

# **NHS Scotland National Cleaning Compliance Report**

**Domestic and Estates Cleaning Services Performance  
2025/ 2026**

**ASR404-003 - Quarter 4 (January 2026 - March 2026)**

**Version 1 - May 2026**

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### Disclaimer

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# 1. Introduction

- 1.1. Cleaning functions in NHS Scotland 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 NHS board and sometimes within each NHS 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 NHS Scotland 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 NHS Scotland territorial boards
  - 4 Special NHS boards - Golden Jubilee National Hospital, The State Hospitals Board for Scotland, Scottish Ambulance Service and the Scottish Blood Transfusion Service (part of Public Services Delivery 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. NHS 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.
- 1.8. This will be submitted to NHS Scotland Assure, and a summary of the action plan will be included in this report.

- 1.9. 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 NHS Scotland, 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 'NHS Scotland Code of Practice for the Local Management of Hygiene and HAI' and the 'NHS Scotland 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 NHS Scotland Assure to develop a monitoring framework for the NHS Scotland National Cleaning Services Specification (NCSS). This was developed in consultation with a range of stakeholders within NHS Scotland 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 NHS Scotland 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 NHS 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 (Scottish Health Facilities Note (SHFN 01-01)) is available from the National services Scotland (NSS) website. The methodology behind the monitoring process is described in Appendix A.

## Facilities monitoring tool

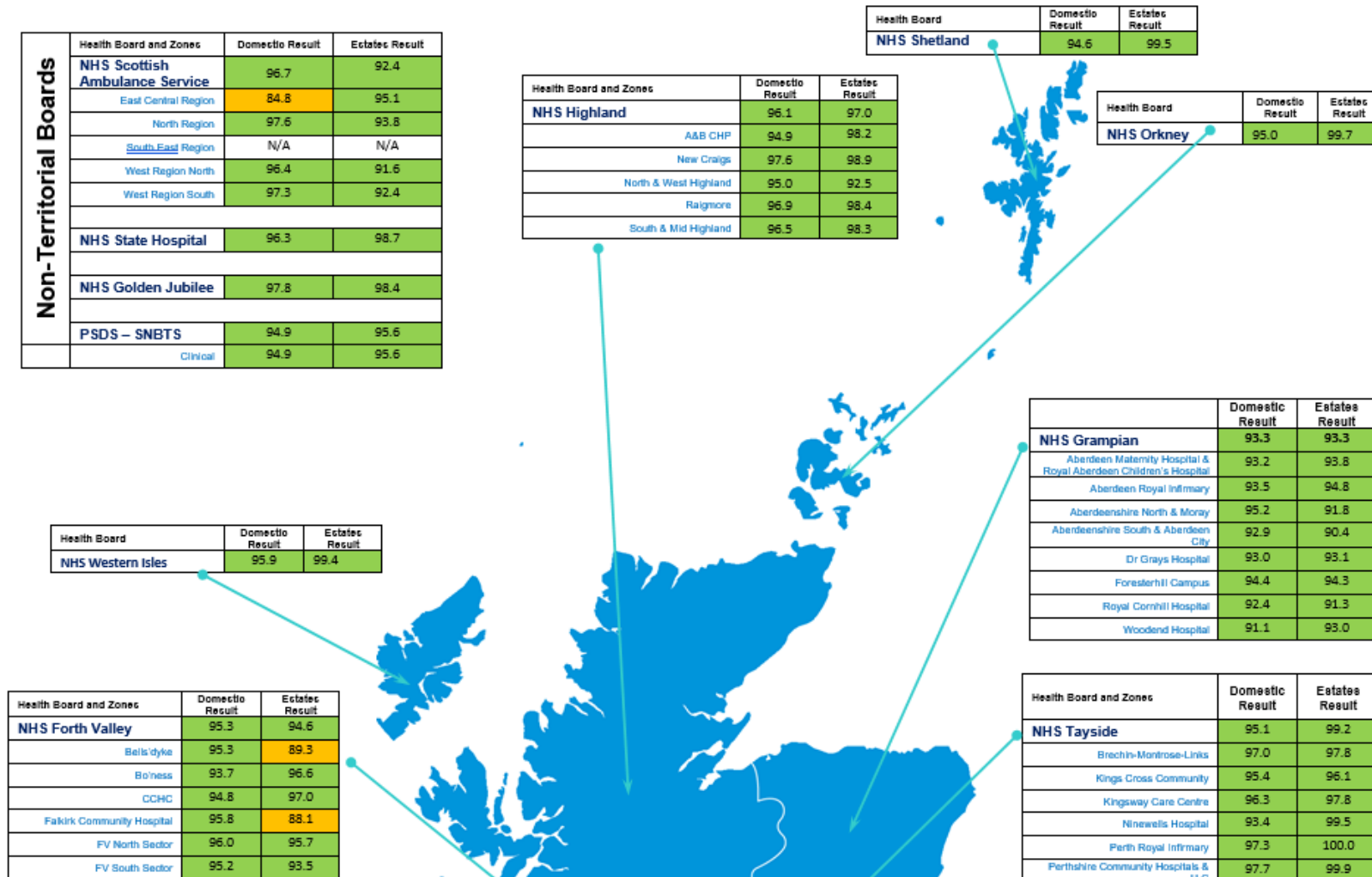
- 2.10. In April 2012 a digital Facilities Monitoring Tool (FMT) became operational across Scotland. The tool moved data collection from a paper and spreadsheet-based data collection to an online system that uses handheld devices and web-based data transfer. This report is produced using data from this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

## Facilities support team

- 2.11. The Facilities Support Team within NHS Scotland Assure is available to NHS 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 estate results Q4 2025/ 26

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



FV South Sector	95.2	93.5
FVRH	95.7	96.2
SCH	93.3	94.7

Perthshire Community Hospitals & H.C	97.7	99.9
Royal Victoria Hospital	95.6	99.6
Stracathro	96.1	99.1
Strathmartine-Dudhope	95.9	99.1
Whitehills-Arbroath-Kirkcaldy-Carnoustie	95.5	96.8

Health Board and Zones	Domestic Result	Estate Result
<b>NHS Greater Glasgow and Clyde</b>	94.3	94.4
Admin Bases	95.1	89.5
Hospitals	94.2	93.8
East Dunbartonshire HSCP	97.6	97.1
East Renfrewshire HSCP	96.0	99.8
Glasgow City HSCP - North East Sector	94.9	98.0
Glasgow City HSCP - North West Sector	94.7	99.3
Glasgow City HSCP - South Sector	95.2	99.4
Inverclyde HSCP	94.3	95.0
PFIs and SPS Services	94.2	90.1
Renfrewshire HSCP	95.8	99.9
West Dunbartonshire HSCP - Lemond	96.3	97.0
West Dunbartonshire HSCP - Glasgow	96.5	100.0

Health Board and Zones	Domestic Result	Estate Result
<b>NHS Fife</b>	96.0	97.1
Central Fife	96.6	96.4
Lynebank Hospital	95.9	96.8
North East Fife	95.6	98.2
Queen Margaret Hospital	96.5	96.8
Stratheden	95.9	94.7
Victoria Hospital	95.7	97.6

Health Board and Zones	Domestic Result	Estate Result
<b>NHS Lanarkshire</b>	97.0	94.5
Halmyres	97.6	97.8
Monklands	96.4	90.1
North	97.2	96.8
South	97.0	99.2
Wishaw	97.0	93.7

Health Board and Zones	Domestic Result	Estate Result
<b>NHS Lothian</b>	95.8	97.1
East & Mid Lothian	96.4	97.6
Edinburgh Acute	95.7	96.5
Edinburgh Community	96.0	99.3
Edinburgh Royal Infirmary	95.7	97.0
External Contractors Sites	94.3	100.0
West Lothian	96.3	97.5

Health Board and Zones	Domestic Result	Estate Result
<b>NHS Dumfries and Galloway</b>	95.6	99.8
CRH	95.7	99.4
DGRI	95.4	99.9
PCCD East	96.8	99.2
PCCD West	96.0	100.0

Health Board and Zones	Domestic Result	Estate Result
<b>NHS Ayr and Arran</b>	95.3	96.6
East	95.3	96.0
North	94.6	96.9
South	95.8	97.3

Health Board and Zones	Domestic Result	Estate Result
<b>NHS Borders</b>	95.5	98.3
Borders General Hospital	94.9	97.6
Community	95.9	99.6
Mental Health	97.3	98.4
Non-Clinical	96.6	99.4

<b>Compliance Key</b>	less than 70%	between 70% - 90%	90% or higher
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## 4. Domestic services - key findings

### Key findings - Pan Scotland

- 4.1. Scotland's overall total score in Quarter 4 for 2025/ 26 was Green at 95.2%, which is a 0.1% decrease from the previous quarter at 95.3%.

### NHS 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.

### NHS Scottish Ambulance Service

- 4.5. NHS Scottish Ambulance Service have reported an Amber (partially compliant) for Domestic in Quarter 4 at a score of 84.8%, for the zone East Central Region. This is a 12.2% decrease from Quarter 3, which was 97.0%.

Table 4.1 – Table showing the last four quarters results for the Amber scoring area

Zone	Quarter 1 Apr – Jun 25/ 26	Quarter 2 Jul – Sep 25/ 26	Quarter 3 Oct – Dec 25/ 26	Quarter 4 Jan – Mar 25/ 26
East Central Region	95.8	96.5	97.0	84.8

- 4.6. NHS Scottish Ambulance Service have provided the following explanation for the East Central Regions:

East Central Region: Following the domestic amber, immediate contact was made with the Area Service Manager, who organised the domestic cleaning issues to be resolved as soon as possible. The station was revisited, following confirmation that these had been signed off and all issues had been dealt with. All station domestic issues had indeed been rectified, with the one domestic issue (debris in ambulance cab seat recesses) in a vehicle which happened to be on site and was included in the reaudit.

The manager also informed staff of station cleaning requirements (Policy 001), supplied by Infection Prevention and Control (IPC) and contacted the Scottish Fire and Rescue Station (SFRS) Commander directly, as SFRS supply cleaning services via their contractor, to formally cascade information to cleaning staff.

The station manager was informed that if any further assistance or advice was required, that IPC were available at short notice to provide this.

The IPC Senior Management Team will henceforth include a document checking reminder in any relevant communications, regarding the Infection Control Committee reporting requirements.

### **NHS Scotland Assure perspective**

- 4.7. The Scottish Ambulance Service have identified the issues within this zone which led to a partial complaint audit score for Q4. Within the East Central region, the amber score was followed up quickly, with cleaning issues addressed and a reaudit confirming that all outstanding issues had been resolved, apart from one minor vehicle related issue.

Cleaning requirements were reinforced with staff members, the cleaning contractor was contacted to ensure expectations were clear, and support from IPC remains available.

Additional checks will also be built into future IPC communications to help prevent a recurrence of an amber score.

### **Missed Audits**

- 4.8. A missed audit occurs when audits have not taken place within the hospitals of a specific zone. This missed audit will impact the domestic and estates scores and will be visible within the map in Figure 3.1.

Scottish Ambulance Service had a missed audit in the South East Region, for this quarter, within domestic and estates and the explanation is included below.

- 4.9. NHS Scottish Ambulance Service have provided the following explanation for the South East Region:

Due to operational pressures and other circumstances, only a small number of South East stations could be audited last audit period.

### **NHS Scotland Assure perspective**

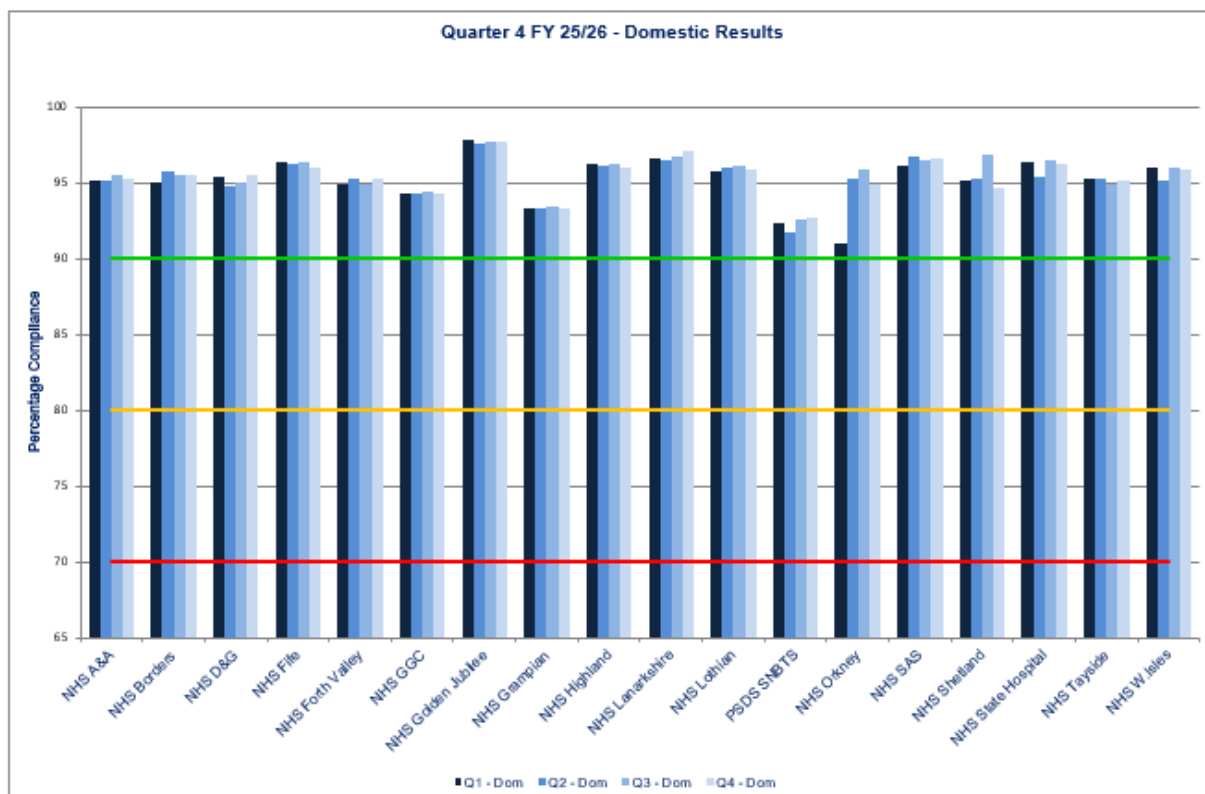
- 4.10. The missed audit was partly due to operational pressures, which meant only a small number of South East stations could be audited during the period, which led to an overall missed audit. The NHS Scottish Ambulance Service have put actions in place to prevent this happening in the future. There is the assumption that this will be resolved within the next Quarter.

## 5. Domestic services - quarterly data

### Domestic services monitoring - NHS board performance

5.1. The following bar chart shows the quarterly domestic scores for each NHS board.

Figure 5.1 Chart showing cumulative quarterly domestic scores by NHS board



5.2. The following table shows the quarterly domestic scores for each NHS board.

Table 5.1 - Table showing cumulative quarterly domestic scores by NHS board

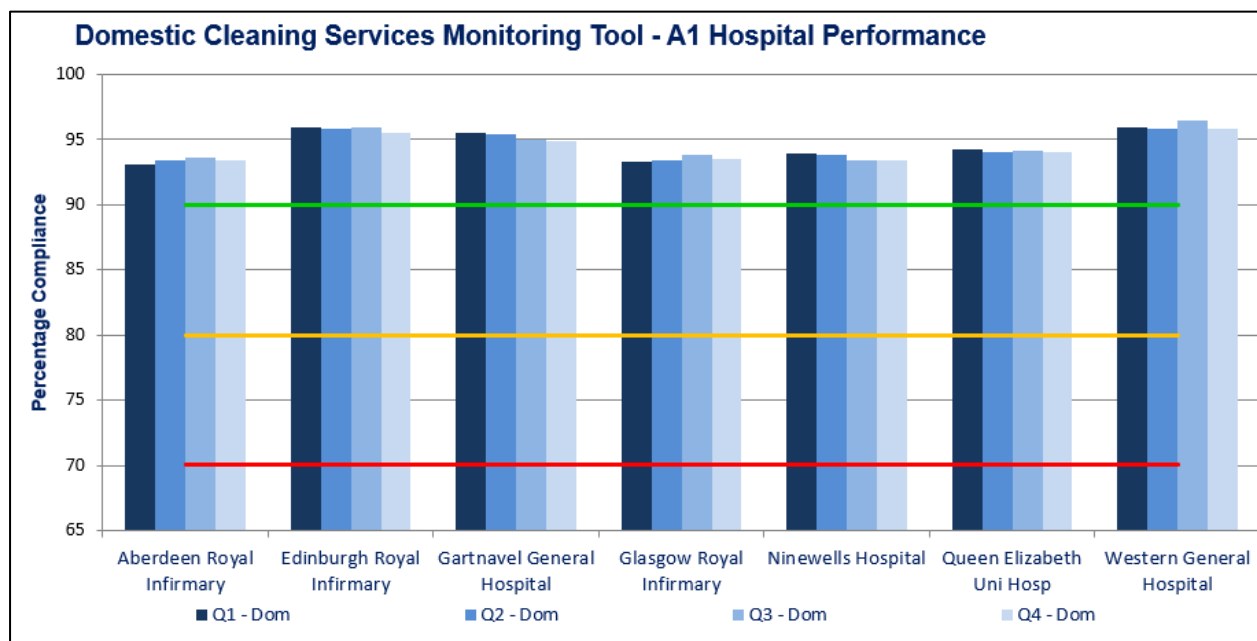
NHS board	Quarter 1 Apr – Jun 25/ 26	Quarter 2 Jul – Sep 25/ 26	Quarter 3 Oct – Dec 25/ 26	Quarter 4 Jan – Mar 25/ 26
<b>NHS Scotland National Score</b>	95.2	95.3	95.3	95.2
NHS Ayrshire and Arran	95.2	95.2	95.5	95.3
NHS Borders	95.0	95.7	95.5	95.5
NHS Dumfries and Galloway	95.4	94.8	95.0	95.5
NHS Fife	96.4	96.2	96.4	96.0
NHS Forth Valley	95.0	95.3	94.9	95.3

<b>NHS board</b>	<b>Quarter 1 Apr – Jun 25/ 26</b>	<b>Quarter 2 Jul – Sep 25/ 26</b>	<b>Quarter 3 Oct – Dec 25/ 26</b>	<b>Quarter 4 Jan – Mar 25/ 26</b>
NHS Greater Glasgow and Clyde	94.3	94.3	94.4	94.3
NHS Golden Jubilee	97.8	97.6	97.7	97.8
NHS Grampian	93.3	93.3	93.4	93.3
NHS Highland	96.2	96.1	96.2	96.1
NHS Lanarkshire	96.7	96.5	96.7	97.0
NHS Lothian	95.7	96.0	96.1	95.8
Public Services Delivery Scotland (PSDS) Scottish National Blood Transfusion Service (SNBTS)	95.5	96.3	94.4	94.9
NHS Orkney	91.9	95.3	95.9	95.0
NHS Scottish Ambulance Service	96.1	96.8	96.5	96.7
NHS Shetland	95.1	95.2	96.8	94.6
NHS State Hospital	96.3	95.4	96.5	96.3
NHS Tayside	95.3	95.3	94.9	95.1
NHS Western Isles	96.0	95.1	96.0	95.9

## Domestic services monitoring - A1 hospital performance

5.3. The following bar chart shows the quarterly domestic scores for A1 Hospitals.

Figure 5.2 - Chart showing cumulative quarterly domestic scores for A1 hospitals



5.4. The following table shows the quarterly domestic scores for A1 Hospitals.

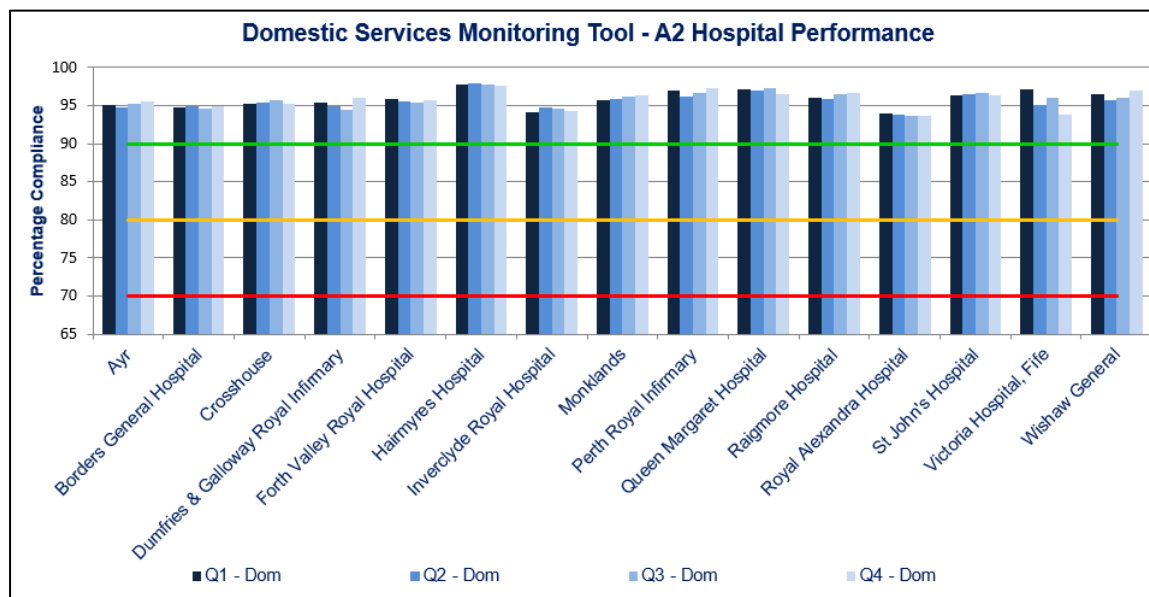
Table 5.2 - Table showing cumulative quarterly domestic scores for A1 hospitals

NHS board	Quarter 1 Apr – Jun 25/ 26	Quarter 2 Jul – Sep 25/ 26	Quarter 3 Oct – Dec 25/ 26	Quarter 4 Jan – Mar 25/ 26
Aberdeen Royal Infirmary	93.1	93.4	93.6	93.5
Edinburgh Royal Infirmary	96.0	95.8	96.0	95.5
Gartnavel General Hospital	95.5	95.4	95.0	94.9
Glasgow Royal Infirmary	93.4	93.4	93.8	93.5
Ninewells Hospital	94.0	93.8	93.4	93.4
Queen Elizabeth University Hospital	94.3	94.1	94.1	94.1
Western General Hospital	95.9	95.9	96.5	95.8

## Domestic services monitoring - A2 hospital performance

5.5. The following bar chart shows the quarterly domestic scores for A2 Hospitals.

Figure 5.3 - Chart showing cumulative quarterly domestic scores for A2 hospitals



5.6. The following table shows the quarterly domestic scores for A2 Hospitals.

Table 5.3 - Table showing cumulative quarterly domestic scores for A2 hospitals

NHS board	Quarter 1 Apr – Jun 25/ 26	Quarter 2 Jul – Sep 25/ 26	Quarter 3 Oct – Dec 25/ 26	Quarter 4 Jan – Mar 25/ 26
Ayr Hospital	95.1	94.8	95.2	95.5
Borders General Hospital	94.8	95.0	94.7	94.9
Crosshouse Hospital	95.3	95.4	95.7	95.2
Dumfries and Galloway Royal Infirmary	95.4	95.0	94.5	96.0
Forth Valley Royal Hospital	95.9	95.6	95.5	95.7
Hairmyres Hospital	97.7	98.0	97.9	97.7
Inverclyde Royal Hospital	94.1	94.7	94.6	94.3
Monklands Hospital	95.7	95.9	96.2	96.4
Perth Royal Infirmary	97.0	96.2	96.7	97.3
Queen Margaret Hospital	97.1	97.0	97.3	96.5
Raigmore Hospital	96.0	95.8	96.5	96.6

<b>NHS board</b>	<b>Quarter 1 Apr – Jun 25/ 26</b>	<b>Quarter 2 Jul – Sep 25/ 26</b>	<b>Quarter 3 Oct – Dec 25/ 26</b>	<b>Quarter 4 Jan – Mar 25/ 26</b>
Royal Alexander Hospital	94.0	93.9	93.7	93.6
St John's Hospital	96.4	96.5	96.7	96.3
Victoria Hospital	95.6	95.9	96.1	95.7
Wishaw General Hospital	96.4	95.8	96.1	97.0

## 6. Estate services - key findings

### Key findings - Pan Scotland

- 6.1. Scotland's overall total score in Quarter 4 for 2025/26 was Green at 96.4% which is a 0.2% increase from the 96.2% achieved in the previous quarter.

### NHS 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 except from Glasgow Royal Infirmary.
- 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.
- 6.5. NHS Greater Glasgow and Clyde have reported an Amber (partially compliant) for Estates in Quarter 4 at a score of 89.5%, for the zone Admin Bases. This is a 5.3% decrease from Quarter 3, which was 94.8%.

Table 6.1 - Table showing the last four quarters for the Amber scoring area

Zone	Quarter 1 Apr – Jun 25/ 26	Quarter 2 Jul – Sep 25/ 26	Quarter 3 Oct – Dec 25/ 26	Quarter 4 Jan – Mar 25/ 26
Admin Bases	94.8	93.5	94.8	89.5

- 6.6. A response from NHS Greater Glasgow and Clyde was not received for this reporting period.

## NHS Forth Valley

- 6.7. NHS Forth Valley have reported an Amber (partially compliant) for Estates in Quarter 4, in the Zones Bells'dyke and Falkirk Community Hospital. Bells'dyke has a score of 89.3% which is a 1.2% decrease from Quarter 3. Falkirk Community Hospital has a score of 88.1% which is a 0.9% decrease from Quarter 3.

Table 6.2 - Table showing the last four quarters for the Amber scoring area

Zone	Quarter 1 Apr – Jun 25/ 26	Quarter 2 Jul – Sep 25/ 26	Quarter 3 Oct – Dec 25/ 26	Quarter 4 Jan – Mar 25/ 26
Bells'dyke	89.2	88.1	90.5	89.3
Falkirk Community Hospital	87.7	88.1	89.0	88.1

- 6.8. NHS Forth Valley has provided the following explanation:
- Estates continue to focus on our two lowest scoring and most challenging sites to drive improvement at these sites. Estates continue to 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 scores show that there is a slight dip on both these sites, but they remain in the high 80% near to the green compliant scores. We will continue to focus on improving these sites going forward. The slight dip is also in relation to some current vacancies and demand on the service, but we continue to address high risk items as a priority.

### NHS Assure perspective

- 6.9. NHS Forth Valley has recognised the issues within this zone that contributed to the partial compliant audit score for Q4. The Estates team continues to focus on improving these areas by prioritising higher risk issues and progressing environmental improvements, such as redecoration and general repair works. Although there has been a slight drop in scores this quarter, both sites remain in the high 80% range and are close to achieving green compliance. The Board has advised that this small decrease is partly due to staffing vacancies and increased demand on the service; however, high risk issues continue to be addressed as a priority. NHS Forth Valley has confirmed that these sites will remain a key focus, with ongoing work planned to support improvement in future quarters.

## NHS Lanarkshire

- 6.10. NHS Lanarkshire has reported a Green (compliant) for Estates in Quarter 4 at a score of 90.1%. This is a 3.2% increase from Quarter 3, which was 86.9%.

Table 6.3 - Table showing the last four quarters for the Amber scoring area

Zone	Quarter 1 Apr – Jun 25/ 26	Quarter 2 Jul – Sep 25/ 26	Quarter 3 Oct – Dec 25/ 26	Quarter 4 Jan – Mar 25/ 26
Monklands Hospital	94.0	95.3	86.9	90.1

- 6.11. NHS Lanarkshire has provided the following explanation:

Action Plan - Remedial works progressed on site in last quarter have been successful in stabilising the overall score for the site to 90%.

Age and condition of the Monklands Site: University Hospital Monklands is an ageing site and is planned for full replacement. Some of the inherent limitations of the existing infrastructure continue to present challenges that impact FMT outcomes, that will continue to be a challenge across its remaining lifespan.

## NHS Scotland Assure perspective

- 6.12. The NHS board has explained that the move to a green score in quarter four reflects remedial works carried out on site, which have helped stabilise overall score for the site to 90.1%. NHS Assure notes this as a positive improvement and evidence that the action plan has had an impact. However, the NHS board has also highlighted that the age and condition of University Hospital Monklands continue to present ongoing challenges, which are likely to remain while the site is still in use.

## A1 and A2 level data

### NHS Greater Glasgow and Clyde

- 6.13. NHS Greater Glasgow and Clyde have reported an Amber (partially compliant) for Estates in Quarter 4 at a score of 89.8%, for the A1 hospital, Glasgow Royal Infirmary. This is a 3.5% increase from Quarter 3, which was 86.3%.

Table 6.4 - Table showing the last four quarters result for the Amber scoring area

<b>Zone</b>	<b>Quarter 1 Apr – Jun 25/ 26</b>	<b>Quarter 2 Jul – Sep 25/ 26</b>	<b>Quarter 3 Oct – Dec 25/ 26</b>	<b>Quarter 4 Jan – Mar 25/ 26</b>
Glasgow Royal Infirmary	89.9	85.3	86.3	89.8

6.14. NHS Greater Glasgow and Clyde have provided the following explanation:

In relation to the amber Facilities Monitoring Tool scores at Glasgow Royal Infirmary, local Operational Estates were unable to obtain bed closures to progress a ward refresh program. Some funding was released to cover Healthcare Improvement Scotland actions however this has now been reallocated to another project within the board. Minor works supported by the local Estates team have recently secured additional painting resource through a 3rd party with areas being prioritised according to the clinical need.

In the interim, Operational Estates carry out reactive repairs to fabric as requested by clinical teams in accordance with Infection Prevention and Control Teams priorities and funding availability.

### **NHS Scotland Assure perspective**

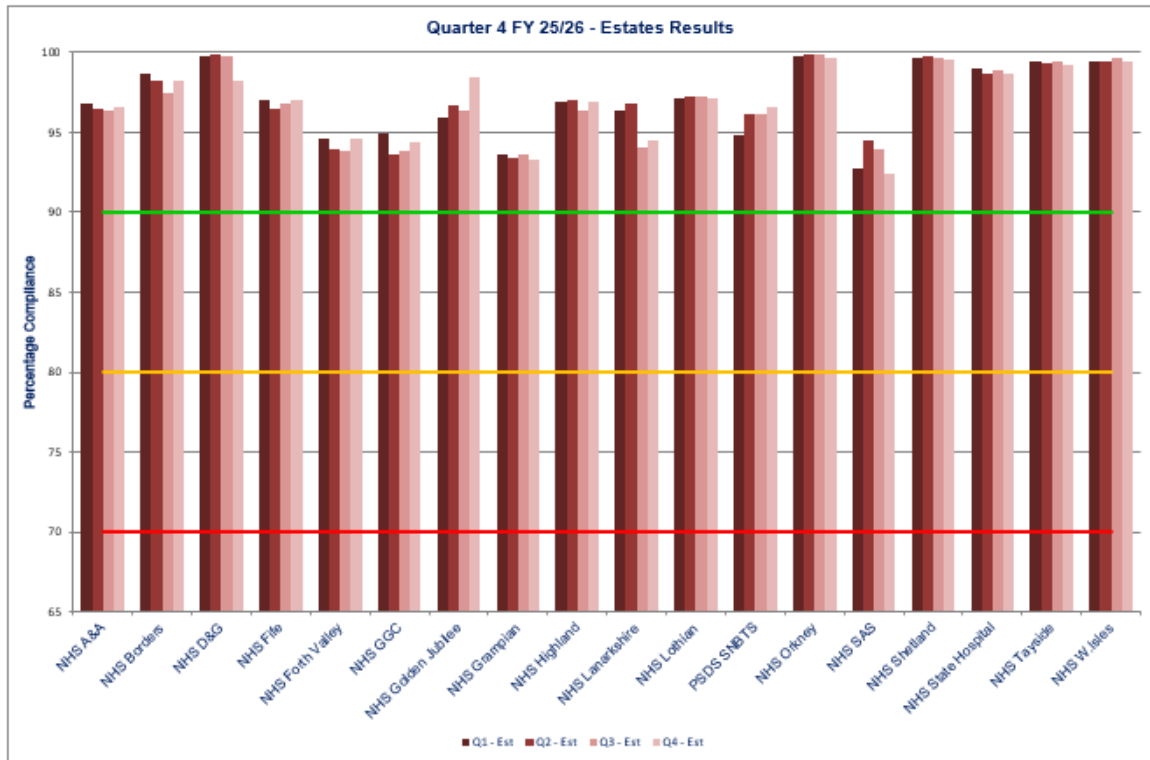
6.15. NHS Greater Glasgow and Clyde have identified the issues which led to a partial complaint audit score for Q4, including bed closures, which have delayed the ward refresh programme. Funding originally allocated for Healthcare Improvement Scotland actions has since been reallocated to another Board priority, limiting progress. However, minor works continue to be supported by local Operational Estates teams, with additional third-party painting resources recently secured and areas prioritised according to clinical need. Reactive repairs to building fabric are also being undertaken in line with Infection Prevention and Control priorities and available funding, with these actions expected to support improvement in future quarters.

## 7. Estate services - quarterly data

### Estate services monitoring - NHS board performance

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

Figure 7.1 - Chart showing cumulative quarterly estates scores for NHS boards



7.2. The following table shows the quarterly estate scores for each NHS board.

Table 7.1 - Table showing cumulative estate scores by NHS board

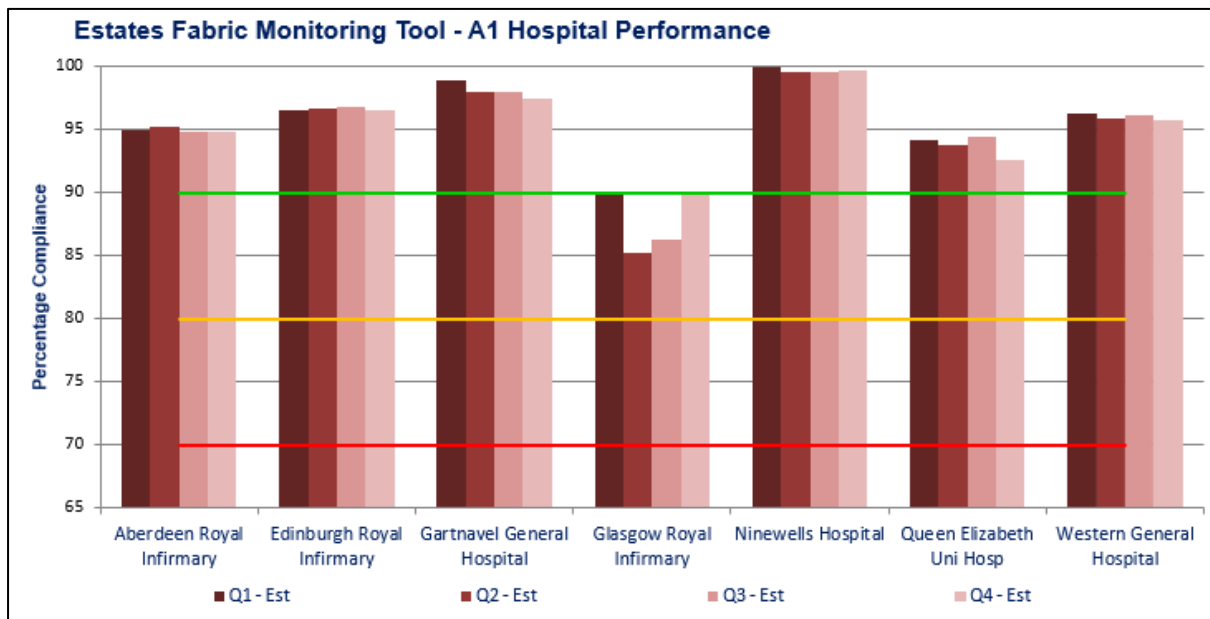
NHS board	Quarter 1 Apr – Jun 25/ 26	Quarter 2 Jul – Sep 25/ 26	Quarter 3 Oct – Dec 25/ 26	Quarter 4 Jan – Mar 25/ 26
<b>NHS Scotland National Score</b>	96.4	96.1	96.2	96.4
NHS Ayrshire and Arran	96.8	96.5	96.4	96.6
NHS Borders	98.7	98.2	97.5	98.3
NHS Dumfries and Galloway	99.8	99.9	99.8	99.8
NHS Fife	97.0	96.5	96.8	97.1
NHS Forth Valley	94.6	94.0	93.8	94.6

NHS Greater Glasgow and Clyde	95.0	93.6	93.8	94.4
NHS Golden Jubilee	96.0	96.7	96.4	98.4
NHS Grampian	93.6	93.4	93.6	93.3
NHS Highland	96.9	97.0	96.4	97.0
NHS Lanarkshire	96.4	96.8	94.1	94.5
NHS Lothian	97.1	97.3	97.3	97.1
Public Services Delivery Scotland (PSDS) Scottish National Blood Transfusion Service (SNBTS)	94.9	96.1	96.1	95.6
NHS Orkney	99.8	99.9	99.9	99.7
NHS Scottish Ambulance Service	92.8	94.5	94.0	92.4
NHS Shetland	99.7	99.8	99.7	99.5
NHS State Hospital	99.0	98.7	98.9	98.7
NHS Tayside	99.5	99.3	99.4	99.2
NHS Western Isles	99.5	99.4	99.7	99.4

## Estate services Monitoring - A1 hospital performance

7.3. The following bar chart shows the quarterly estate scores for A1 Hospitals.

Figure 7.2 - Chart showing cumulative quarterly estate scores for A1 hospitals



7.4. The following table shows the quarterly estate scores for A1 hospitals.

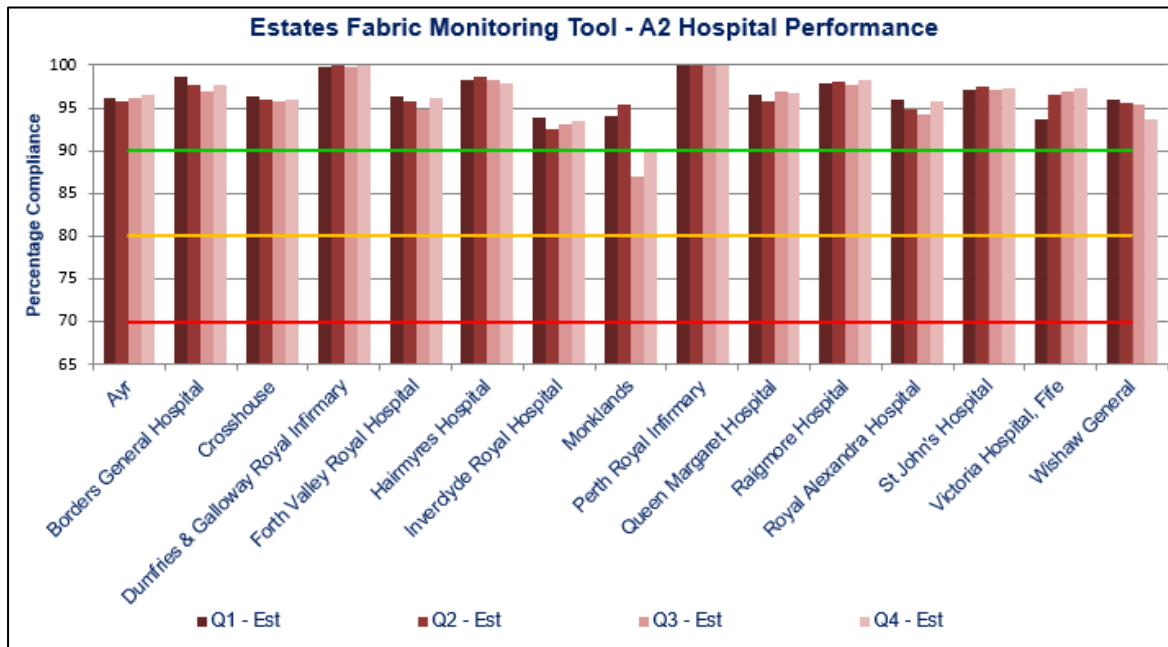
Table 7.2 - Table showing cumulative quarterly estate scores for A1 hospitals

NHS board	Quarter 1 Apr – Jun 25/ 26	Quarter 2 Jul – Sep 25/ 26	Quarter 3 Oct – Dec 25/ 26	Quarter 4 Jan – Mar 25/ 26
Aberdeen Royal Infirmary	95.0	95.2	94.9	94.8
Edinburgh Royal Infirmary	96.5	96.7	96.9	96.5
Gartnavel General Hospital	98.9	98.0	98.0	97.4
Glasgow Royal Infirmary	89.9	85.3	86.3	89.8
Ninewells Hospital	99.9	99.6	99.6	99.7
Queen Elizabeth University Hospital	94.2	93.8	94.5	92.5
Western General Hospital	96.3	95.8	96.2	95.8

## Estates services monitoring - A2 hospital performance

7.5. The following bar chart shows the quarterly estate scores for A2 Hospitals.

Figure 7.3 - Chart showing cumulative quarterly estate scores for A2 hospitals



7.6. The following table shows the quarterly estate scores for A2 Hospitals.

Table 7.3 - Table showing cumulative estate scores for A2 hospitals

<b>NHS board</b>	<b>Quarter 1 Apr – Jun 25/ 26</b>	<b>Quarter 2 Jul – Sep 25/ 26</b>	<b>Quarter 3 Oct – Dec 25/ 26</b>	<b>Quarter 4 Jan – Mar 25/ 26</b>
Ayr Hospital	96.2	95.8	96.3	96.6
Borders General Hospital	98.6	97.7	96.8	97.6
Crosshouse Hospital	96.3	96.0	95.8	95.9
Dumfries and Galloway Royal Infirmary	99.8	100.0	99.9	99.9
Forth Valley Royal Hospital	96.4	95.7	94.8	96.2
Hairmyres Hospital	98.3	98.7	98.3	97.8
Inverclyde Royal Hospital	93.8	92.6	93.0	93.4
Monklands Hospital	94.0	95.3	86.9	90.2
Perth Royal Infirmary	100.0	100.0	100.0	100.0
Queen Margaret Hospital	96.6	95.7	96.8	96.8
Raigmore Hospital	97.8	98.0	97.6	98.3
Royal Alexander Hospital	95.9	94.8	94.3	95.7
St John's Hospital	97.2	97.5	97.1	97.3
Victoria Hospital	97.4	96.7	97.1	97.6
Wishaw General Hospital	95.9	95.7	95.4	93.7

## 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 NHS Scotland National Cleaning Services Specification (NCSS). 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 NHS Scotland Assure via the live online system. This data is used to compile the national quarterly report and for local NHS board reporting.