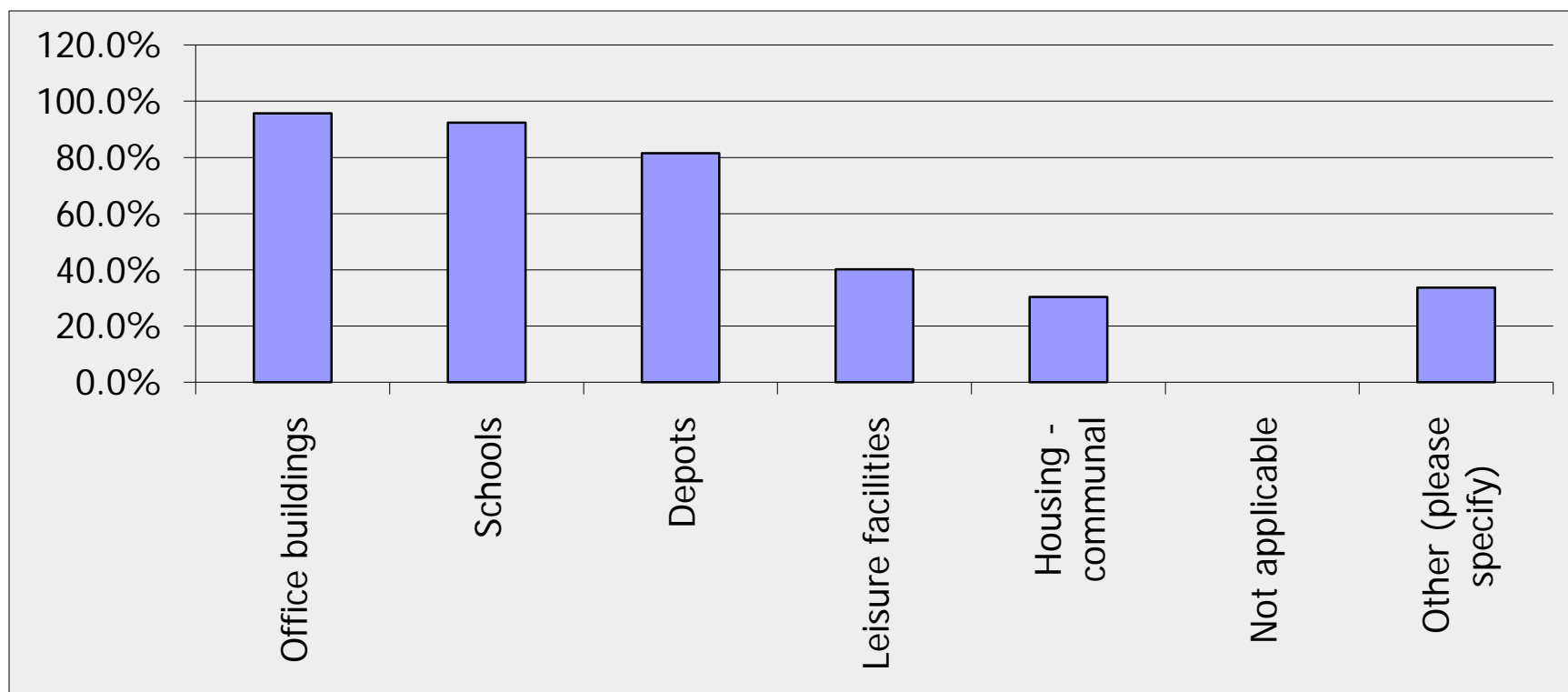


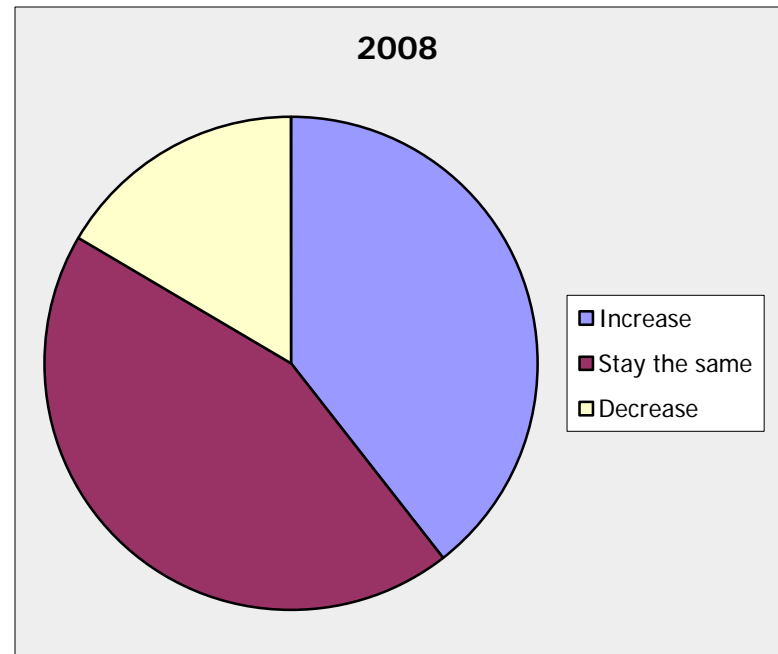
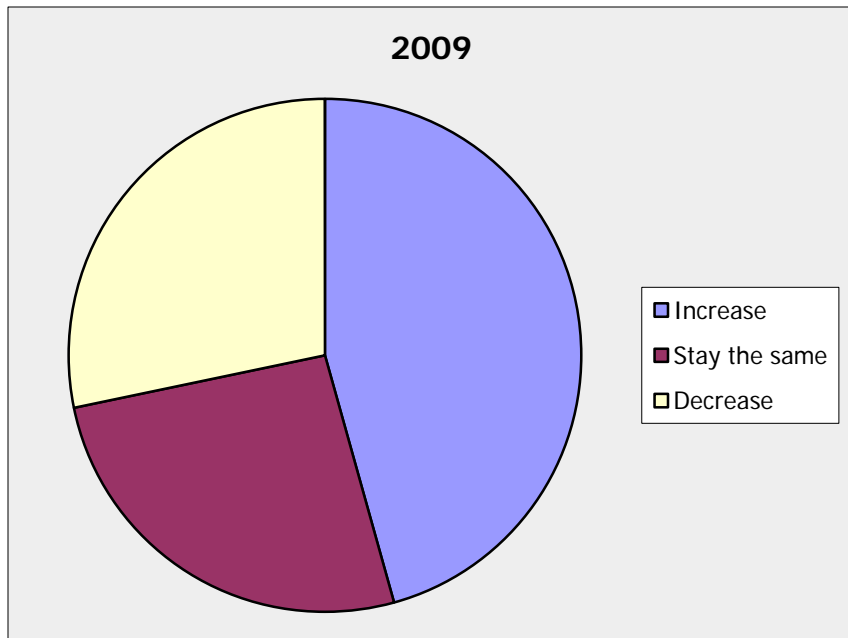
# State of the Market 2009

- Building Cleaning

# Type of building

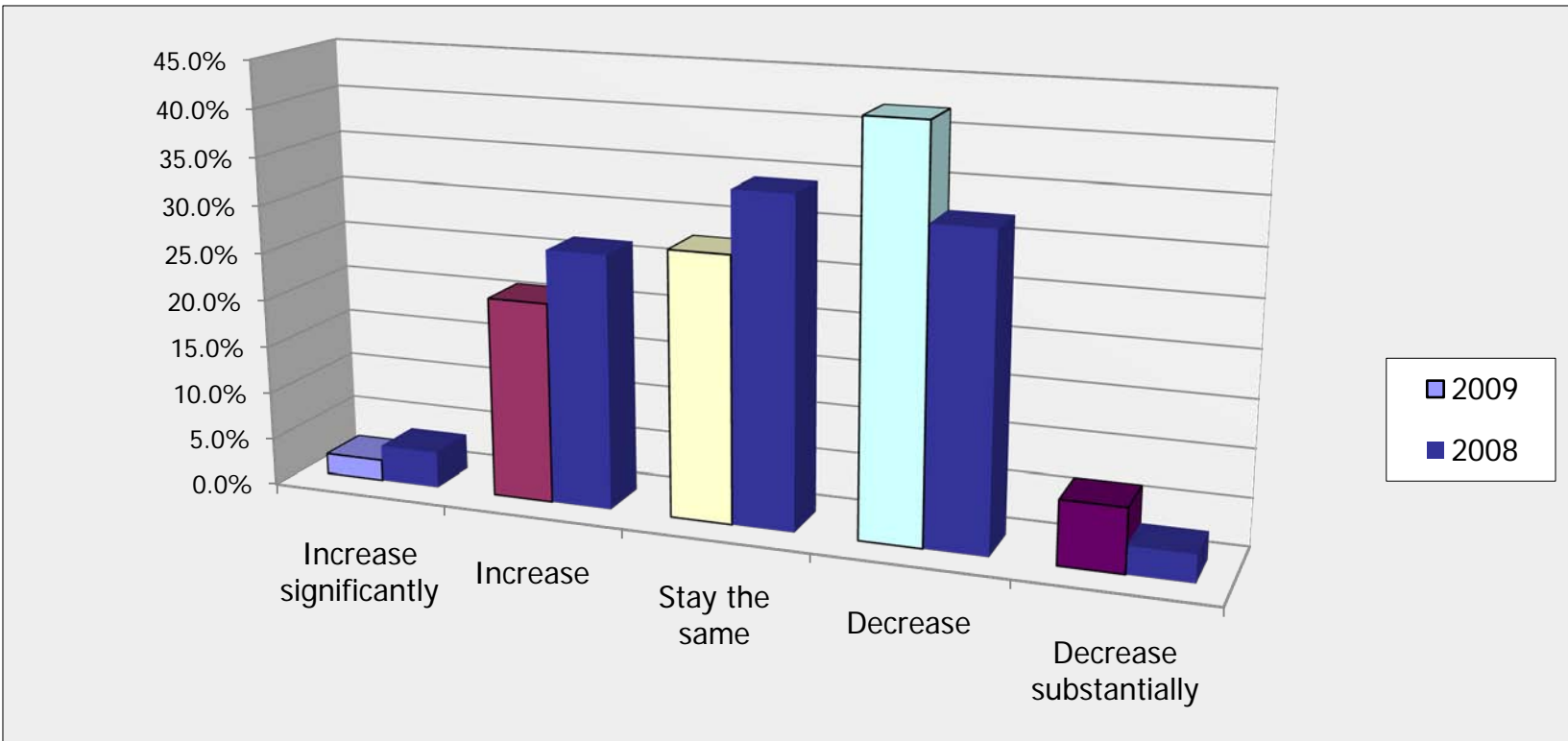


# Workload



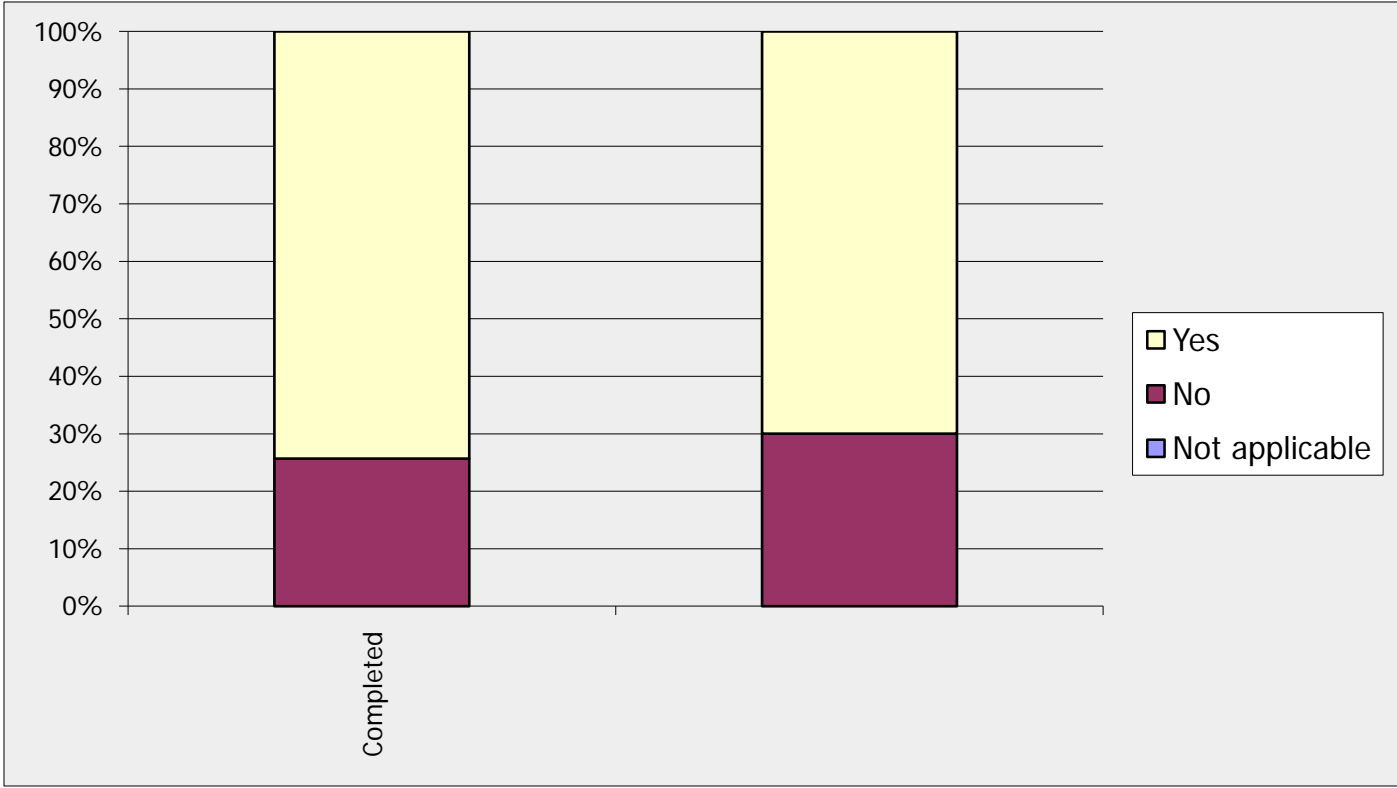


# Cleaning budget

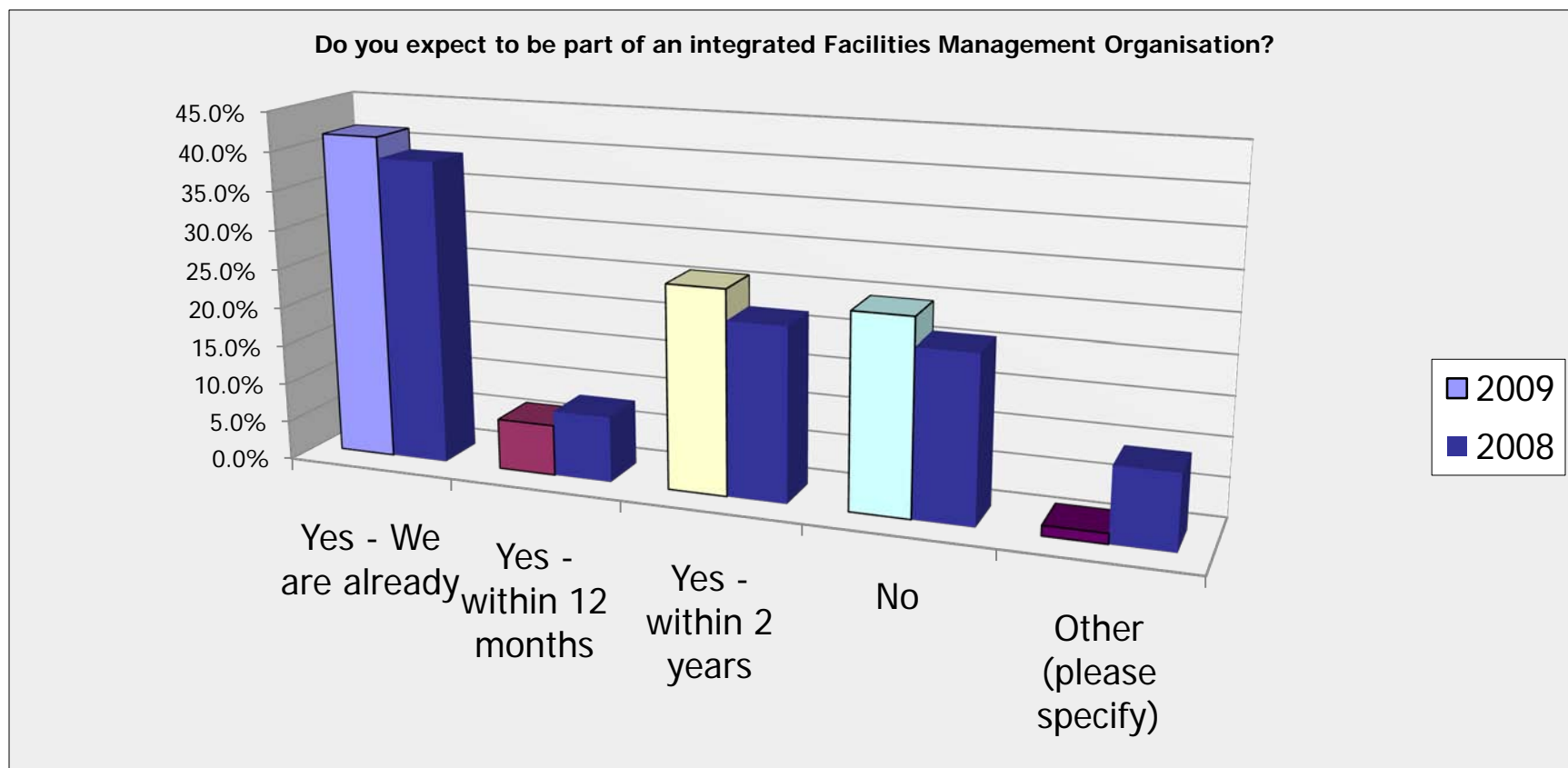




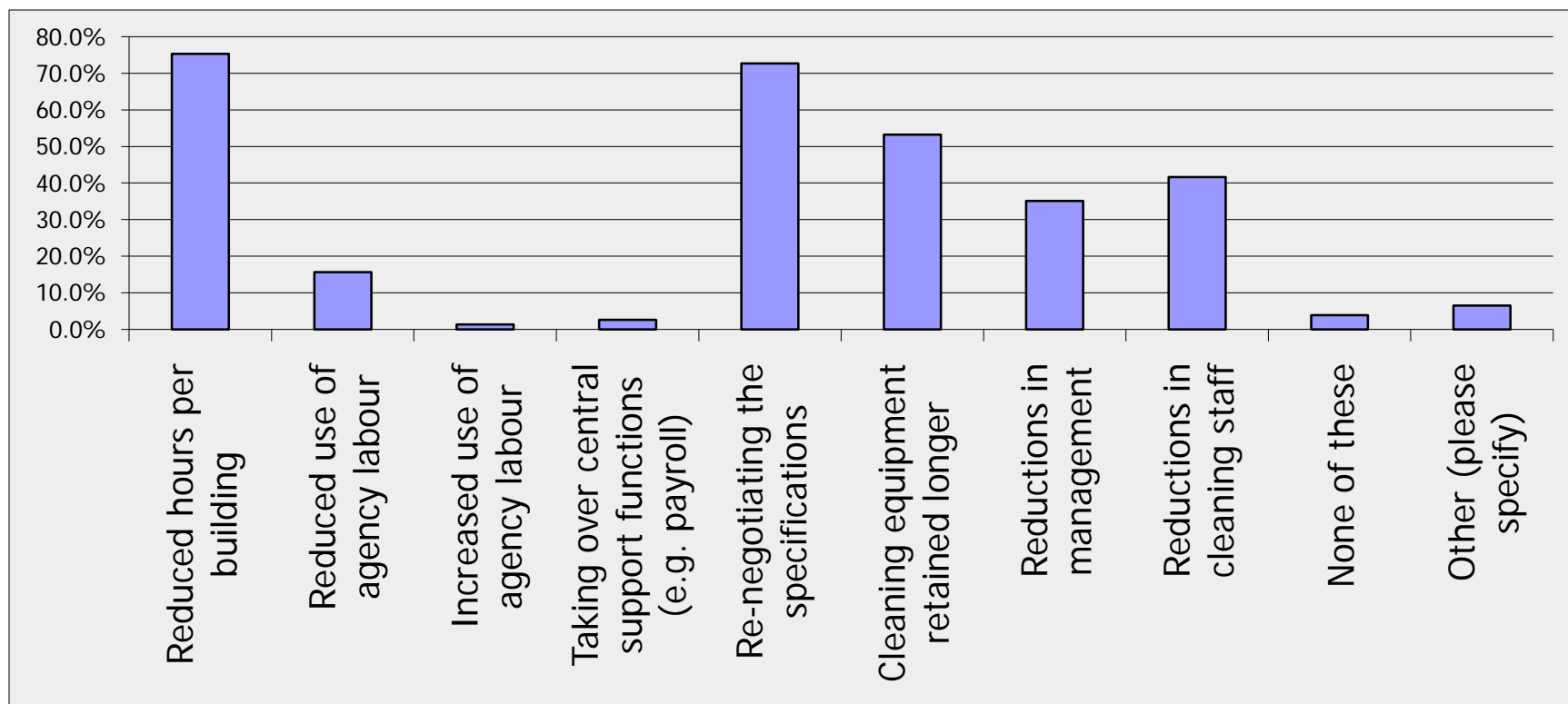
# Job Evaluation



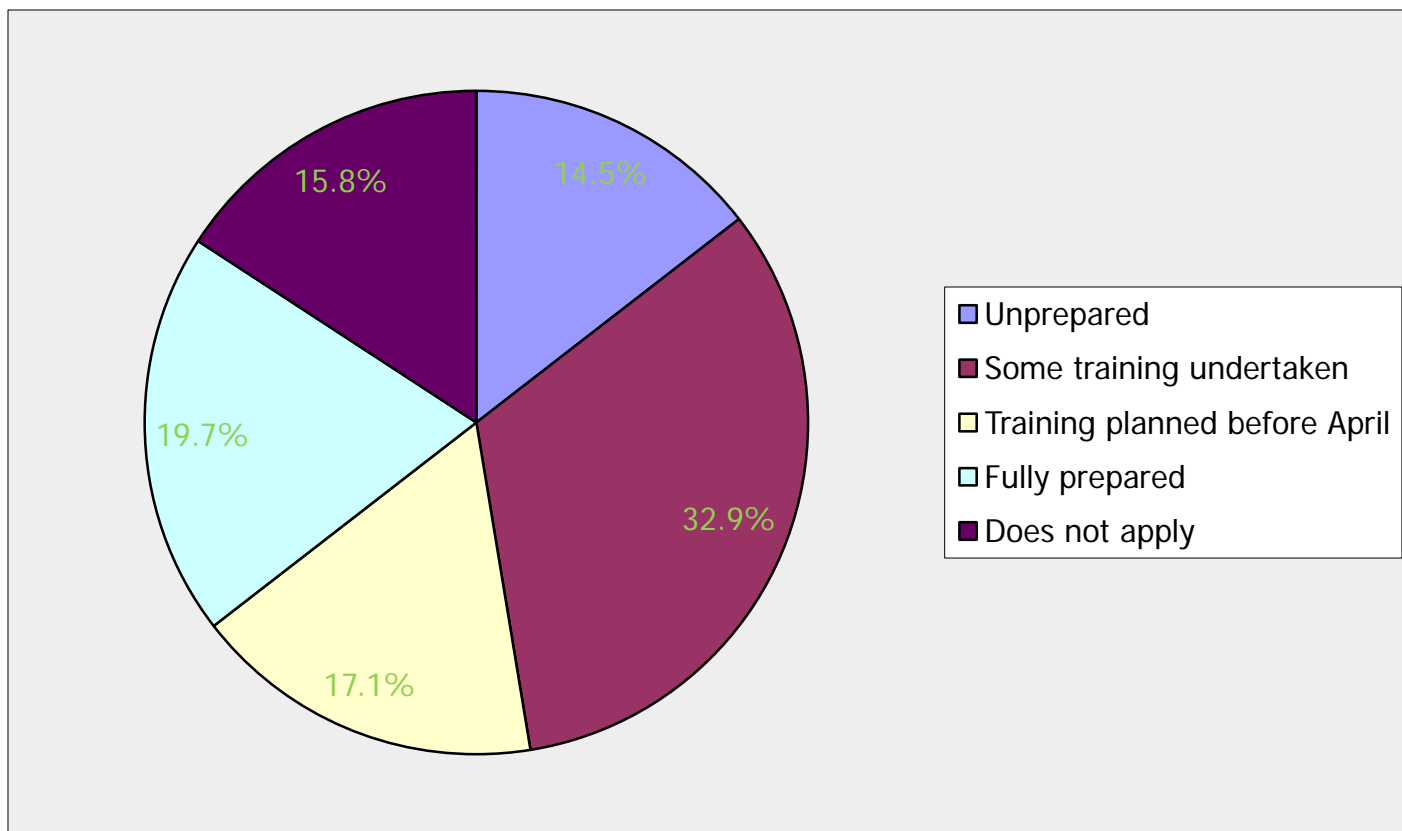
# FM organisation



# Cost reductions



# Prepared for ISA





## Growth

- Cross-working
- Handyman services
- Private sector contracts

## Decline

- Rationalisation of buildings
- Cuts to hours
- BSF/ Leisure buildings

 apse

performance networks

# Contact details

## Rob Bailey, Principal Advisor

Email: [rbailey@apse.org.uk](mailto:rbailey@apse.org.uk)

**Association for Public Service Excellence**

2nd floor Washbrook House, Lancastrian Office Centre, Talbot Road,  
Old Trafford, Manchester M32 0FP.

**telephone:** 0161 772 1810

**fax:** 0161 772 1811

**web:** [www.apse.org.uk](http://www.apse.org.uk)



INVESTOR IN PEOPLE



ISO 14001  
REGISTERED FIRM

GB 11409



ISO 9001  
REGISTERED FIRM

GB 11132



ISO 27001  
REGISTERED FIRM

GB 14074