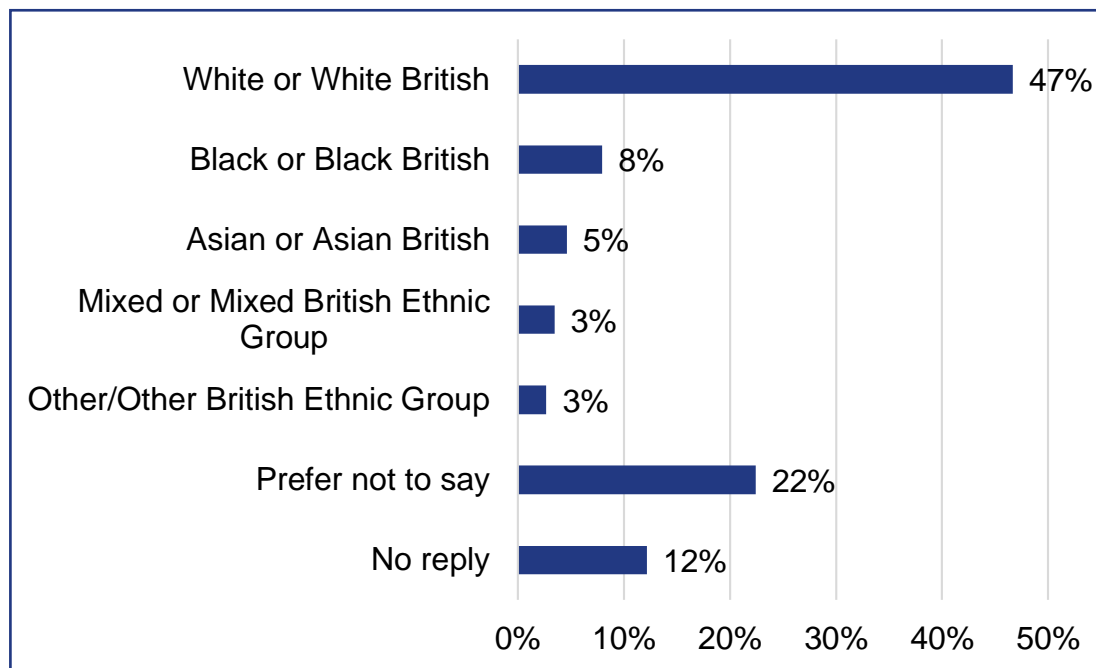
**Base: All responses (780)**



# Demographics: Ethnicity

Respondents were asked to describe their **ethnic origin**.

- Just under a half (47 per cent) of respondents were **'White or White British'**
- A total of eight per cent of respondents responded that they were **'Black or Black British'**, five per cent responded that they were **'Asian or Asian British'**, three per cent **'Mixed or Mixed British ethnic group'**, and three per cent **'Other/other British ethnic group'**
- A total of 22 per cent of respondents outlined that they would **'Prefer not to say'** when asked their ethnic origin



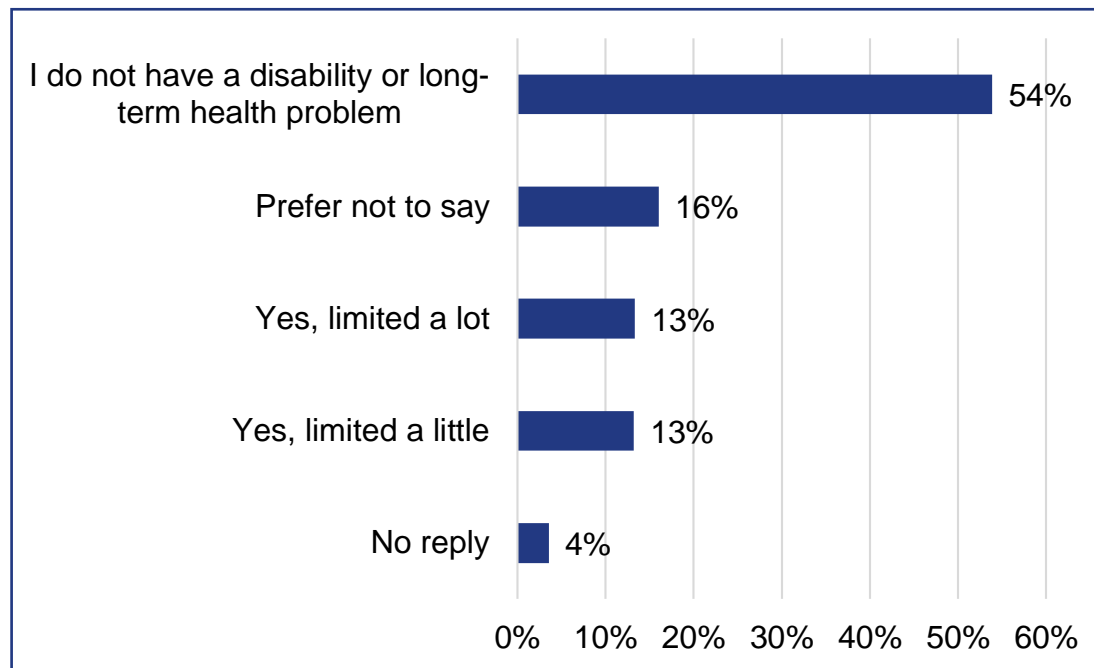
**Base: All responses (780)**



# Demographics: Long term disability or illness

Respondents were asked whether they had any long-term illness, health problems or disability which limits daily activities.

- Just over half (54 per cent) of respondents stated that they **did not** have a long-term illness, health problem or disability.
- A total of 16 per cent of respondents outlined that they would **'Prefer not to say'** whether they had a long-term illness or disability.
- A total of 13 per cent of respondents stated that they had a disability or health problem that either **limited them a little** or **limited them a lot**



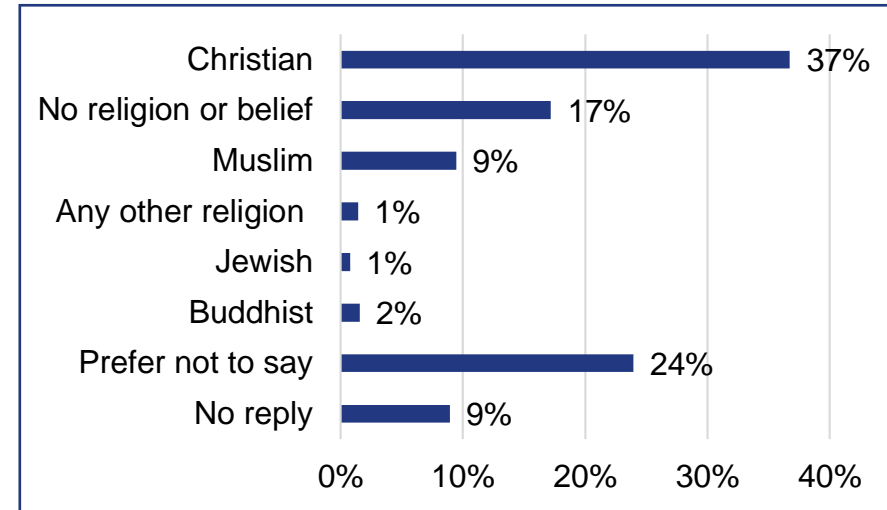
**Base: All responses (780)**



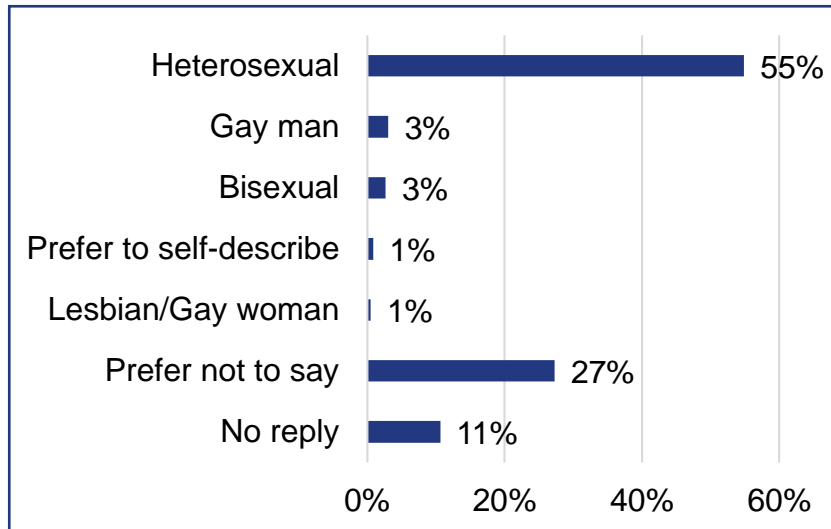
# Demographics: Religion and Sexual Orientation

Respondents were asked to describe their **religious beliefs**.

- Over a third (37 per cent) of respondents were '**Christian**'
- A total of 17 per cent of respondents were had '**No religion or belief**'
- A total of nine per cent of respondents were '**Muslim**'
- A total of 24 per cent of respondents stated that they would '**Prefer not to say**' when asked what their religion was.



**Base: All responses (780)**



**Base: All responses (780)**

Respondents were asked to describe their **sexual orientation**.

- Just over half (55 per cent) of respondents described themselves as '**Heterosexual**'
- Just over a quarter (27 per cent) of respondents outlined that that they would '**Prefer not to say**' when asked to describe their sexual orientation





# Council Estates Cleaning Contract

**Additional Estate Breakdowns**

**November 2020**

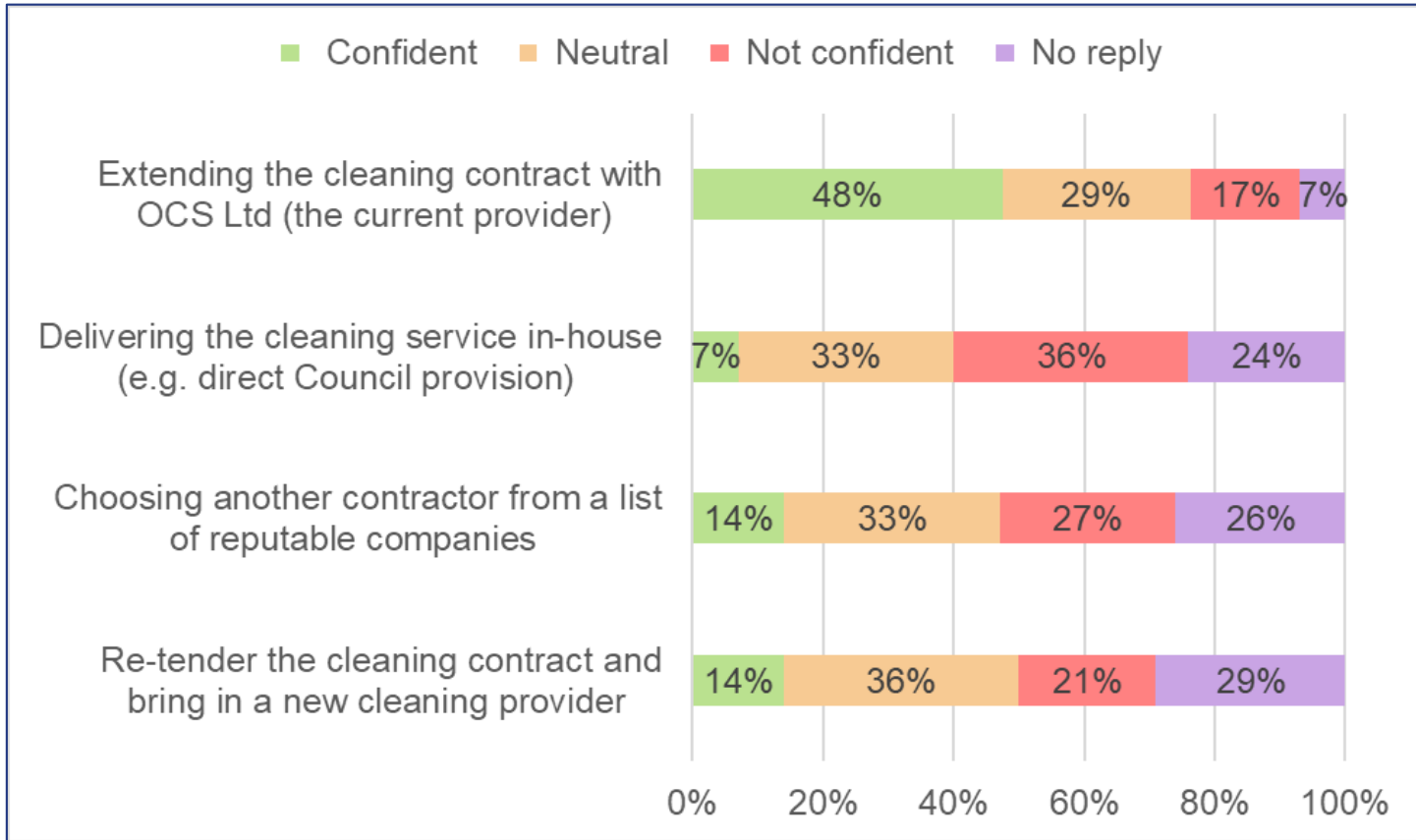
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# Consultation findings: Elm Park Gardens

Respondents were asked to outline how confident they were in a series of options to improve the quality of cleaning services over the next five years:



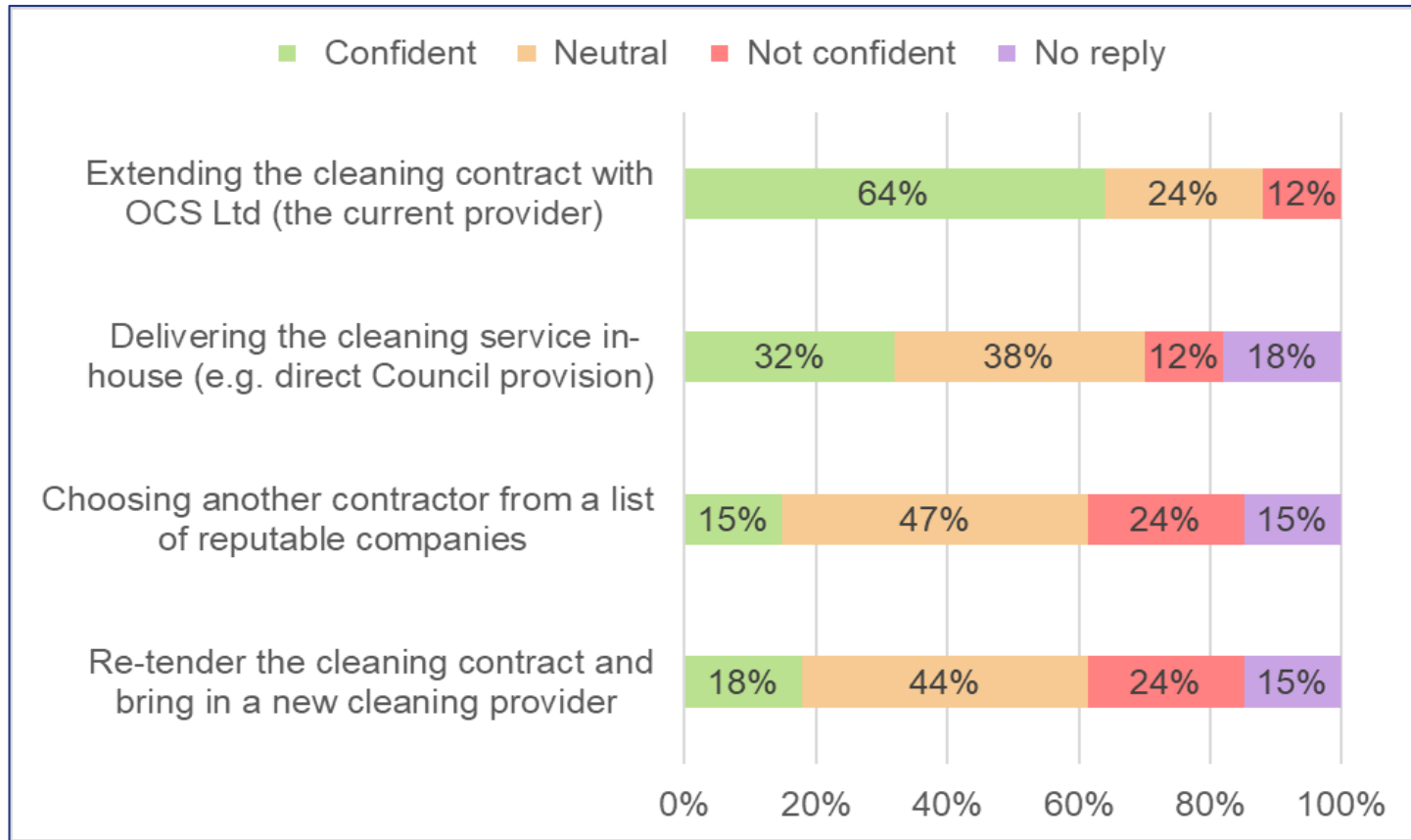
\*Three-point scale applied: Very confident/Confident = 'Confident'; Not very confident/Not at all confident = 'Not confident'

**Base: All responses (42)**



# Consultation findings: Henry Dickens Court

Respondents were asked to outline how confident they were in a series of options to improve the quality of cleaning services over the next five years:



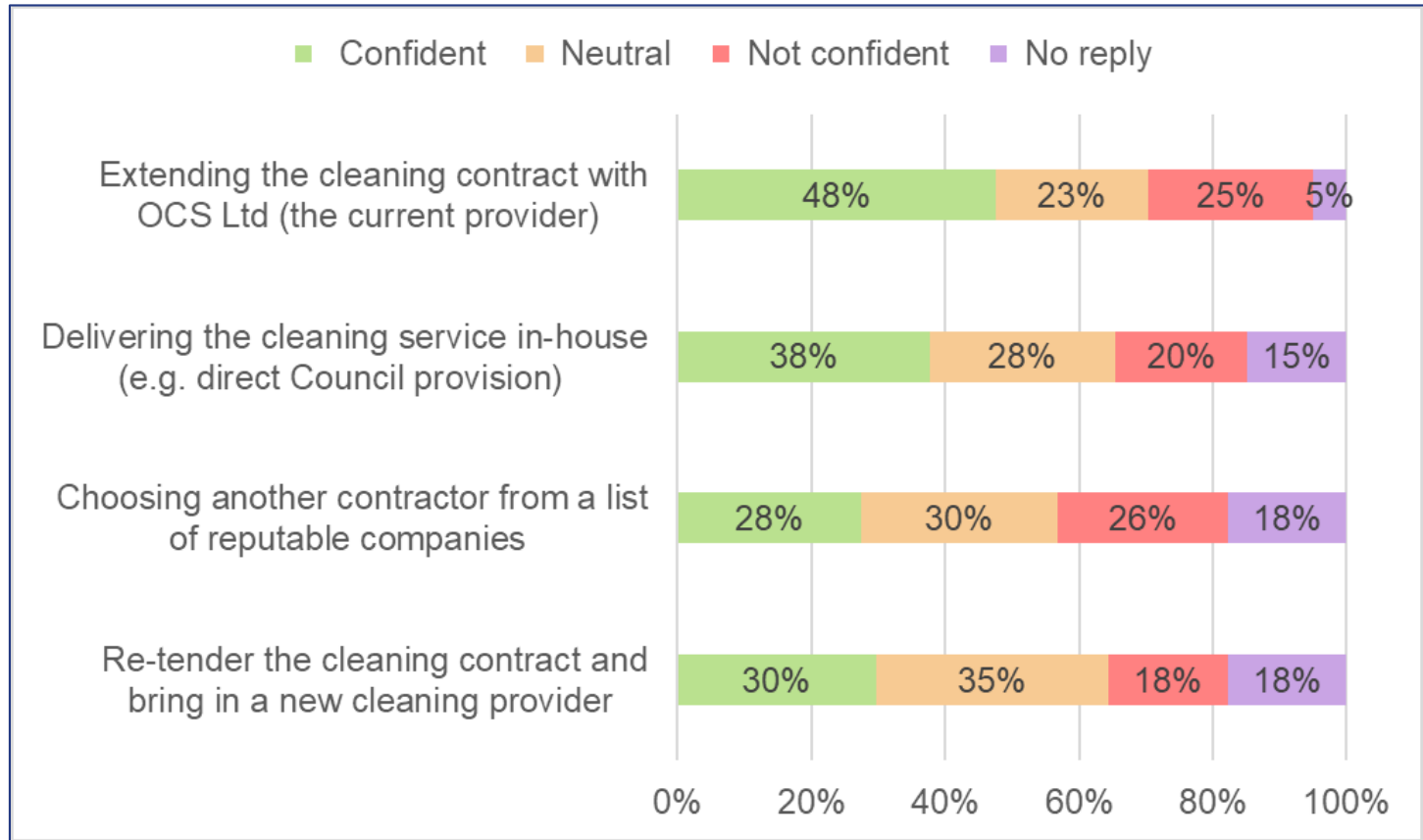
\*Three-point scale applied: Very confident/Confident = 'Confident'; Not very confident/Not at all confident = 'Not confident'

**Base: All responses (34)**



# Consultation findings: Lancaster West

Respondents were asked to outline how confident they were in a series of options to improve the quality of cleaning services over the next five years:



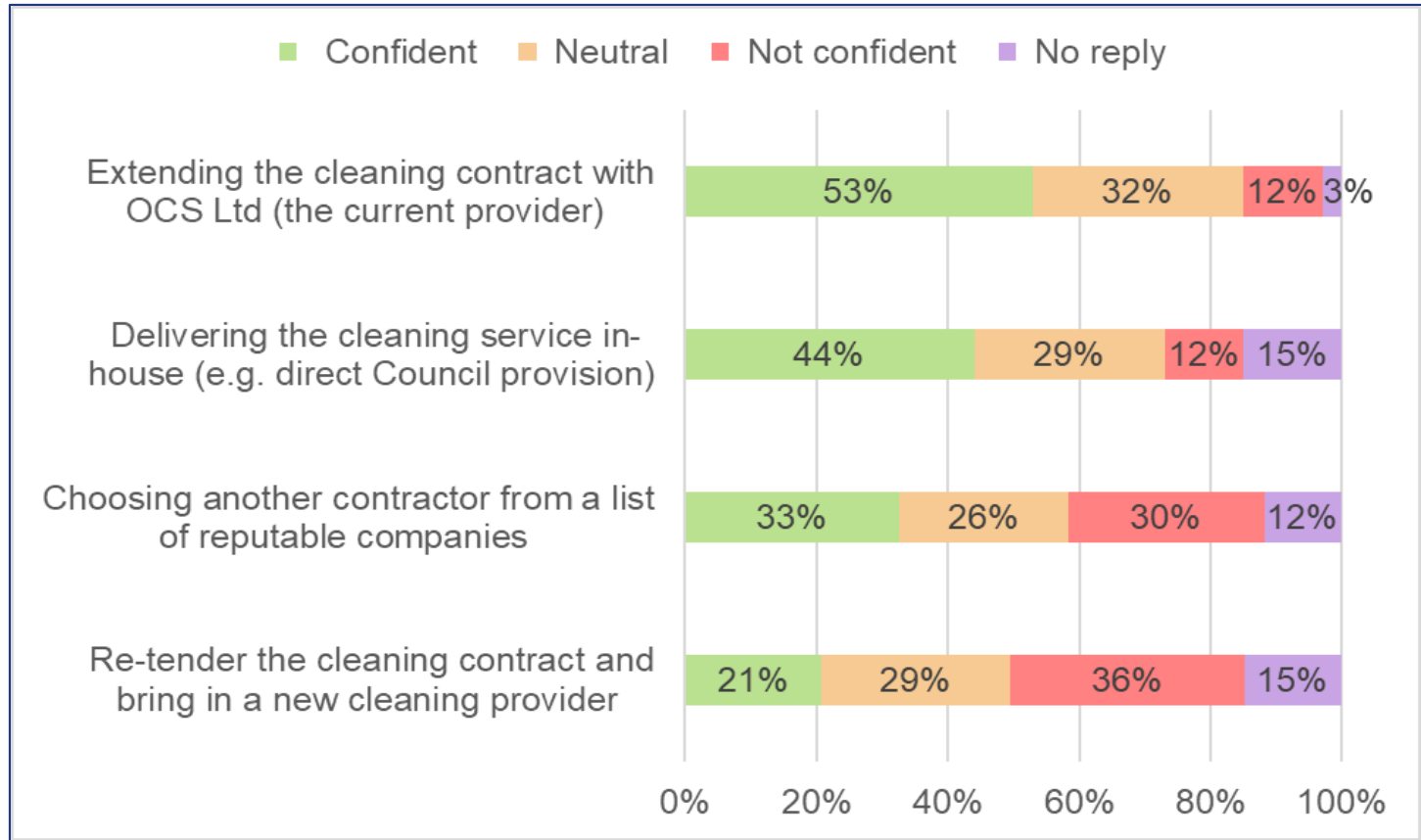
\*Three-point scale applied: Very confident/Confident = 'Confident'; Not very confident/Not at all confident = 'Not confident'

**Base: All responses (40)**



# Consultation findings: Silchester Estate

Respondents were asked to outline how confident they were in a series of options to improve the quality of cleaning services over the next five years:



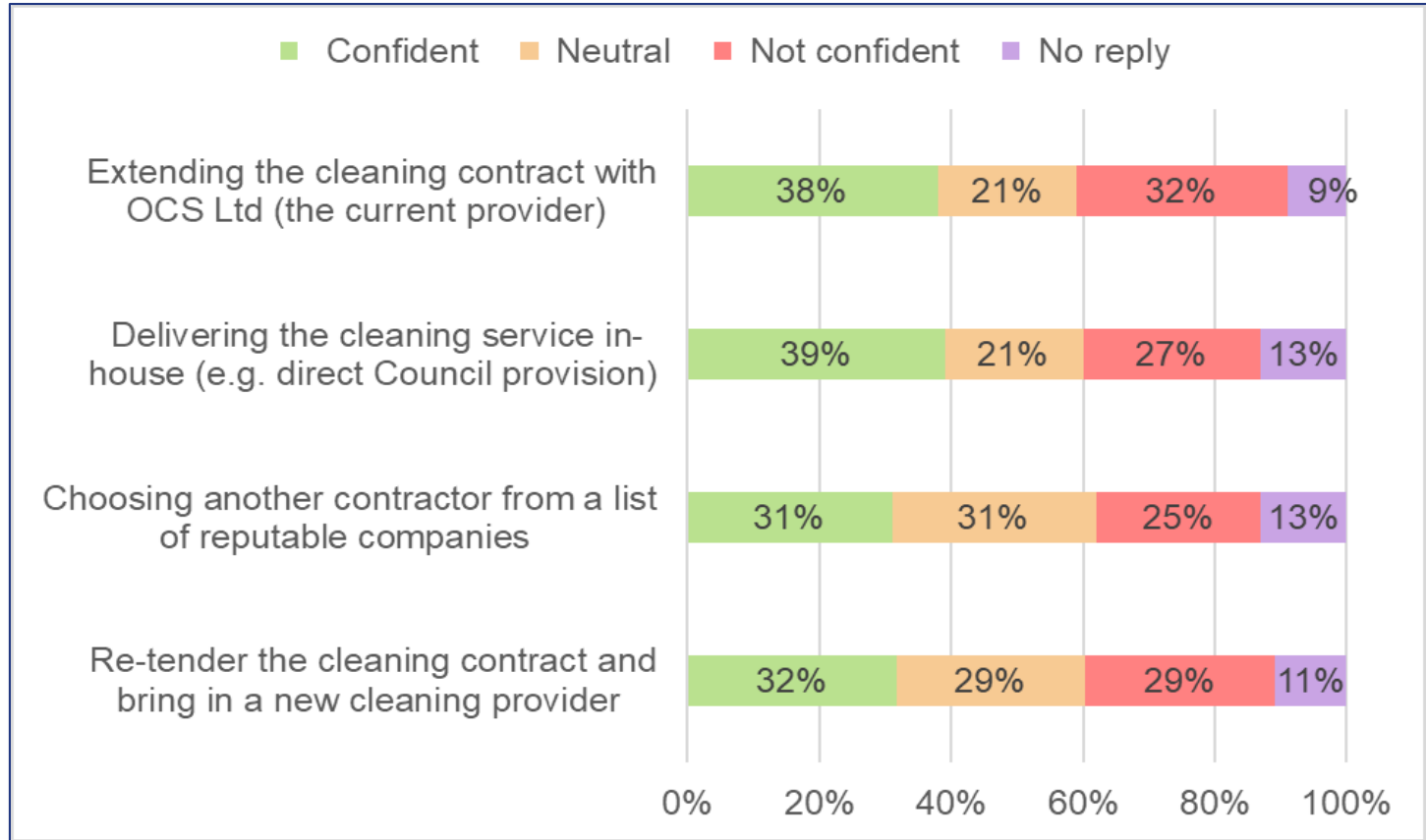
\*Three-point scale applied: Very confident/Confident = 'Confident'; Not very confident/Not at all confident = 'Not confident'

**Base: All responses (34)**



# Consultation findings: Worlds End Estate

Respondents were asked to outline how confident they were in a series of options to improve the quality of cleaning services over the next five years:



\*Three-point scale applied: Very confident/Confident = 'Confident'; Not very confident/Not at all confident = 'Not confident'

**Base: All responses (56)**

