

**NHSScotland National Cleaning
Compliance Report**
**Domestic and Estates Cleaning
Services Performance 2025/ 2026**

ASR404-003.25 - Quarter 1 (April - June 2025)

Version 1 - July 2025

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Disclaimer

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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, 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 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 NHS 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 (NSS))
- 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.

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 (HFS) 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 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

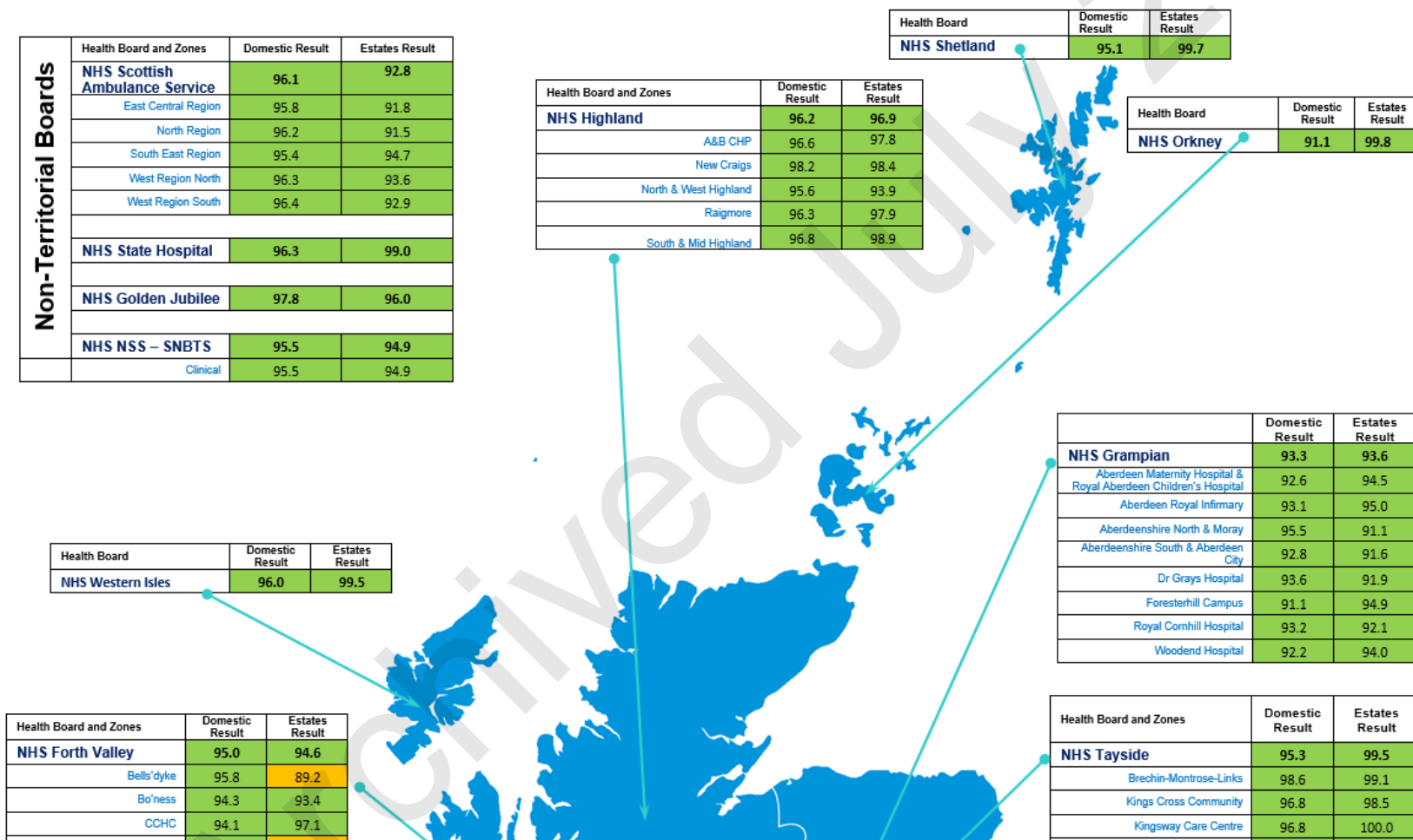
- 2.10. In April 2012 a digital Facilities Monitoring Tool (FMT) became operational across Scotland. The tool moved data collection from a paper and spreadsheet-based data collection to an online system that uses handheld devices and web-based data transfer. This report is produced using data from this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

Facilities support team

- 2.11. The Facilities Support Team within NHSScotland 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. NHSScotland domestic and estates results Q1 2025/ 26

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



Falkirk Community Hospital	95.1	87.7
FV North Sector	96.0	94.7
FV South Sector	91.6	94.7
FVRH	95.9	96.4
SCH	93.6	94.4

Health Board and Zones	Domestic Result	Estates Result
NHS Greater Glasgow and Clyde	94.3	95.0
Admin Bases	95.1	94.8
Hospitals	94.2	94.4
East Dunbartonshire HSCP	97.4	98.1
East Renfrewshire HSCP	96.0	100.0
Glasgow City HSCP – North East Sector	94.9	98.1
Glasgow City HSCP - North West Sector	94.7	99.2
Glasgow City HSCP - South Sector	95.3	99.7
Inverclyde HSCP	94.8	95.3
PFI and SPS Services	91.7	89.2
Renfrewshire HSCP	96.3	100.0
West Dunbartonshire HSCP - Lomond	95.9	97.0
West Dunbartonshire HSCP - Glasgow	93.4	100.0

Health Board and Zones	Domestic Result	Estates Result
NHS Lanarkshire	96.7	96.4
Hairmyres	97.6	98.3
Monklands	95.7	94.0
North	97.3	98.3
South	97.2	99.5
Wishaw	96.4	95.8

Health Board and Zones	Domestic Result	Estates Result
NHS Ayr and Arran	95.2	96.8
East	95.4	96.5
North	93.9	97.0
South	95.5	97.0

Health Board and Zones	Domestic Result	Estates Result
NHS Dumfries and Galloway	95.4	99.8
CRH	94.1	99.7
DGRI	95.1	99.8
PCCD East	96.7	99.7
PCCD West	96.1	99.9

Ninewells Hospital	94.0	99.0
Perth Royal Infirmary	97.0	100.0
Perthshire Community Hospitals & H.C	97.3	100.0
Royal Victoria Hospital	96.3	100.0
Stracathro	97.0	99.8
Strathmartine-Dudhope	95.0	99.6
Whitehills-Arbroath-Kirriemuir-Carmouistie	95.3	95.1

Health Board and Zones	Domestic Result	Estates Result
NHS Fife	96.4	97.0
Central Fife	96.4	96.7
Lynebank Hospital	97.4	96.1
North East Fife	95.9	98.2
Queen Margaret Hospital	97.1	96.6
Stratheden	95.3	96.8
Victoria Hospital	96.2	97.3

Health Board and Zones	Domestic Result	Estates Result
NHS Lothian	95.7	97.1
East & Mid Lothian	94.1	98.2
Edinburgh Acute	95.8	96.5
Edinburgh Community	95.3	97.8
Edinburgh Royal Infirmary	95.6	97.1
External Contractors Sites	93.5	100.0
West Lothian	96.5	97.4

Health Board and Zones	Domestic Result	Estates Result
NHS Borders	95.0	98.7
Borders General Hospital	94.8	98.6
Community	95.2	99.2
Mental Health	95.9	98.6
Non-Clinical	98.7	97.1

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 2025/ 26 was Green at 95.2%, which is the same number achieved in the previous quarter.

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

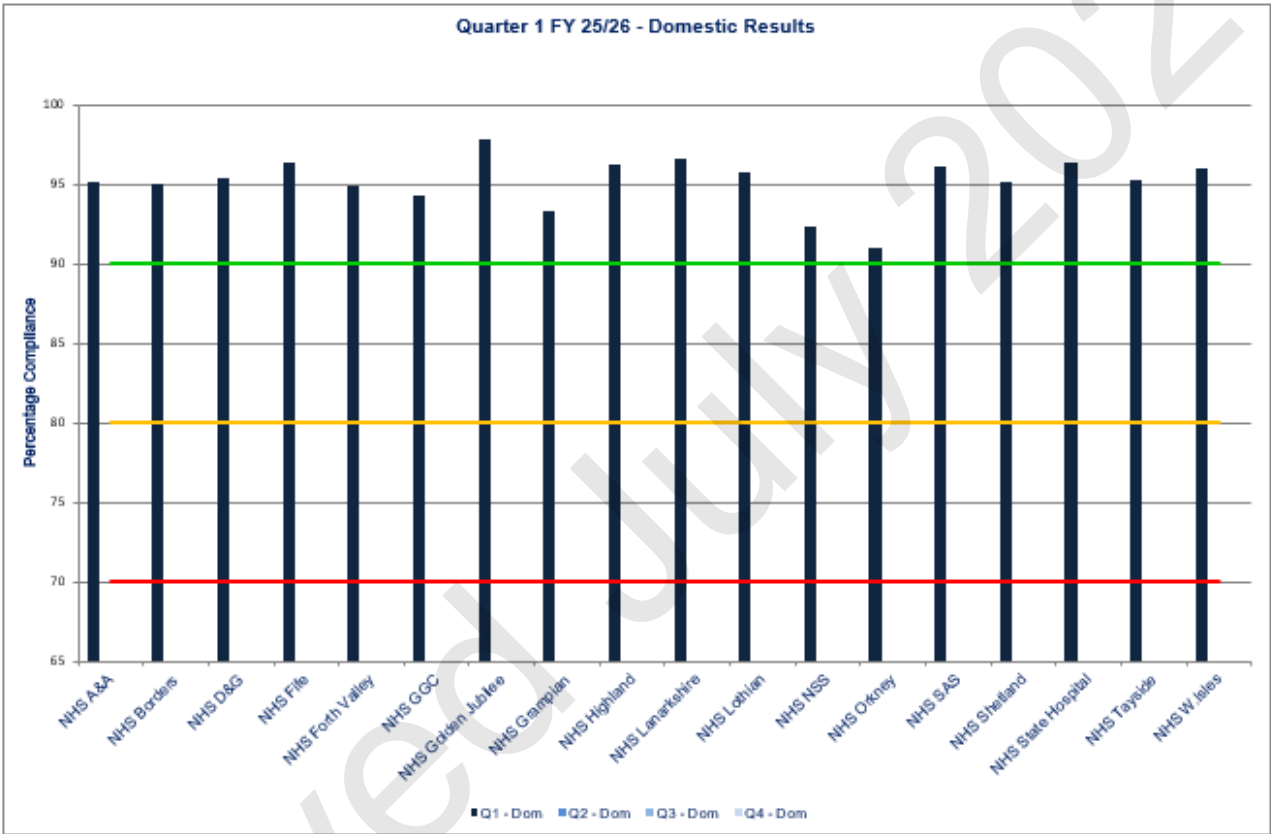
- 4.2. In each NHS board there are a number of zones reflecting how domestic cleaning is managed and reported locally across the NHS board. In larger NHS boards there are a number of zones, in smaller NHS boards there may only be one zone, which covers the whole of the NHS board.
- 4.3. All zones across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

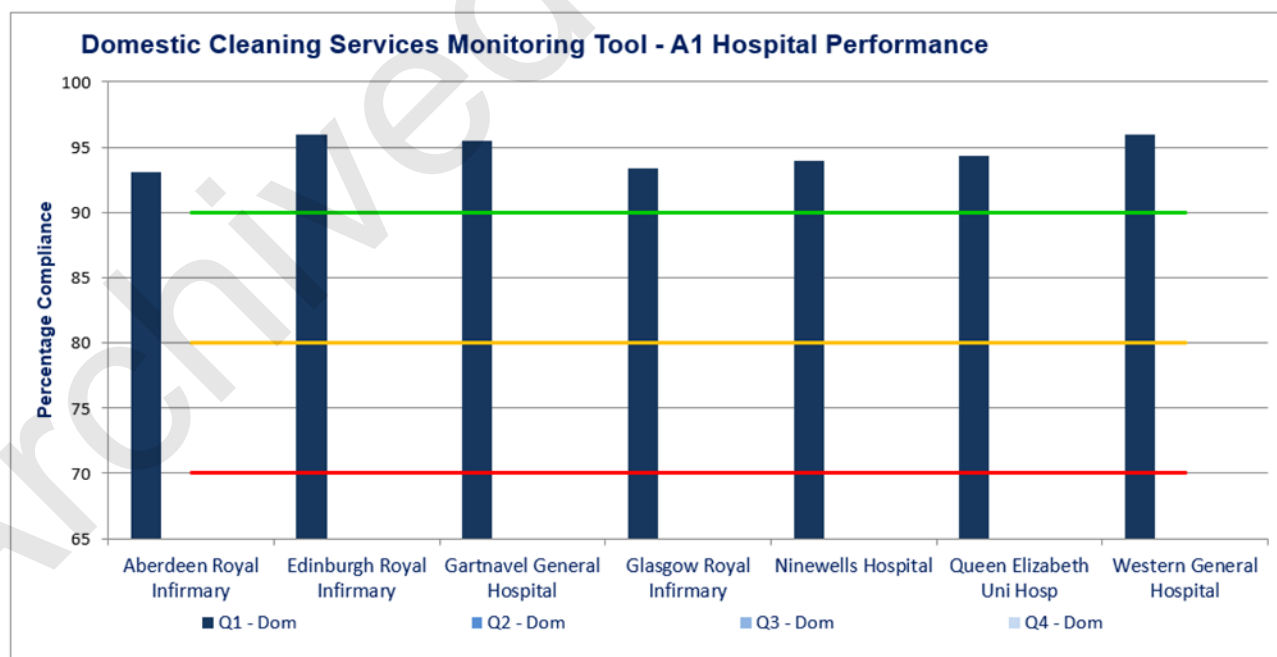
NHS board	Quarter 1 Apr-Jun 25/26
NHS Scotland National Score	95.2
NHS Ayrshire and Arran	95.2
NHS Borders	95.0
NHS Dumfries and Galloway	95.4
NHS Fife	96.4
NHS Forth Valley	95.0
NHS Greater Glasgow and Clyde	94.3

NHS board	Quarter 1 Apr-Jun 25/26
NHS Golden Jubilee	97.8
NHS Grampian	93.3
NHS Highland	96.2
NHS Lanarkshire	96.7
NHS Lothian	95.7
NHS NSS – SNBTS	95.5
NHS Orkney	91.9
NHS Scottish Ambulance Services	96.1
NHS Shetland	95.1
NHS State Hospital	96.3
NHS Tayside	95.3
NHS Western Isles	96.0

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.

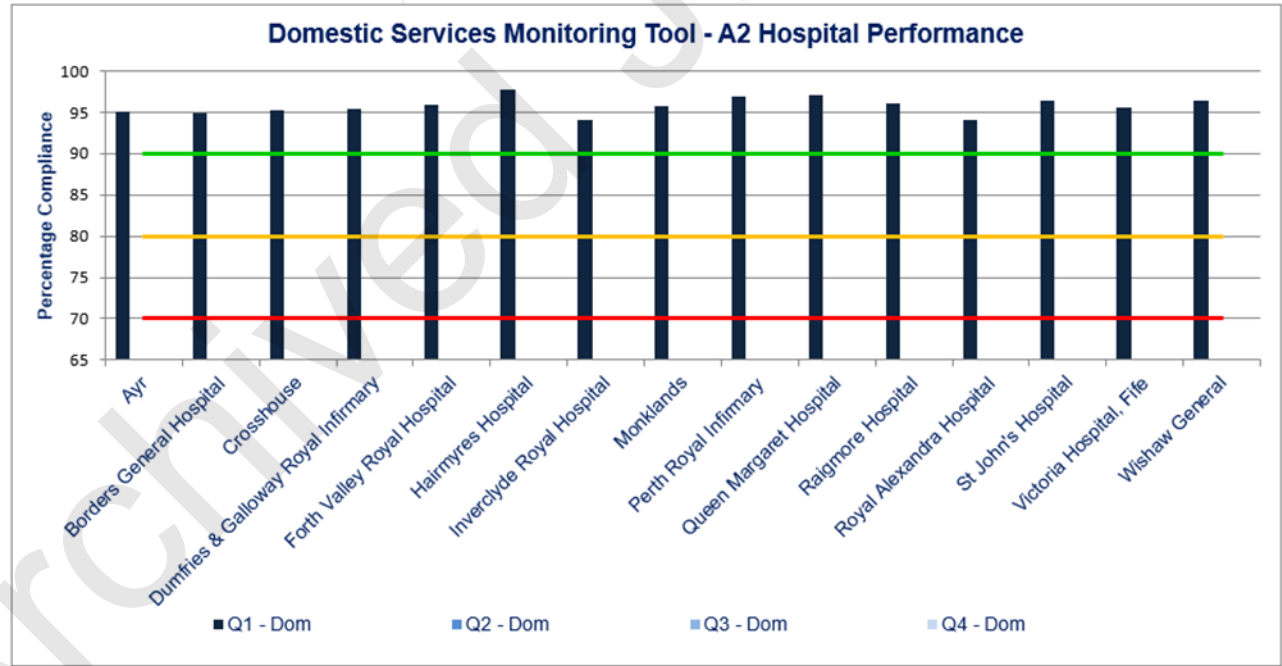
Table 5.2 - Table chowing cumulative quarterly domestic scores for A1 Hospitals

NHS board	Quarter 1 Apr-Jun 25/26
Aberdeen Royal Infirmary	93.1
Edinburgh Royal Infirmary	96.0
Gartnavel General Hospital	95.5
Glasgow Royal Infirmary	93.4
Ninewells Hospital	94.0
Queen Elizabeth University Hospital	94.3
Western General Hospital	95.9

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
Ayr Hospital	95.1
Borders General Hospital	94.8
Crosshouse Hospital	95.3
Dumfries and Galloway Royal Infirmary	95.4
Forth Valley Royal Hospital	95.9
Hairmyres Hospital	97.7
Inverclyde Royal Hospital	94.1
Monklands Hospital	95.7
Perth Royal Infirmary	97.0
Queen Margaret Hospital	97.1
Raigmore Hospital	96.0
Royal Alexander Hospital	94.0
St John's Hospital	96.4
Victoria Hospital	95.6
Wishaw General Hospital	96.4

6. Estate services - key findings

Key findings - Pan Scotland

6.1. Scotland's overall total score in Quarter 1 for 2025/ 26 was Green at 96.4%, which is the same number as 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 Greater Glasgow and Clyde.
- 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 has reported zone Private Finance Initiative (PFI's) and Scottish Prison Services (SPS's) in Amber (partially compliant) for Estates in Quarter 1 at a score of 89.2%. This is a 3% drop from Quarter 4, which was 92.2%.

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

Zone	Q4 Jan-Mar 25/26	Q1 Apr-Jun 25/26
PFI's and SPS's services	92.2	89.2
Glasgow Royal Infirmary	91.2	89.9

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

Within PFI's and SPS's services, some of these issues were in relation to the requirement for splashbacks and dispensers to be placed at wash hand basins, floors coming away from edges and dusty vents.

SPS are very good at picking the issues up promptly. Flooring issues and dusty vents will be rectified before the next quarterly audit.

Glasgow Royal Infirmary reported within 90% compliance threshold for Q4 2024-25, likely a result of targeted minor investment following the building fabric ward refresh programme which concluded in December 2024.

Critical areas continue to be prioritised with regards to FMT work requests on FM First. Fabric deterioration site wide remains challenging, further investment anticipated from the 2025-26 capital funding allocation.

NHSScotland Assure perspective

- 6.7.
- NHS Greater Glasgow and Clyde have identified the issues within PFI's and SPS's services which led to a partial compliant audit score. It is expected that a compliant score will be reported in the next quarter due to their prompt action after identifying any issues.

Glasgow Royal Infirmary (GRI) have reported a partial compliant score due to the targeted minor investment. The Estates Teams continue to focus on the high priority areas while further investment is anticipated for 25/ 26. There is the assumption that GRI will report a compliant audit score in the next quarter.

NHS Forth Valley

- 6.8.
- NHS Forth Valley has reported the two zones Bells'dyke and Falkirk Community Hospital in Amber (partially compliant) for Estates in Quarter 1. Bells'dyke has improved by 1.1% and Falkirk Community Hospital by 0.8%.

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

Zone	Q4 Jan-Mar 25/26	Q1 Apr-Jun 25/26
Bells'dyke	88.1	89.2
Falkirk Community Hospital	86.9	87.7

- 6.9.
- NHS Forth Valley has provided the following explanation:

Estates have continued to focus on the two lowest scoring sites, and we have kept focusing on improving issues at these sites on constant basis. 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 now have shown that focus and have improved slightly at both sites, with a continued focus to get these scores in an even better place in the coming reporting quarters.

The Estates team continue to work on these sites as well as the rest of the NHS boards estate. We have been focusing more on 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

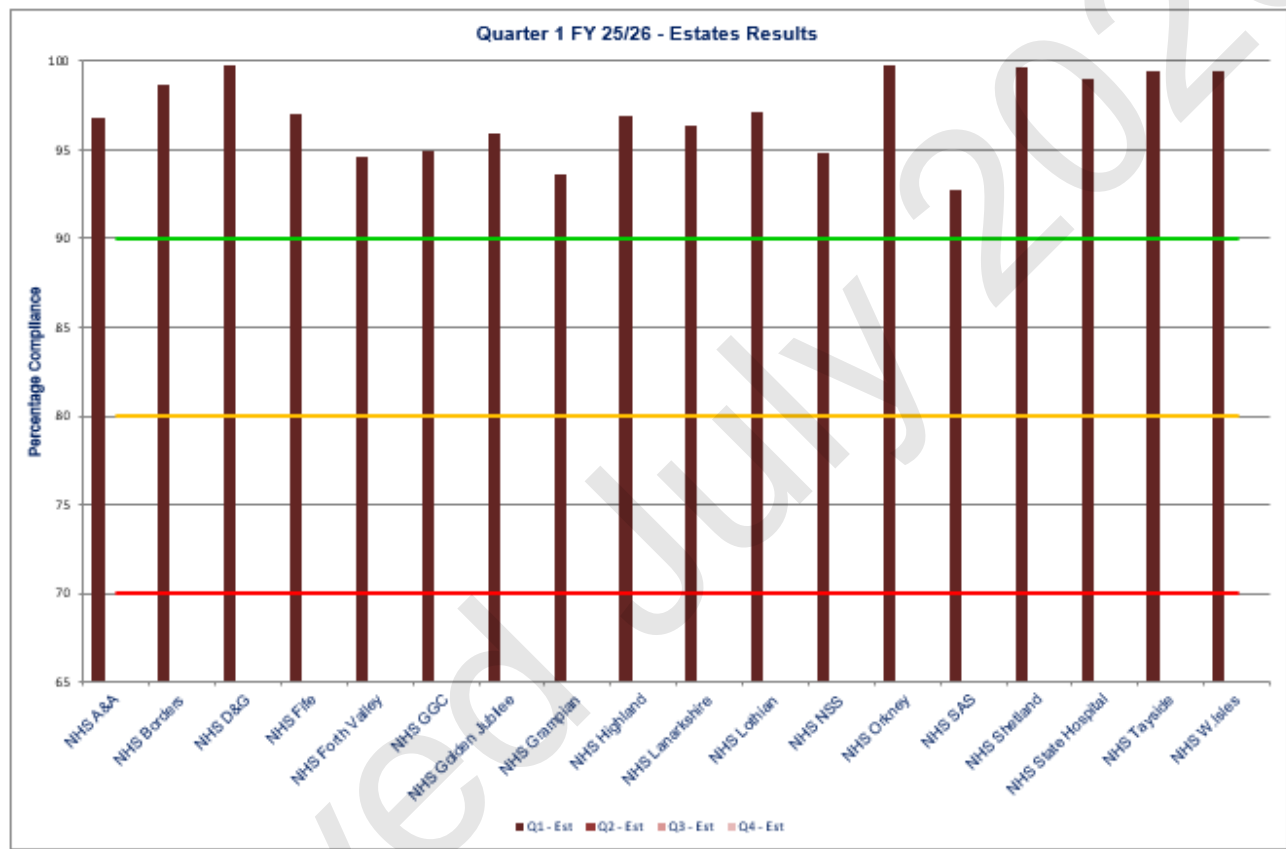
- 6.10. NHS Forth Valley have achieved a partial compliant score within these two zones, however, it is encouraging to see that there has been an improvement in both. Their Estates teams continue to focus on the higher risk items as well as improving some of the environments within the ward areas. There is the assumption that an improved partial compliant score will continue to be reported, until all the work is completed and a compliant score can be obtained.

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 NHS boards



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

Table 7.1 - Table showing cumulative estate scores by NHS board

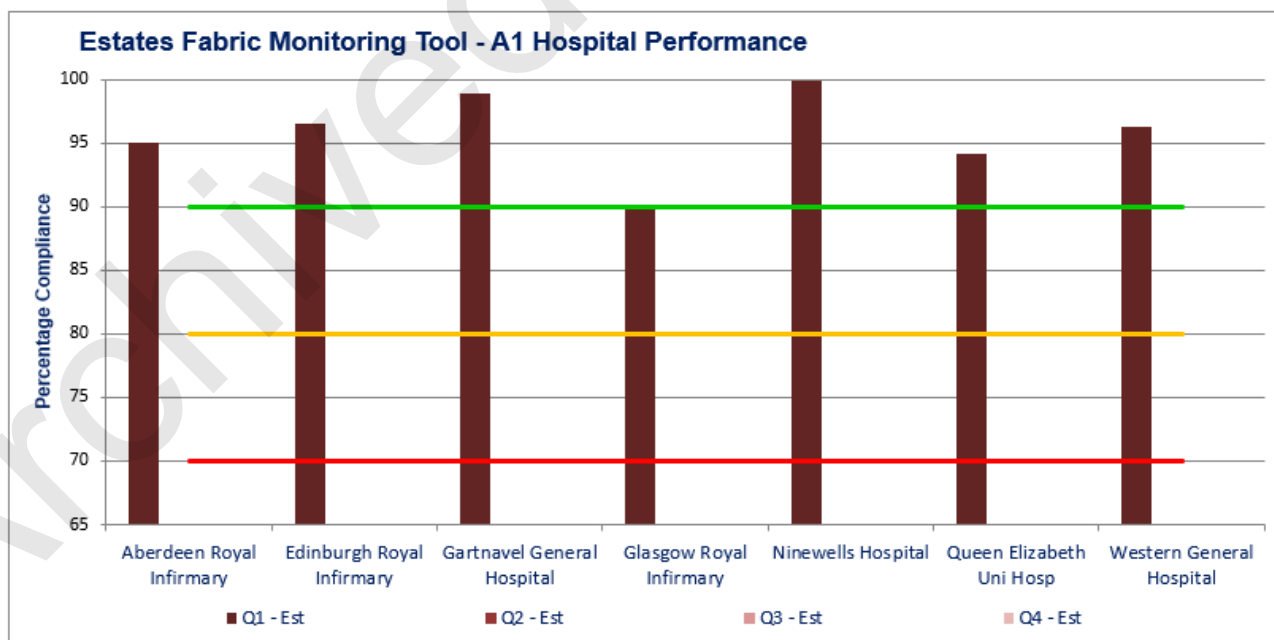
NHS board	Quarter 1 Apr-Jun 25/26
NHS Scotland National Score	96.4
NHS Ayrshire and Arran	96.8
NHS Borders	98.7
NHS Dumfries and Galloway	99.8
NHS Fife	97.0
NHS Forth Valley	94.6
NHS Greater Glasgow and Clyde	95.0

NHS board	Quarter 1 Apr-Jun 25/26
NHS Golden Jubilee	96.0
NHS Grampian	93.6
NHS Highland	96.9
NHS Lanarkshire	96.4
NHS Lothian	97.1
NHS NSS – SNBTS	94.9
NHS Orkney	99.8
NHS Scottish Ambulance Services	92.8
NHS Shetland	99.7
NHS State Hospital	99.0
NHS Tayside	99.5
NHS Western Isles	99.5

Estates services Monitoring - A1 hospital performance

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

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



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

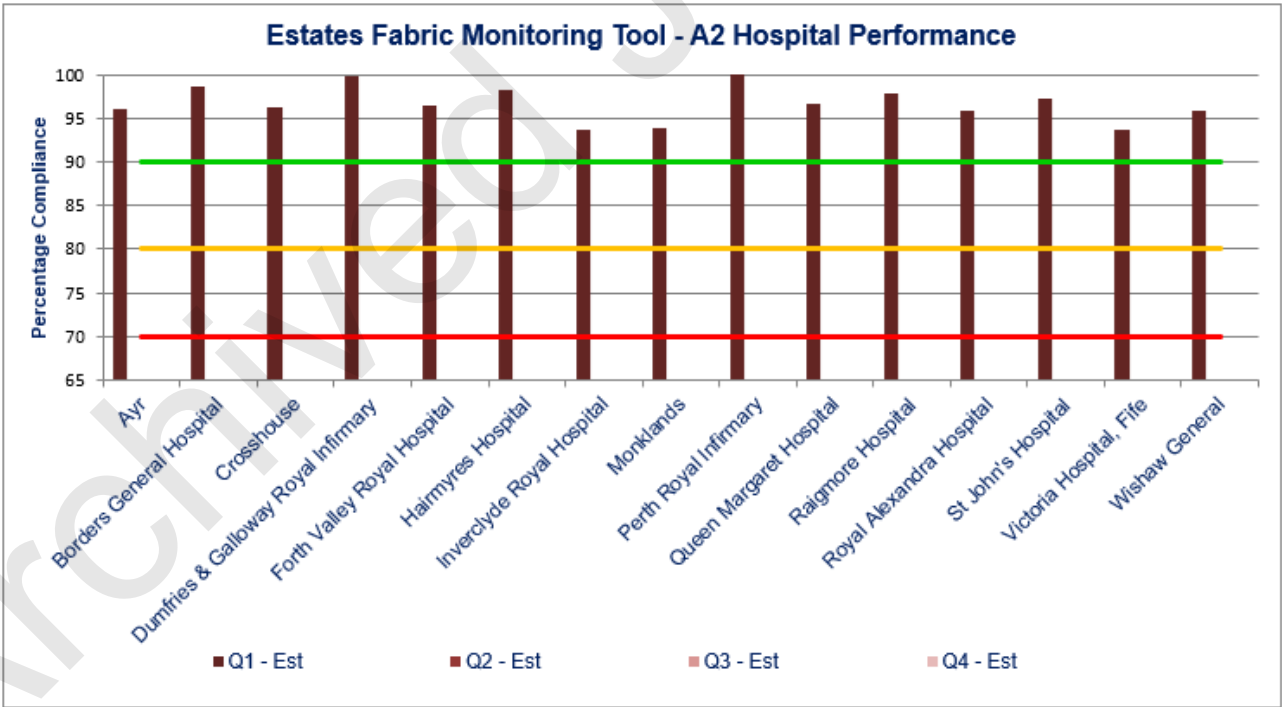
Table 7.2 - Table showing cumulative quarterly estate scores for A1 hospitals

A1 Hospital	Quarter 1 Apr-Jun 25/26
Aberdeen Royal Infirmary	95.0
Edinburgh Royal Infirmary	96.5
Gartnavel General Hospital	98.9
Glasgow Royal Infirmary	89.9
Ninewells Hospital	99.9
Queen Elizabeth University Hospital	94.2
Western General Hospital	96.3

Estates services monitoring - A2 hospital performance

7.5. The following bar chart shows the quarterly estates 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

A2 Hospital	Quarter 1 Apr-Jun 25/26
Ayr Hospital	96.2
Borders General Hospital	98.6
Crosshouse Hospital	96.3
Dumfries and Galloway Royal Infirmary	99.8
Forth Valley Royal Hospital	96.4
Hairmyres Hospital	98.3
Inverclyde Royal Hospital	93.8
Monklands Hospital	94.0
Perth Royal Infirmary	100.0
Queen Margaret Hospital	96.6
Raigmore Hospital	97.8
Royal Alexandra Hospital	95.9
St John's Hospital	97.2
Victoria Hospital (Fife)	97.4
Wishaw General Hospital	95.9

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 (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 NHSScotland Assure via the live online system. This data is used to compile the national quarterly report and for local NHS board reporting.