

NHS Scotland National Cleaning Compliance Report

**Domestic and Estates Cleaning Services Performance
2026/ 2027**

**ASR404-003 - Quarter 1 (April 2026 - June 2026)
V1 - July 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, Domestics, 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

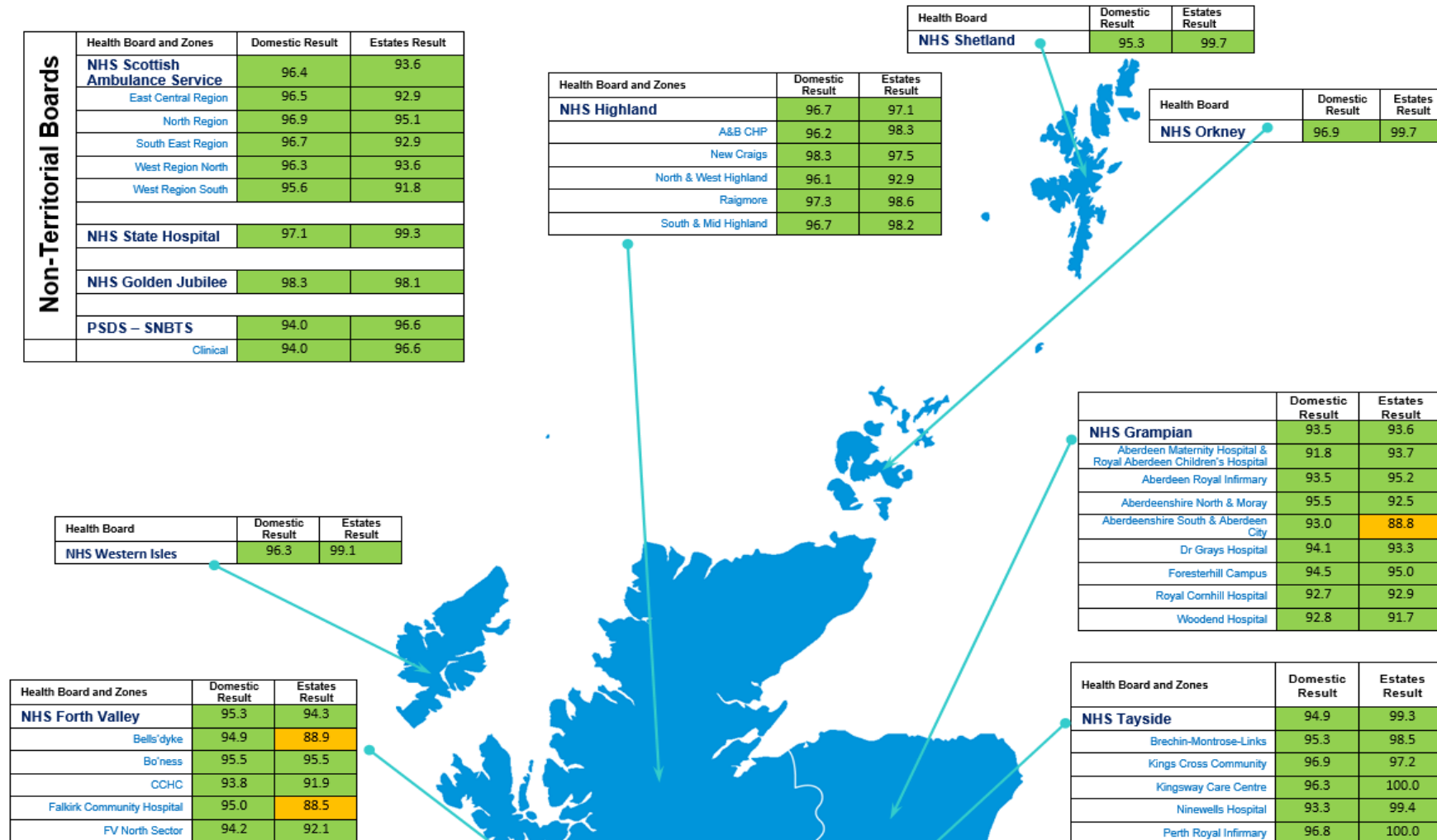
- 2.10. In April 2012 a digital Facilities Monitoring Tool (FMT) became operational across Scotland. The tool moved data collection from a paper and spreadsheet-based data collection to an online system that uses handheld devices and web-based data transfer. This report is produced using data from this 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 Q1 2026/ 27

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



FV South Sector	95.6	93.6
FVRH	95.9	96.4
SCH	94.5	94.1

Health Board and Zones	Domestic Result	Estates Result
NHS Greater Glasgow and Clyde	94.6	94.8
Admin Bases	94.8	92.8
Hospitals	94.5	94.3
East Dunbartonshire HSCP	96.8	98.2
East Renfrewshire HSCP	96.7	99.8
Glasgow City HSCP - North East Sector	95.2	97.4
Glasgow City HSCP - North West Sector	94.6	99.5
Glasgow City HSCP - South Sector	94.7	99.1
Inverclyde HSCP	94.4	92.1
PFI and SPS Services	93.1	90.3
Renfrewshire HSCP	95.6	99.8
West Dunbartonshire HSCP - Lomond	95.8	96.0
West Dunbartonshire HSCP - Glasgow	94.0	100.0

Health Board and Zones	Domestic Result	Estates Result
NHS Lanarkshire	97.0	94.3
Hairmyres	97.7	97.8
Monklands	96.8	90.2
North	96.6	95.3
South	97.1	98.3
Wishaw	96.6	93.4

Health Board and Zones	Domestic Result	Estates Result
NHS Ayr and Arran	95.2	96.6
East	95.5	96.2
North	94.3	96.2
South	95.2	97.6

Health Board and Zones	Domestic Result	Estates Result
NHS Dumfries and Galloway	95.7	99.8
CRH	96.7	99.9
DGRI	95.5	99.8
PCCD East	95.0	99.7
PCCD West	96.7	100.0

Health Board and Zones	Domestic Result	Estates Result
NHS Borders	95.0	97.7
Borders General Hospital	94.9	97.6
Community	94.7	98.8
Mental Health	96.7	97.4
Non-Clinical	90.9	99.0

Perthshire Community Hospitals & H.C	97.0	99.7
Royal Victoria Hospital	97.8	99.9
Stracathro	96.4	99.7
Strathmartine-Dudhope	95.9	100.0
Whitehills-Arbroath-Kirriemuir-Carmoustie	95.4	97.3

Health Board and Zones	Domestic Result	Estates Result
NHS Fife	95.9	96.8
Central Fife	95.9	96.8
Lynebank Hospital	97.0	96.3
North East Fife	95.4	97.5
Queen Margaret Hospital	96.7	97.1
Stratheden	94.8	92.6
Victoria Hospital	95.7	97.2

Health Board and Zones	Domestic Result	Estates Result
NHS Lothian	95.6	97.0
East & Mid Lothian	97.1	99.2
Edinburgh Acute	95.5	96.0
Edinburgh Community	94.7	98.3
Edinburgh Royal Infirmary	95.5	96.7
External Contractors Sites	90.2	100.0
West Lothian	96.4	97.9

Compliance Key	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 1 for 2026/ 27 was Green at 95.3%, which is a 0.1% increase from the previous quarter at 95.2%.

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

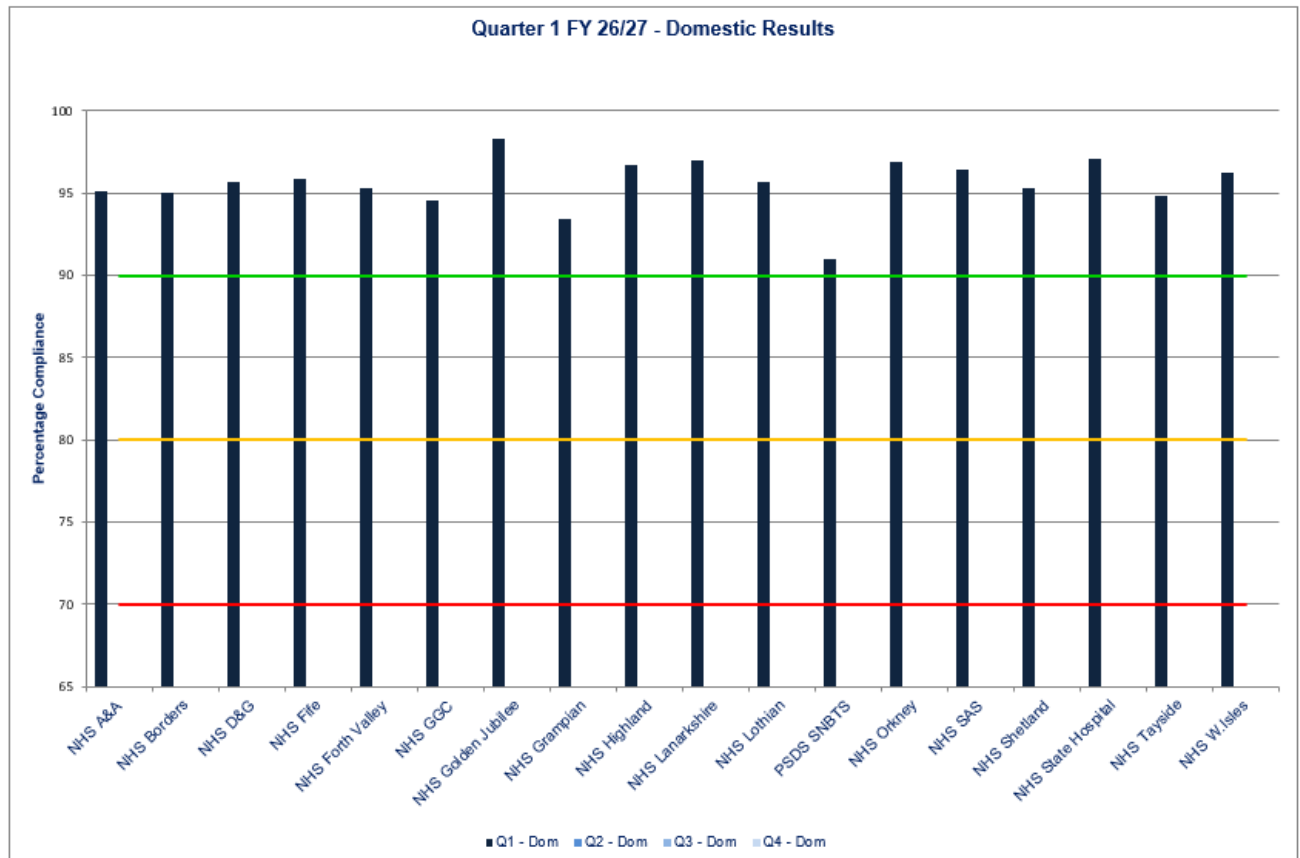
- 4.2. In each NHS board there are a number of zones reflecting how domestic cleaning is managed and reported locally across the NHS board. In larger NHS boards there are a number of zones, in smaller NHS boards there may only be one zone, which covers the whole of the NHS board.
- 4.3. All zones across Scotland have achieved an overall Green compliance rating for Domestic Services for Quarter 1.
- 4.4. NHS board and zone level cleaning audit data is presented graphically in Section 3.

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

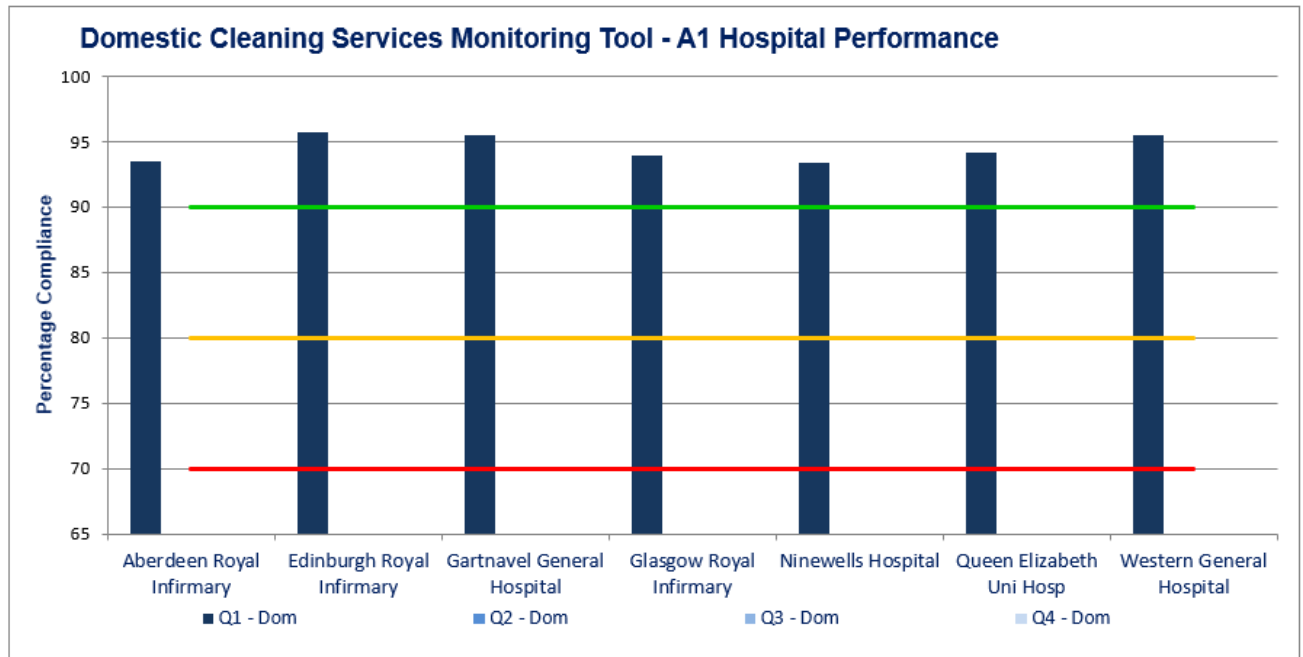
NHS board	Quarter 1 Apr – Jun 26/ 27
NHS Scotland National Score	95.3
NHS Ayrshire and Arran	95.2
NHS Borders	95.0
NHS Dumfries and Galloway	95.7
NHS Fife	95.9
NHS Forth Valley	95.3

NHS board	Quarter 1 Apr – Jun 26/ 27
NHS Greater Glasgow and Clyde	94.6
NHS Golden Jubilee	98.3
NHS Grampian	93.5
NHS Highland	96.7
NHS Lanarkshire	97.0
NHS Lothian	95.6
Public Services Delivery Scotland (PSDS) - Scottish National Blood Transfusion Service (SNBTS)	94.0
NHS Orkney	96.9
NHS Scottish Ambulance Service	96.4
NHS Shetland	95.3
NHS State Hospital	97.1
NHS Tayside	94.9
NHS Western Isles	96.3

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.

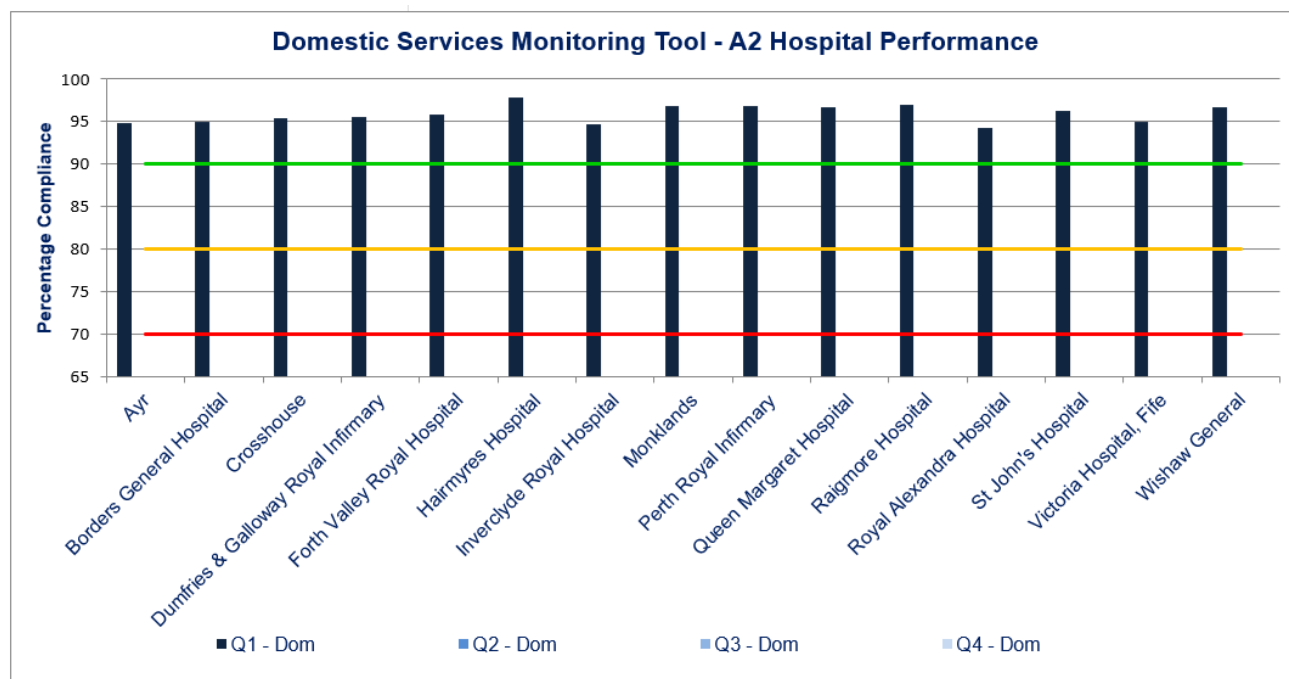
Table 5.2 - Table showing cumulative quarterly domestic scores for A1 hospitals

NHS board	Quarter 1 Apr – Jun 26/ 27
Aberdeen Royal Infirmary	93.5
Edinburgh Royal Infirmary	95.7
Gartnavel General Hospital	95.5
Glasgow Royal Infirmary	93.9
Ninewells Hospital	93.4
Queen Elizabeth University Hospital	94.2
Western General Hospital	95.5

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 26/ 27
Ayr Hospital	94.8
Borders General Hospital	94.9
Crosshouse Hospital	95.4
Dumfries and Galloway Royal Infirmary	95.5
Forth Valley Royal Hospital	95.9
Hairmyres Hospital	97.8
Inverclyde Royal Hospital	94.7
Monklands Hospital	96.8
Perth Royal Infirmary	96.8
Queen Margaret Hospital	96.7
Raigmore Hospital	96.9

NHS board	Quarter 1 Apr – Jun 26/ 27
Royal Alexander Hospital	94.3
St John's Hospital	96.3
Victoria Hospital	95.7
Wishaw General Hospital	96.6

6. Estate services - key findings

Key findings - Pan Scotland

- 6.1. Scotland's overall total score in Quarter 1 for 2026/27 was Green at 96.1% which is a 0.3% decrease from the 96.4% 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.

NHS Greater Glasgow and Clyde

- 6.5. NHS Greater Glasgow and Clyde have reported an Amber (partially compliant) for Estates in Quarter 1 at a score of 88.9%, for the zone Glasgow Royal Infirmary. This is a 1.0% decrease from Quarter 4, which was 89.9%.

Table 6.1 - Table showing the last two quarters result for the Amber scoring area

Zone	Quarter 4 Jan – Mar 25/ 26	Quarter 1 Apr – Jun 26/ 27
Glasgow Royal Infirmary	89.9	88.9

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

Following the Q4 reporting period, Estates teams have worked with clinical services to secure access to several areas for decoration and repair works. Operational teams continue to work closely with Capital Investment teams to identify and promote areas for future investment, enhancing the patient experience while progressing funding considerations through the Board Estate Planning Group (BEPG).

NHS Scotland Assure perspective

- 6.7. NHS Greater Glasgow and Clyde have identified the issues within this zone which led to a partial complaint audit score for Q1, including ongoing challenges in gaining access to a number of clinical areas required for planned decoration and repair works. Since the reporting period, Estates teams have worked collaboratively with clinical services to secure access and progress the outstanding works.

Operational and Capital Investment teams continue to identify and prioritise areas requiring further improvement, with investment proposals being developed and progressed through the BEPG.

NHS Forth Valley

- 6.8. NHS Forth Valley have reported an Amber (partially compliant) for Estates in Quarter 1, in the Zones Bells'dyke and Falkirk Community Hospital. Bells'dyke has a score of 88.9% which is a 0.4% decrease from Quarter 4. Falkirk Community Hospital has a score of 88.5% which is a 0.4% increase from Quarter 4.

Table showing the last two quarters result for the Amber scoring area

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

Zone	Quarter 4 Jan – Mar 25/ 26	Quarter 1 Apr – Jun 26/ 27
Bells'dyke	89.3	88.9
Falkirk Community Hospital	88.1	88.5

- 6.9. 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 one site and a slight increase on the other, however, both these sites 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

- 6.10. NHS Forth Valley have identified the issues within this zone which led to a partial complaint audit score for Q1 and is now focused on improving performance within its lowest-scoring sites, including addressing high-risk findings and undertaking environmental improvement works. While one site has experienced a slight reduction in score, both sites remain close to achieving compliance and are demonstrating ongoing progress. The Board has identified service pressures and vacancies as contributing factors and continues to prioritise high-risk issues.

NHS Grampian

- 6.11. NHS Grampian has reported an Amber (partially compliant) for Estates in Quarter 1 at a score of 88.8 in the zone Aberdeenshire South & Aberdeen City. This is a 4.2% decrease from Q4, which was 93.0%.

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

Zone	Quarter 4 Jan – Mar 25/ 26	Quarter 1 Apr – Jun 26/ 27
Aberdeenshire south & Aberdeen City	93.0	88.8

- 6.12. NHS Grampian has provided the following explanation:

The lowest scoring areas are two community hospitals and a number of health clinics. Themes from the audits predominate relate to flooring and paintwork. Flooring is being replaced within the two inpatient wards at one of the community hospital sites. Other works will be scheduled and prioritised as resources allow.

NHS Assure perspective

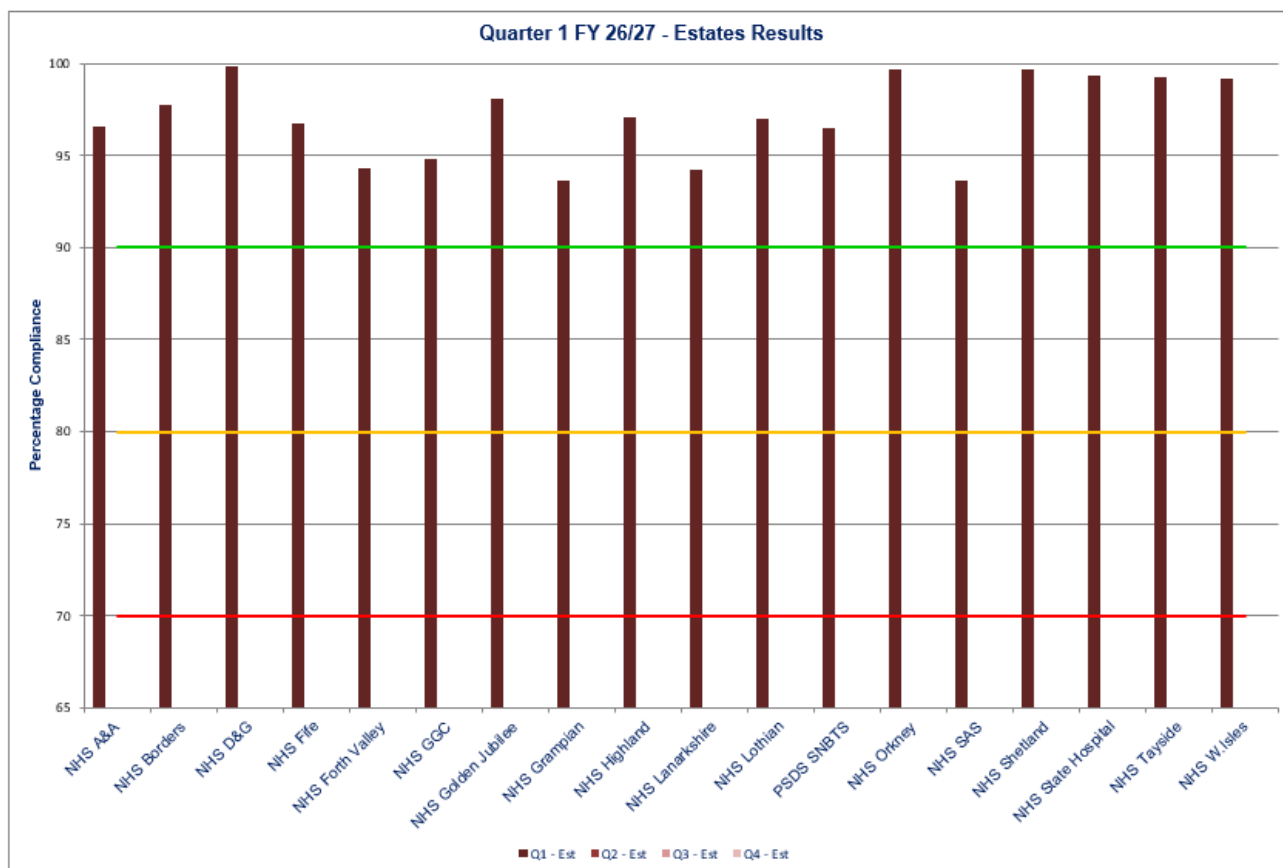
- 6.13. NHS Grampian have identified the issues within this zone which led to a partial complaint audit score for Q1, with flooring and paintwork defects being the predominant issues across the affected community hospitals and health clinics. These issues are contributing to the amber score, and the board has now commenced remedial works, including flooring replacement within one community hospital. Further improvement works have been identified and will be progressed as resources allow.

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

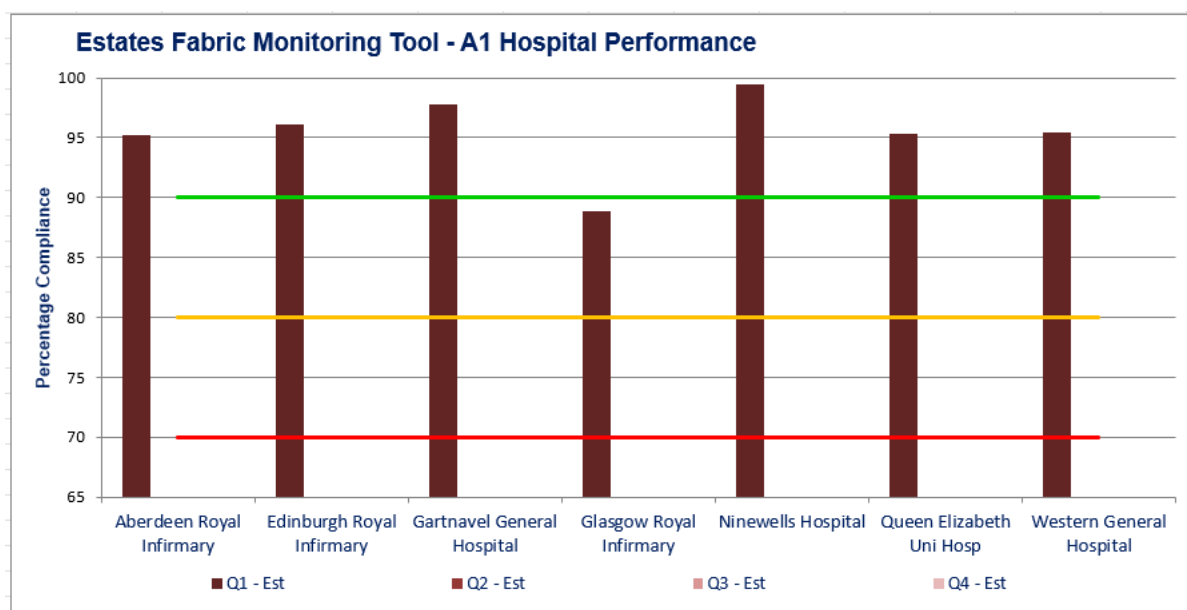
NHS board	Quarter 1 Apr – Jun 26/ 27
NHS Scotland National Score	96.1
NHS Ayrshire and Arran	96.6
NHS Borders	97.7
NHS Dumfries and Galloway	99.8
NHS Fife	96.8
NHS Forth Valley	94.3

NHS board	Quarter 1 Apr – Jun 26/ 27
NHS Greater Glasgow and Clyde	94.8
NHS Golden Jubilee	98.1
NHS Grampian	93.6
NHS Highland	97.1
NHS Lanarkshire	94.3
NHS Lothian	97.0
Public Services Delivery Scotland (PSDS) - Scottish National Blood Transfusion Service (SNBTS)	96.6
NHS Orkney	99.7
NHS Scottish Ambulance Service	93.6
NHS Shetland	99.7
NHS State Hospital	99.3
NHS Tayside	99.3
NHS Western Isles	99.1

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.

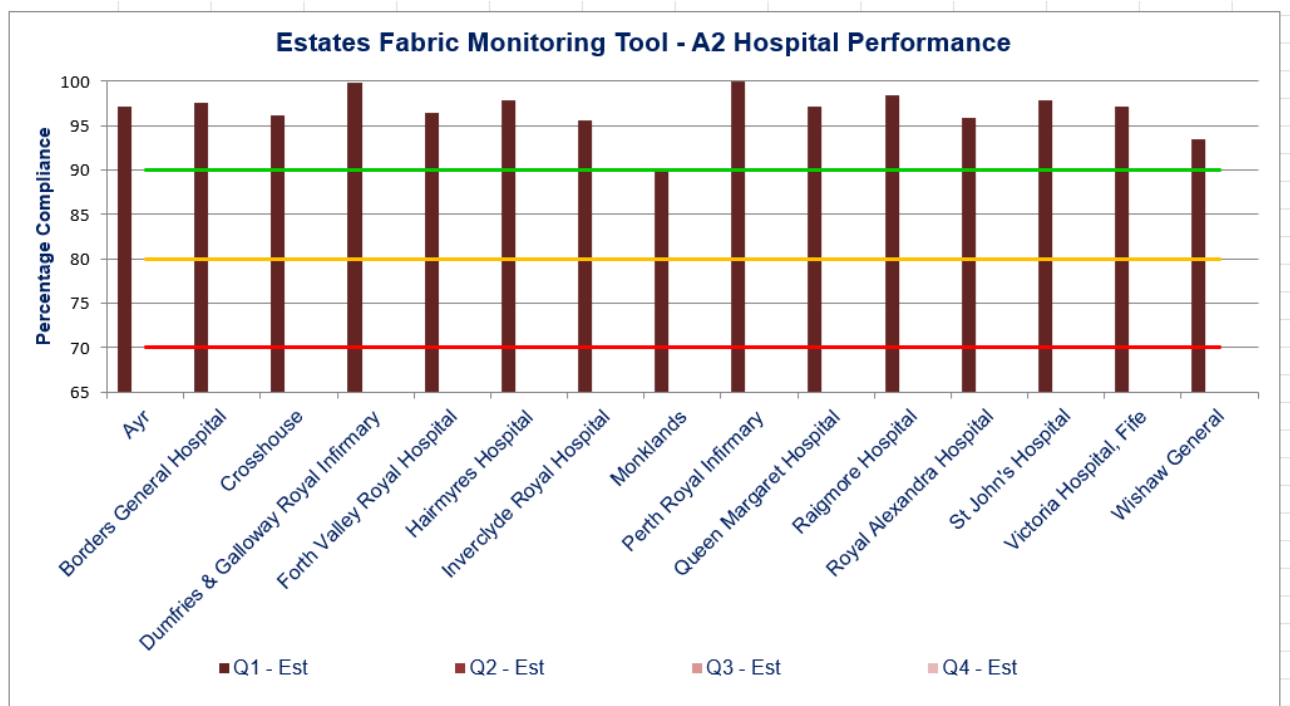
Table 7.2 - Table showing cumulative quarterly estate scores for A1 hospitals

NHS board	Quarter 1 Apr – Jun 26/ 27
Aberdeen Royal Infirmary	95.2
Edinburgh Royal Infirmary	96.1
Gartnavel General Hospital	97.8
Glasgow Royal Infirmary	88.9
Ninewells Hospital	99.4
Queen Elizabeth University Hospital	95.3
Western General Hospital	95.5

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

NHS board	Quarter 1 Apr – Jun 26/ 27
Ayr Hospital	97.2
Borders General Hospital	97.6
Crosshouse Hospital	96.1
Dumfries and Galloway Royal Infirmary	99.8
Forth Valley Royal Hospital	96.4
Hairmyres Hospital	97.9
Inverclyde Royal Hospital	95.5
Monklands Hospital	90.1
Perth Royal Infirmary	100.0
Queen Margaret Hospital	97.1
Raigmore Hospital	98.4
Royal Alexander Hospital	95.9
St John's Hospital	97.8
Victoria Hospital	97.2
Wishaw General Hospital	93.4

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 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.