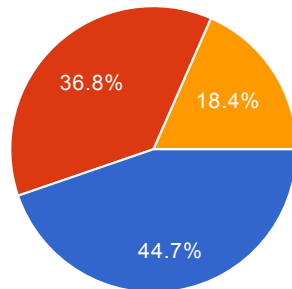


39 responses

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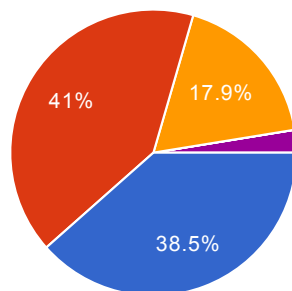
Summary

Is our service easy to access?



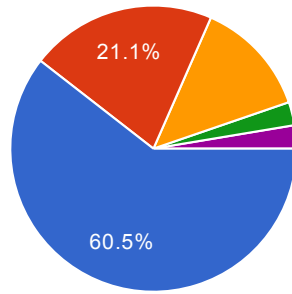
Always	17	44.7%
Often	14	36.8%
Sometime	7	18.4%
Rarely	0	0%
Never	0	0%

Are your requests completed first time?



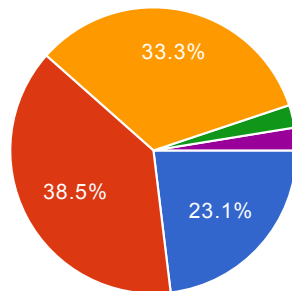
Always	15	38.5%
Often	16	41%
Sometimes	7	17.9%
Rarely	0	0%
Never	1	2.6%

Are you listened to and understood?



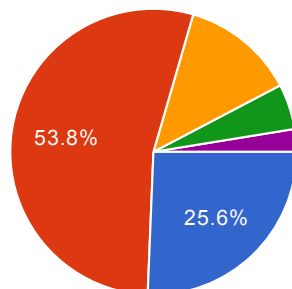
Often	8	21.1%
Sometimes	5	13.2%
Rarely	1	2.6%
Never	1	2.6%

Are you told what is happening and given a timescale?



Always	9	23.1%
Often	15	38.5%
Sometimes	13	33.3%
Rarely	1	2.6%
Never	1	2.6%

Is our service excellent?



Always	10	25.6%
Often	21	53.8%
Sometimes	5	12.8%
Rarely	2	5.1%
Never	1	2.6%

What suggestions do you have to develop our service?

It is sometimes difficult to log in to make a request. If a job can't be completed quickly, keep us informed, then at least we know what is happening.

We have a huge area to clean and whilst our present cleaner does an excellent job she needs either extra staff or extra time. Our facilities are sometimes used at weekends and the areas are often dirty first thing on a Monday morning. Sometimes going on to Helpdesk makes the process too long, It would be better if everyday things like new light bulbs etc were checked on a regular basis by caretakers etc.

In comparison to most other schools in the County of the same age this school is really well presented thanks to the Facilities staff. I find they are always accommodating and willing to try and work out a solution to any problems. A fantastic team!

Staff are very helpful; however, all jobs take a very long time to be addressed

More money More staff Leadership with vastly more experience

The work that is done is excellent as are the staff who do the work. Unfortunately in the case of cleaning, for example, there is a real shortage of staff and they do the best they can in the time they have. This often results in cleaners only having time to do a quick once over. I have on occasion had to spend my holiday cleaning my classroom ie. hoovering behind cupboards, cleaning blinds, dusting high surfaces. This is no way a criticism of the staff - they just need to be given more time to do their job.

Cleaning: I know there is huge pressure and given the staffing situation I think they do a great job. We don't have a technician in Art (like a lot of other practical subjects) so we prepare and clear up all of our own practical resources. This sometimes means our rooms don't always get cleared up at the end of the day so we do this after school. If possible - could cleaning staff leave it a little later to clean our rooms? Also paint/ink etc regularly gets on the sinks and floors and we always get students (or us) to clean this up but over time it builds up - these could do with a really good 'scrub' once a week to keep on top of it.

would have preferred this to have been two separate surveys one for cleaning the other for janitors Care taking staff are fantastic The issues are with the cleaning staff (for science area) 1. cleaning has improved since more 6th formers have been employed 2. However, cleaning seems to be done as quickly as possible and the surfaces are no cleaner than prior to cleaning 3. Are staff actually taught how to clean as surface correctly, do they get training? (e.g how to clean science labs to ensure no chemicals, biological material remains on the tops or floors. 4. Floors in labs are always dirty and student jackets and clothing become dirty as a consequence 5. not too sure when the science prep room floors were last cleaned. 6. I have no idea when the windows were last washed (i know there has been a dead wasp stuck to a window in B13a for at least 10 years.

Cleaner is excellent for the time she is allocated in PE but probably needs more time

to complete full area as our facilities are now being used a lot by the community at weekends and week nights etc.

1. Be more proactive e.g. if light bulbs seen to be out, replace them without staff having to raise this as a job. 2. Make clear to staff the closing time of the building as this varies by 2 hours depending on the member of staff on shift. Staff sometimes feel forced to leave before closing times. Publish opening and closing times for term time and holidays. 3. Some cleaning staff are excellent, but others really let the service down. Staff are seen regularly texting while working, on the phone, chatting without working for up to half an hour at a time. Towel and soap dispensers run empty. Chemicals are left in unlocked areas and on occasion in teaching spaces. 4. General cleanliness of the building is suffering. Windows are filthy, ledges thick with dust in a number of areas. It would appear that the same mops are used in toilets, communal areas and teaching rooms. 5. On occasions weeks or even months have gone by waiting for simple maintenance such as replacement bulbs. 6. Sometimes helpdesk jobs are responded to but a timescale is rarely given. 7. Publish a service standard (as there used to be) with what can be expected from the service, and what is expected from users of the service. 8. Monitor the service, particularly cleaning, with checks made on different areas periodically. 9. Provide cleaning staff with proper equipment e.g. not domestic brush and dustpan products.

Norman, Brian, Mick etc are always happy to help and quick to deal with issues arising. Thank you to them for all the extra bits they do at the drop of a hat!

I have half-termly meetings with key staff to plan out future events which works really well. I have a meeting with Norman to outline key events in the calendar for the year ahead which works well. The main issues that arise are with the amount of time it takes staff to layout halls and exam desks. This is not the fault of the staff, but simply the situation we are in. Also our lack of space puts real pressure on the use of halls, gyms, Wolfson, etc during key times of the year, such as exams, parents evenings, detentions.

Not enough cleaning staff so therefore areas are not cleaned to the standard they should be. 6th form that are employed do not clean effectively and are often on there phone texting etc instead of completing cleaning. Mopping and seeping with one hand is not effective. Within PE there has been a dramatic drop in the standard of cleaning - esp when there is one toilet per changing room used by a huge amount of students. Sanitary bin is not emptied often enough. Cleaners try to do the best in the time they have allocated but this is not enough for the size of facilities and especially when they are let out to external agencies who leave a mess and it is not cleaned ready for school use.

Care taking staff are very helpful and do a great job at sorting out issues etc..

Standard of cleaning in classrooms is not always consistent.

When asking us to do these surveys a bit more about what areas the title covers, I am assuming this is site management and cleaning staff? Clear idea of who is in charge of what, if I have a cleaning problem who do I go to?

Staff are always very pleasant and helpful.

Number of daily responses

