

**NHSScotland National Cleaning
Compliance Report
Domestic and Estates Cleaning
Services Performance 2024/2025**

**Quarter 4:
Jan 2025 -
March 2025**

Version 2 - April 2025

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1. Introduction

- 1.1. Cleaning functions in NHSScotland are carried out as part of the duties of a number of healthcare professionals; this includes Nurses, Domestic staff, Estates Officers, and Ambulance staff to name a few. Specific responsibilities for cleaning duties vary by health board and sometimes within each health board.
- 1.2. This report covers the cleaning functions carried out by domestic staff and estates staff.
- 1.3. As one part of their duties Domestic staff clean parts of the ward environment like the floors, toilets, sinks, and so on. They also clean other areas of the healthcare facility such as corridors, offices, and foyer. They generally do not clean near patient equipment such as the patient bed tray, the upper half of the patient bed or drip stands for example.
- 1.4. In the context of this report, 'Estates' reporting refers to issues with the fabric of the building which impede effective cleaning activity. This report does not present information on the whole of the Estates function such as water systems, heating or ventilation across all healthcare facilities.
- 1.5. This report presents data on compliance with the requirements set out in the NHSScotland National Cleaning Services Specification (NCSS). The NCSS set out the requirements for the minimum frequency and methods of cleaning carried out by Domestic staff. It sets out the same requirements for Estates staff when cleaning the Estates fabric.
- 1.6. The report includes data on the 18 Scottish NHS boards that offer inpatient services or deal directly with patients, as follows:
 - the 14 NHSScotland territorial boards
 - 4 Special health boards - Golden Jubilee National Hospital, The State Hospitals Board for Scotland, Scottish Ambulance Service and the Scottish Blood Transfusion Service (part of NHS National Services Scotland)
- 1.7. All healthcare facilities and component parts, such as wards, treatment rooms and corridors, are expected to be at least 90% compliant with the requirements set out in the NCSS. Boards, zones or major sites (A1 and A2 hospitals) which receive an Amber or Red compliance rating must develop an action plan to address the issues identified through the monitoring process.

This will be submitted to NHSScotland Assure, and a summary of the action plan will be included in this report.
- 1.8. The report indicates the status of each NHS board using a traffic light system as below:
 - Green - compliance level 90% and above - 'compliant'
 - Amber - compliance level between 70% and 90% - 'partially compliant'
 - Red - compliance level below 70% - 'non-compliant'

2. Background

- 2.1. Healthcare Associated Infection (HAI) is a priority issue for NHSScotland, in terms of the safety and well-being of patients, staff and the public.
- 2.2. The HAI Task Force was established in 2003 to take forward the Ministerial HAI Action Plan 'Preventing Infections Acquired While Receiving Healthcare' (October 2002). Cleaning services are an essential part of the multidisciplinary approach to tackling HAI. For prevention and control of infection to work effectively, critical activities such as cleaning and hand hygiene have to be embedded into everyday practice.
- 2.3. As part of its work programme, the HAI Task Force developed the 'NHSScotland Code of Practice for the Local Management of Hygiene and HAI' and the 'NHSScotland National Cleaning Services Specification'. These documents include guidance on cleanliness and hygiene, effectively setting minimum standards for the healthcare environment. They were issued to NHS boards in May 2004.
- 2.4. The HAI Task Force commissioned NHSScotland Assure (previously known as Health Facilities Scotland) to develop a monitoring framework for the NHSScotland National Cleaning Services Specification. This was developed in consultation with a range of stakeholders within NHSScotland and was implemented in April 2006. The first quarterly report was published in August 2006 and covered cleaning provided by Domestic Services in NHS facilities.

Estates monitoring

- 2.5. In 2009 the HAI Task Force asked NHSScotland Assure) to look at extending the scope of the cleaning monitoring tool to cover Estates Services as well as Domestic Services. This work was carried out in partnership with NHSScotland boards to build the Estates monitoring system as an extension to the existing domestic monitoring system.
- 2.6. In the context of this report, 'Estates' reporting refers to issues with the fabric of the building which impede effective cleaning activity. This report does not present information on the whole of the Estates function such as water systems, heating or ventilation.

Monitoring and improvement

- 2.7. Monitoring, in this context, is defined as the ongoing assessment of the outcome of cleaning and estates maintenance processes to assess the extent to which corrective procedures are being carried out correctly, to identify any remedial action which is required and to provide an audit trail.

- 2.8. An essential component of any monitoring framework is the fundamental principle of continuous improvement. Therefore, the monitoring framework not only provides a reporting mechanism, but a rectification process that can be used locally to identify, prioritise and address issues of non-compliance.
- 2.9. Further information on the monitoring framework is available from the [National Services Scotland](#) website. The methodology behind the monitoring process is described in Appendix A.

Facilities monitoring tool

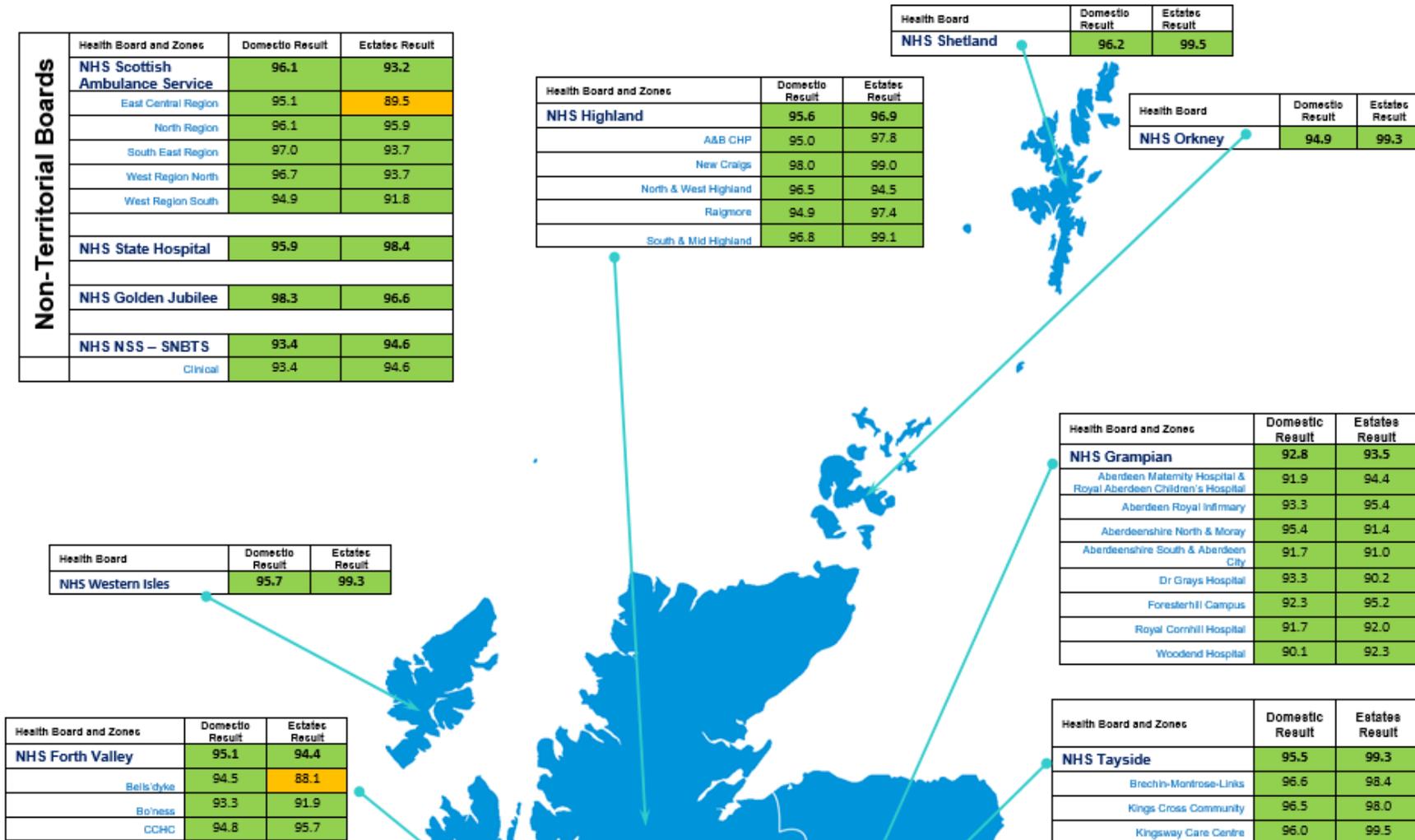
- 2.10. In April 2012 a digital Facilities Monitoring Tool (FMT) became operational across Scotland. The tool moved data collection from a paper and spreadsheet-based data collection to an online system that uses handheld devices and web-based data transfer. This report is produced using data from this national system.

Facilities support team

- 2.11. The Facilities Support Team within NHSScotland Assure is available to boards as an additional support mechanism, to provide day-to-day support to FMT system users, and training and guidance where needed. In addition to this activity, the support team can provide site or board specific support if areas are experiencing issues meeting the compliance levels described in this report or are seeking to improve the overall quality and consistency of audit practice.

3. NHS Scotland Domestic and Estates Results Q4 2024/25

Figure 3.1 - Map showing domestic and estates scores by board and zone



Falkirk Community Hospital	94.6	86.9
FV North Sector	94.9	95.3
FV South Sector	94.3	94.2
FVRH	95.7	96.2
SCH	94.5	96.6

Ninewells Hospital	94.1	99.9
Perth Royal Infirmary	96.7	100.0
Perthshire Community Hospitals & H.C	98.1	100.0
Royal Victoria Hospital	96.6	99.8
Stracathro	96.5	97.9
Strathmarline-Dudhope	95.2	99.8
Whitehills-Arbroath-Kirkcaldy-Carnoustie	95.4	94.1

Health Board and Zones	Domestic Result	Estates Result
NHS Greater Glasgow and Clyde	94.4	95.5
Admin Bases	96.1	90.2
Hospitals	94.3	95.0
East Dunbartonshire HSCP	97.4	99.0
East Renfrewshire HSCP	95.6	100.0
Glasgow City HSCP - North East Sector	95.3	98.7
Glasgow City HSCP - North West Sector	94.7	99.4
Glasgow City HSCP - South Sector	95.7	99.8
Inverclyde HSCP	94.8	95.7
PFIs and SPS Services	93.5	92.2
Renfrewshire HSCP	96.3	99.9
West Dunbartonshire HSCP - Lomond	95.9	97.4
West Dunbartonshire HSCP - Glasgow	97.4	100.0

Health Board and Zones	Domestic Result	Estates Result
NHS Fife	96.2	96.6
Central Fife	97.0	96.6
Lynebank Hospital	97.5	95.0
North East Fife	95.5	97.4
Queen Margaret Hospital	97.2	96.2
Stratheden	95.9	96.6
Victoria Hospital	95.4	97.0

Health Board and Zones	Domestic Result	Estates Result
NHS Lanarkshire	96.4	96.0
Halmayres	97.7	98.7
Monklands	94.7	92.8
North	97.6	97.7
South	97.3	99.0
Wishaw	96.3	95.5

Health Board and Zones	Domestic Result	Estates Result
NHS Lothian	95.8	96.8
East & Mid Lothian	96.4	97.9
Edinburgh Acute	95.9	96.0
Edinburgh Community	95.4	98.0
Edinburgh Royal Infirmary	95.6	96.7
External Contractors Sites	94.3	98.4
West Lothian	96.3	97.4

Health Board and Zones	Domestic Result	Estates Result
NHS Dumfries and Galloway	94.1	99.4
CRH	95.6	98.8
DGRI	94.0	99.4
PCCD East	91.6	99.5
PCCD West	95.5	99.6

Health Board and Zones	Domestic Result	Estates Result
NHS Ayr and Arran	95.6	96.7
East	95.9	95.8
North	94.5	97.2
South	95.6	98.0

Health Board and Zones	Domestic Result	Estates Result
NHS Borders	95.3	98.7
Borders General Hospital	95.1	98.7
Community	95.8	98.7
Mental Health	95.2	98.6
Non-Clinical	94.6	98.3



Compliance Key	less than 70%	between 70% - 90%	90% or higher

4. Domestic services - key findings

Key findings - Pan Scotland

- 4.1. Scotland's overall total score in Quarter 4 for 2024/25 was Green at 95.2%, which is a slight decrease from 95.3% achieved in the previous quarter.

Health board level data

- All NHS boards have achieved an overall Green compliance rating for Domestic Services.
- All A1 sites have achieved an overall Green compliance rating for Domestic Services.
- All A2 sites have achieved an overall Green compliance for Domestic Services.

Zone level data

- 4.2. In each NHS board there are a number of zones reflecting how domestic cleaning is managed and reported locally across the NHS board. In larger NHS boards there are a number of zones, in smaller NHS boards there may only be one zone, which covers the whole of the NHS board.
- 4.3. All zones across Scotland have achieved an overall Green compliance rating for Domestic Services for Quarter 4.
- 4.4. NHS board and zone level cleaning audit data is presented graphically in Section 3.

5. Domestic services - quarterly data

Domestic Services Monitoring - board performance

Figure 5.1 - Chart showing cumulative quarterly domestic scores by board

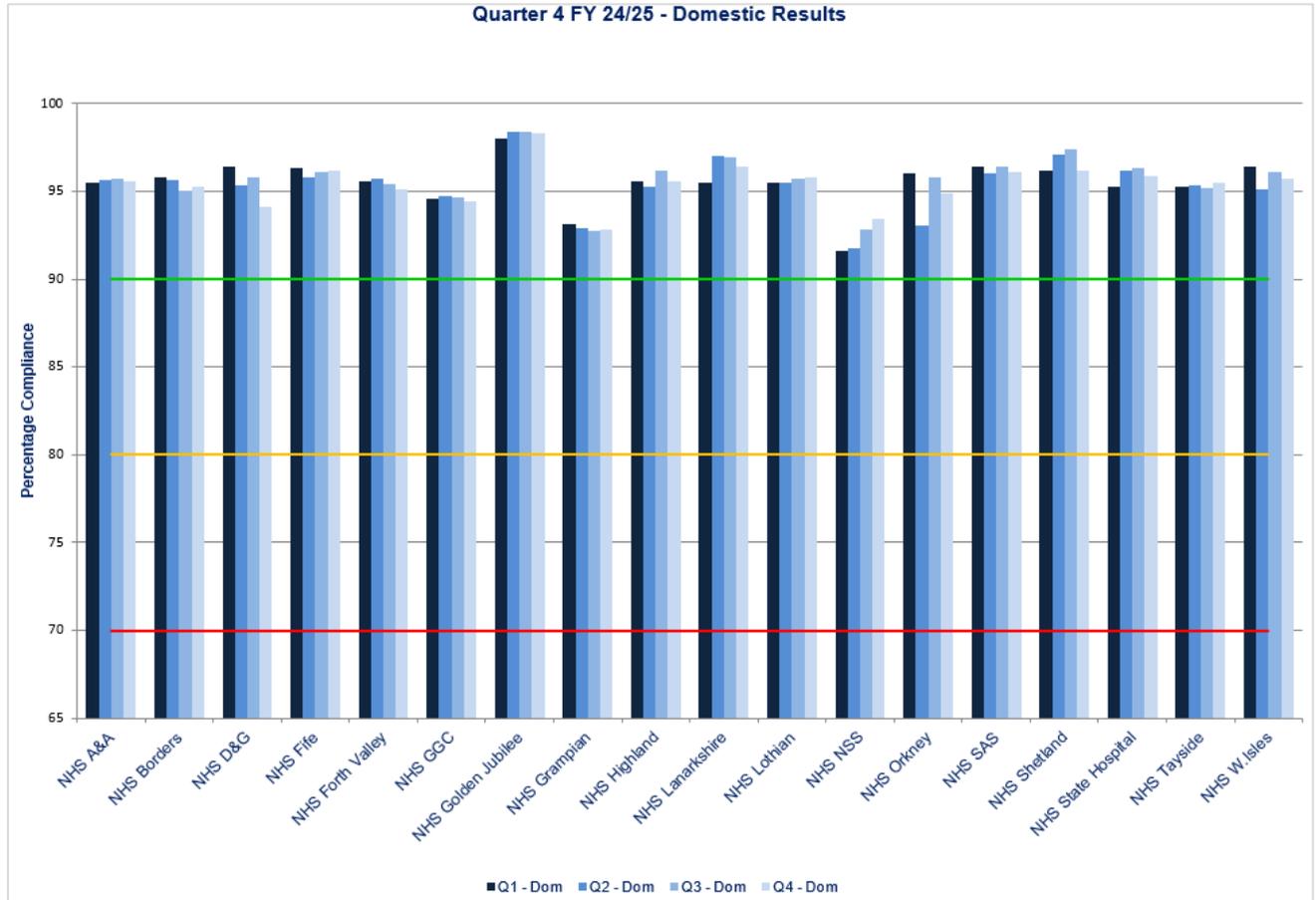


Figure 5.2 - Table showing cumulative quarterly domestic scores by board

Health Board	Q1 Apr-Jun 24/25	Q2 Jul-Sept 24/25	Q3 Oct-Dec 24/25	Q4 Jan-Mar 24/25
NHS Scotland National Score	95.2	95.3	95.3	95.2
NHS Ayrshire and Arran	95.5	95.7	95.7	95.6
NHS Borders	95.8	95.6	95.0	95.3
NHS Dumfries and Galloway	96.4	95.4	95.8	94.1
NHS Fife	96.3	95.8	96.1	96.2
NHS Forth Valley	95.6	95.7	95.4	95.1
NHS Greater Glasgow and Clyde	94.6	94.7	94.7	94.4
NHS Golden Jubilee	98.0	98.4	98.4	98.3
NHS Grampian	93.1	92.9	92.8	92.8
NHS Highland	95.6	95.3	96.2	95.6
NHS Lanarkshire	95.5	97.0	97.0	96.4
NHS Lothian	95.5	95.5	95.7	95.8
NHS NSS – SNBTS	91.6	91.8	92.9	93.4
NHS Orkney	96.0	93.1	95.8	94.9
NHS Scottish Ambulance Services	96.4	96.1	96.4	96.1
NHS Shetland	96.2	97.1	97.4	96.2
NHS State Hospital	95.3	96.2	96.4	95.9
NHS Tayside	95.3	95.3	95.2	95.5
NHS Western Isles	96.4	95.1	96.1	95.7

Domestic services monitoring - A1 hospital performance

Figure 5.3 - Chart showing cumulative quarterly domestic scores for A1 Hospitals

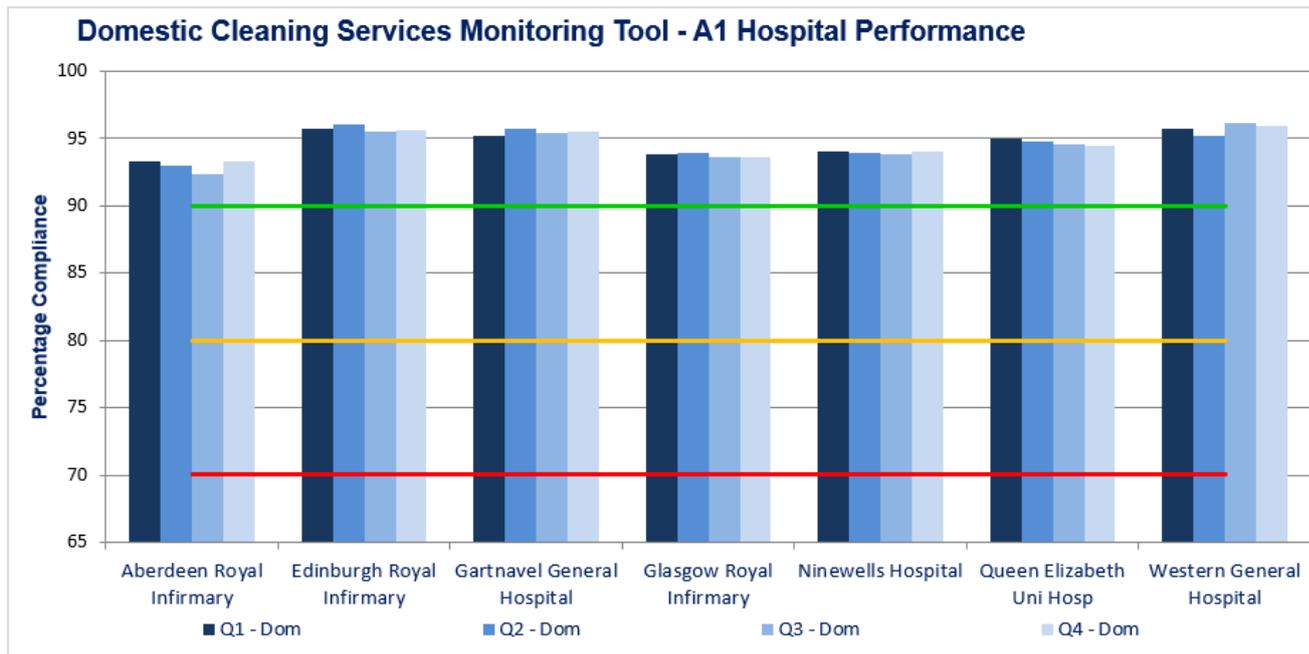


Figure 5.4 – Table showing cumulative quarterly domestic scores for A1 Hospitals

A1 Hospital	Q1 Apr-Jun 24/25	Q2 Jul-Sept 24/25	Q3 Oct-Dec 24/25	Q4 Jan-Mar 24/25
Aberdeen Royal Infirmary	93.3	93.0	92.3	93.3
Edinburgh Royal Infirmary	95.7	96.0	95.5	95.6
Gartnavel General Hospital	95.2	95.7	95.4	95.5
Glasgow Royal Infirmary	93.8	93.9	93.7	93.6
Ninewells Hospital	94.0	94.0	93.9	94.1
Queen Elizabeth University Hospital	95.0	94.8	94.6	94.5
Western General Hospital	95.7	95.2	96.2	96.0

Domestic Services Monitoring - A2 Hospital Performance

Figure 5.5 - Chart showing cumulative quarterly domestic scores for A2 Hospitals

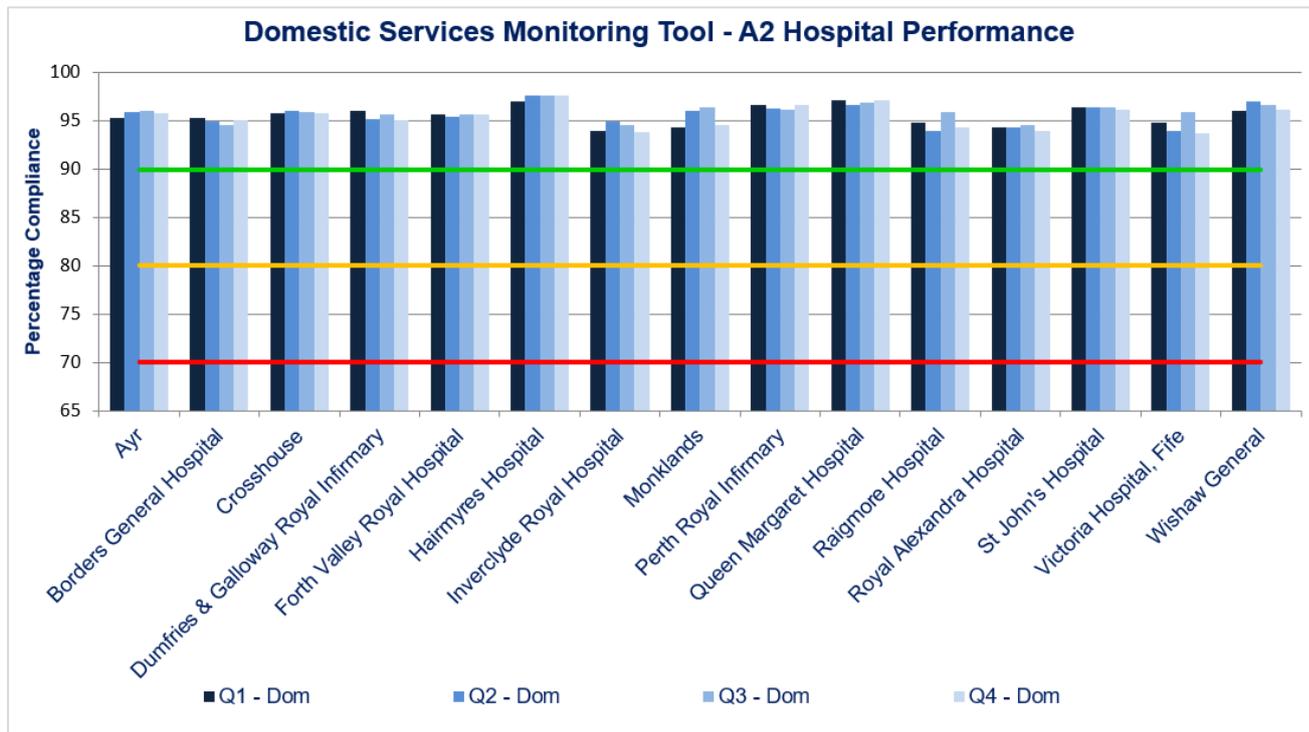


Figure 5.6 – Table showing cumulative quarterly domestic scores for A2 Hospitals

A2 Hospital	Q1 Apr-Jun 24/25	Q2 Jul-Sept 24/25	Q3 Oct-Dec 24/25	Q4 Jan-Mar 24/25
Ayr Hospital	95.3	95.9	96.0	95.8
Borders General Hospital	95.3	95.0	94.5	95.1
Crosshouse Hospital	95.8	96.0	96.0	95.8
Dumfries and Galloway Royal Infirmary	96.1	95.2	95.7	95.1
Forth Valley Royal Hospital	95.7	95.4	95.7	95.7
Hairmyres Hospital	97.0	97.7	97.6	97.7
Inverclyde Royal Hospital	94.0	95.0	94.6	93.9
Monklands Hospital	94.3	96.0	96.4	94.6
Perth Royal Infirmary	96.7	96.3	96.2	96.7
Queen Margaret Hospital	97.2	96.7	96.9	97.2
Raigmore Hospital	94.8	94.0	95.9	94.4
Royal Alexandra Hospital	94.3	94.3	94.6	94.0
St John's Hospital	96.4	96.5	96.4	96.2
Victoria Hospital (Fife)	94.9	93.9	95.9	95.4

A2 Hospital	Q1 Apr-Jun 24/25	Q2 Jul-Sept 24/25	Q3 Oct-Dec 24/25	Q4 Jan-Mar 24/25
Wishaw General Hospital	96.1	97.0	96.6	96.2

6. Estates Services - key findings

Key findings - Pan Scotland

6.1. Scotland’s overall total score in Quarter 4 for 2024/25 was Green at 96.4%, which is a slight increase from 96.2% achieved in the previous quarter.

Health board level data

- All NHS boards have achieved an overall Green compliance rating for Estates Services.
- All A1 sites have achieved an overall Green compliance rating for Estates Services.
- All A2 sites have achieved an overall Green compliance for Estates Services.

Zone level data

6.2. In each NHS board there are a number of zones reflecting how domestic cleaning is managed and reported locally across the NHS board. In larger NHS boards there are a number of zones, in smaller NHS boards there may only be one zone, which covers the whole of the NHS board.

6.3. All zones across Scotland have achieved an overall Green compliance rating for Estates Services, except for the zones detailed below.

6.4. NHS board and zone level cleaning audit data is presented graphically in Section 3.

NHS Forth Valley

6.5. NHS Forth Valley has reported two zones in Amber (partially compliant) for Estates in Quarter 4, with an improvement showing in FV South Sector.

Table 6.1 - Table showing the last three quarters results for the Amber scoring areas

Zone	Q1 Apr-Jun 24/25	Q2 Jul-Sept 24/25	Q3 Oct-Dec 24/25	Q4 Jan-March 24/25
Bells’dyke	86.7	89.2	87.2	88.1
Falkirk Community Hospital	89.3	90.0	85.6	86.9
FV South Sector	94.8	96.2	89.9	94.2

6.6. NHS Forth Valley has provided the following explanation:

From an Estates perspective these two sites are known as our regular amber scoring sites, and we have kept focusing on improving Estates issues at these sites on constant basis. Estates continue to focus and resolve the higher risk items as well as a focus on improving some of the environments of these wards/ areas with redecoration and general improvement works.

The Estates team do have high levels of absence at present, so these figures may change in the next reporting quarter, but we remain focused on these sites as well as the rest of the boards estate. I think it has just been about correcting Estates issues quicker and more efficiently, so they don't resurface and keep coming back. This is how these scores are improving.

NHSScotland Assure perspective - NHS Forth Valley

6.7. NHS Forth Valley continue to communicate the pressures they are experiencing within Bells'dyke and Falkirk Community Hospital. Even though they are still reporting a partial-compliant score there has been a slight improvement as they continue to focus on the environments within these wards/ areas. There is the assumption that these two areas will continue to report a partial-compliant score until the improvement works is complete.

FV South Sector has shown a 4.3% improvement for Q4, due to the re-training which has taken place, however, due to high level of absence, which they are currently experiencing, these figures may change going into Quarter 1 for 25/ 26.

Scottish Ambulance Service

6.8. Scottish Ambulance Service (SAS) has reported one zones in Amber (partially compliant) for Estates in Quarter 4. This is the first time they are reporting a partial complaint score for the year.

Table 6.1 - Table showing the last three quarters results for the Amber scoring areas

Zone	Q1 Apr-Jun 24/25	Q2 Jul-Sept 24/25	Q3 Oct-Dec 24/25	Q4 Jan-March 24/25
East Central Region	91.1	90.8	91.9	89.5

6.9. SAS have provided the following explanation:

The SAS audits are six monthly so Q2 and Q3 are two half audit periods. I have included a spreadsheet with the scores for the two full audit periods for last year, plus a yearly comparison as well. Comparing 'like for like' the scores are in the green, though still in the low 90s.

The station that brought down the score for East Central was the Dundee SORT base, which is a military facility and whose estates are owned by them. The estates score was 73%, the station manager there has been informed and is liaising with the relevant parties to facilitate improvement. IPC senior managers are also aware and are being kept up to date with site news.

NHSScotland Assure perspective - Scottish Ambulance Service

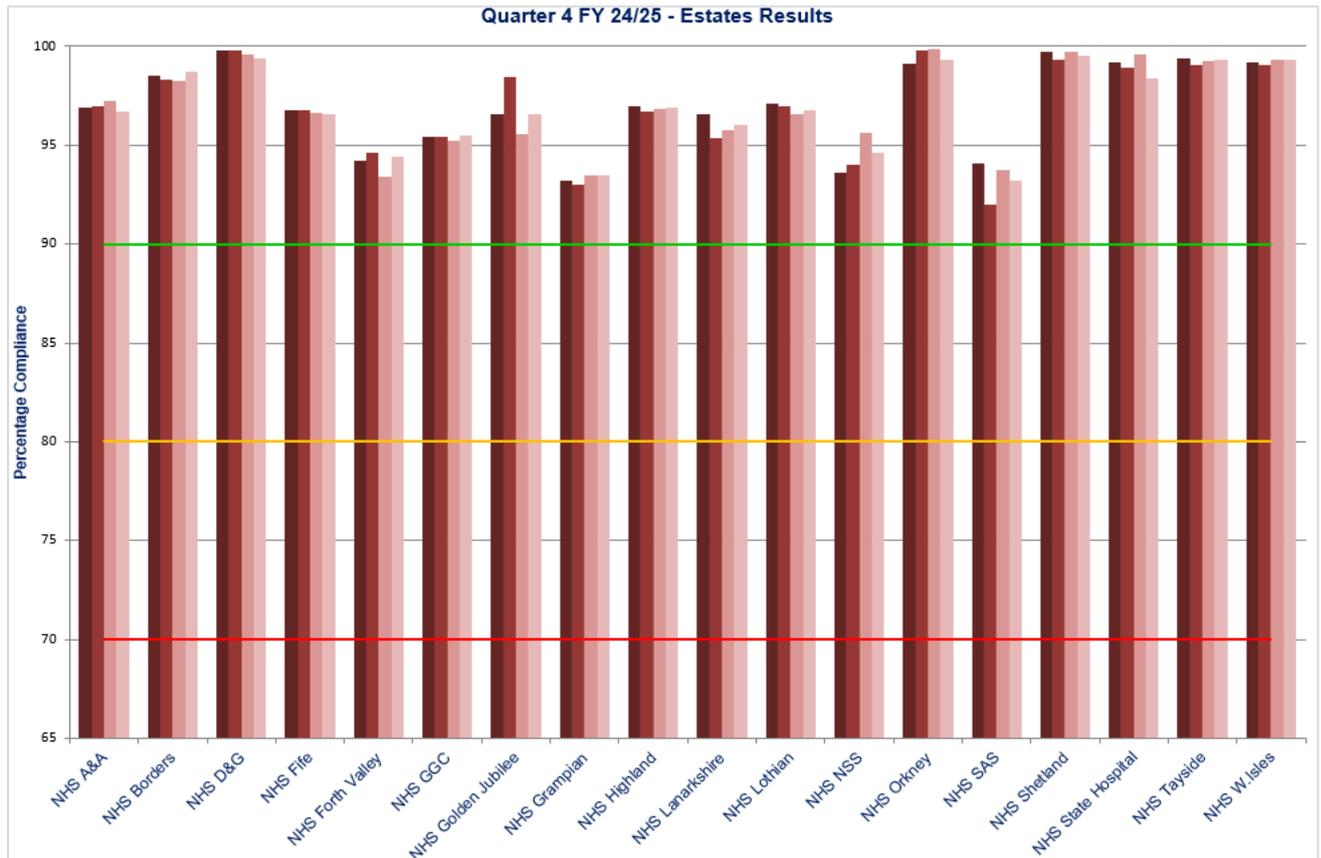
- 6.10. The Scottish Ambulance Service has provided detail around their Amber score for the East Central Region. This Zone is a military facility whose estates are managed internally. Communication has taken place with the station manager to facilitate improvement, and the IPC senior managers are also being kept informed. There is the assumption that this Zone will show improvement moving into Q1 for 25/ 26.

7. Estates Services - quarterly data

Estates services monitoring – NHS board performance

7.1. The following bar chart shows the quarterly estates scores for each NHS board.

Figure 7.1 - Chart showing cumulative quarterly estates scores for boards



7.2. The following table shows the quarterly estates scores for each health board.

Figure 7.2 - Table showing cumulative quarterly estates scores for boards

Health Board	Q1 Apr-Jun 24/25	Q2 Jul-Sept 24/25	Q3 Oct-Dec 24/25	Q4 Jan-Mar 24/25
NHS Scotland National Score	96.4	96.3	96.2	96.4
NHS Ayrshire and Arran	96.9	97.0	97.2	96.7
NHS Borders	98.5	98.3	98.2	98.7
NHS Dumfries and Galloway	99.8	99.8	99.6	99.4
NHS Fife	96.8	96.8	96.6	96.6
NHS Forth Valley	94.2	94.6	93.4	94.4
NHS Greater Glasgow and Clyde	95.4	95.4	95.2	95.5
NHS Golden Jubilee	96.6	98.4	95.5	96.6
NHS Grampian	93.2	93.0	93.5	93.5
NHS Highland	97.0	96.7	96.8	96.9
NHS Lanarkshire	96.6	95.4	95.8	96.0
NHS Lothian	97.1	96.9	96.6	96.8
NHS NSS – SNBTS	93.6	94.0	95.6	94.6
NHS Orkney	99.1	99.8	99.9	99.3
NHS Scottish Ambulance Services	94.1	92.0	93.7	93.2
NHS Shetland	99.7	99.3	99.7	99.5
NHS State Hospital	99.2	98.9	99.6	98.4
NHS Tayside	99.4	99.1	99.2	99.3
NHS Western Isles	99.2	99.1	99.3	99.3

Estates Services Monitoring – A1 Hospital Performance

Figure 7.3 - Chart showing cumulative quarterly estates scores for A1 Hospitals

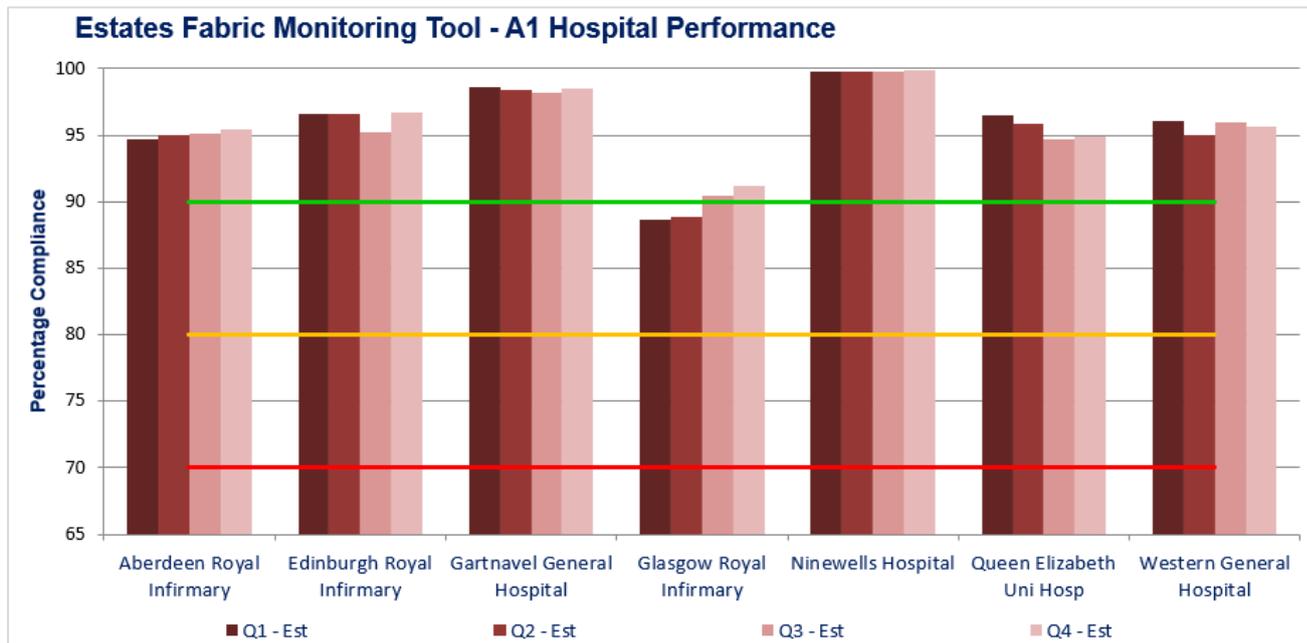


Figure 7.4 - Table showing cumulative quarterly estates scores for A1 Hospitals

A1 Hospital	Q1 Apr-Jun 24/25	Q2 Jul-Sept 24/25	Q3 Oct-Dec 24/25	Q4 Jan-Mar 24/25
Aberdeen Royal Infirmary	94.7	95.0	95.2	95.4
Edinburgh Royal Infirmary	96.6	96.6	95.2	96.7
Gartnavel General Hospital	98.6	98.4	98.2	98.5
Glasgow Royal Infirmary	88.7	88.9	90.4	91.2
Ninewells Hospital	99.8	99.7	99.8	99.9
Queen Elizabeth University Hospital	96.5	95.9	94.7	94.9
Western General Hospital	96.1	95.0	95.9	95.6

Estates Services Monitoring - A2 Hospital Performance

Figure 7.5 - Chart showing cumulative quarterly estates scores for A2 Hospitals

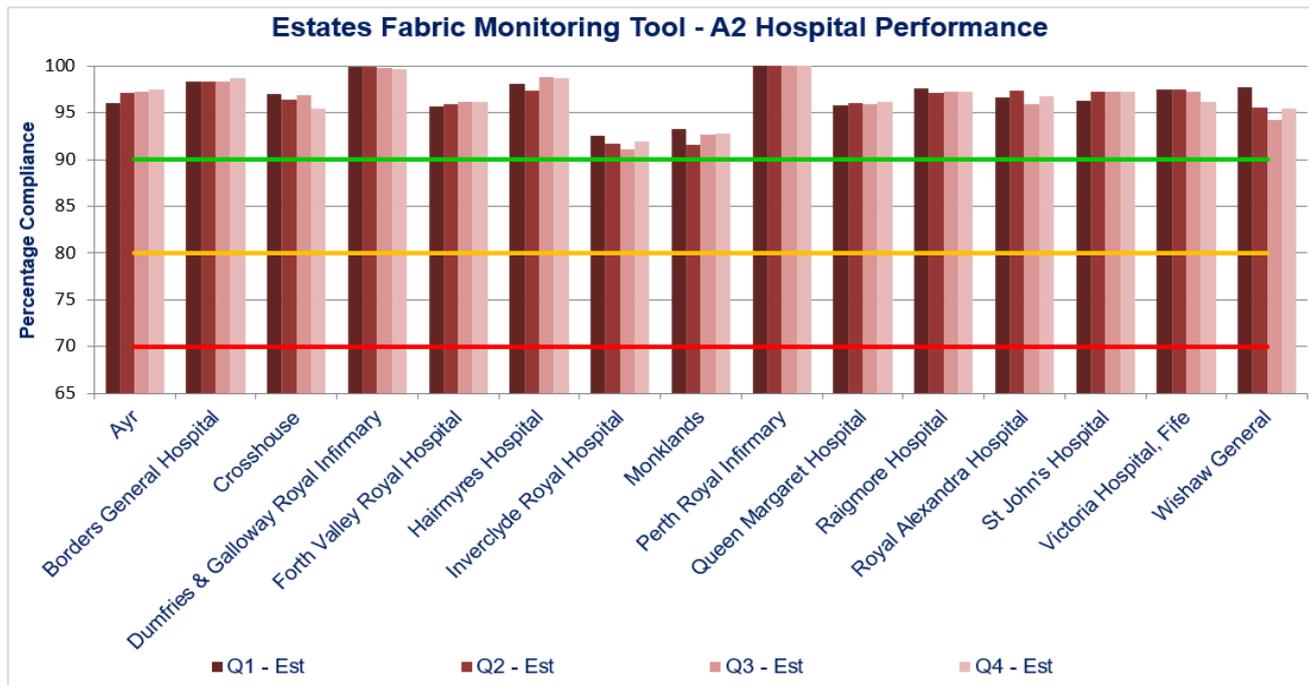


Figure 7.6 - Table showing cumulative quarterly estates scores for A2 Hospitals

A2 Hospital	Q1 Apr-Jun 24/25	Q2 Jul-Sept 24/25	Q3 Oct-Dec 24/25	Q4 Jan-Mar 24/25
Ayr Hospital	96.0	97.1	97.2	97.5
Borders General Hospital	98.4	98.3	98.4	98.7
Crosshouse Hospital	97.0	96.4	96.9	95.4
Dumfries and Galloway Royal Infirmary	99.9	99.9	99.9	99.7
Forth Valley Royal Hospital	95.7	96.0	96.2	96.2
Hairmyres Hospital	98.1	97.4	98.8	98.7
Inverclyde Royal Hospital	92.5	91.7	91.0	91.9
Monklands Hospital	93.3	91.6	92.7	92.8
Perth Royal Infirmary	100	100	100	100.0
Queen Margaret Hospital	95.8	96.1	95.9	96.2
Raigmore Hospital	97.6	97.1	97.2	97.2
Royal Alexandra Hospital	96.6	97.4	95.9	96.8
St John's Hospital	96.3	97.3	97.2	97.2
Victoria Hospital (Fife)	97.5	97.5	97.3	97.0
Wishaw General Hospital	97.7	95.6	94.3	95.4

Appendix A Methodology

- A.1 Over the year, NHS boards will monitor all facilities. Each Quarterly Report covers monitoring of a proportion of the facilities/ areas within an NHS board area.
- A.2 Compliance is assessed within NHS boards using a standardised monitoring system, available online or offline on a handheld device. There are two components to the monitoring:
- audits carried out on a routine basis by Domestic Services Managers
 - audits carried out by Peer Review teams, incorporating a Public Involvement element
- A.3 Cleanliness and the state of the estate fabric are assessed using an observational process and according to the technical requirements set out in the NHSScotland National Cleaning Services Specification. The requirements vary depending on the type of area being assessed and the scores are weighted to reflect risk. For example, an operating theatre receives a higher weighting.
- A.4 The rooms to be audited within the audit areas are selected at random by the monitoring system in accordance with the monitoring framework guidance.
- A.5 NHS board results are available to NHSScotland Assure via the live online system. This data is used to compile the national Quarterly report and for local NHS board reporting.