

Cleaning KPI Scorecard

The metrics that actually show whether a cleaning contract is performing, tracked month to month.

KPIs turn cleaning performance into a trend you can act on, rather than a series of one-off complaints or compliments. This scorecard sets out the metrics most cleaning contracts should track, with sensible targets to start from.

Download the scorecard

A month-by-month KPI tracking sheet with the metrics and targets below built in.

Core KPIs to track

KPI	How it's measured	Typical target
Audit score	Weighted score from a scheduled walk-round (see our audit scorecard)	85-95% depending on site
Attendance rate	Scheduled visits completed vs planned	99%+
Complaint response time	Time from report to first response	Same working day
Complaint resolution time	Time from report to fixed	Within SLA band (see SLA template)
Number of complaints per month	Logged complaints, by category	Downward trend
Health & safety incidents	Reportable incidents/near-misses logged	Zero preventable incidents
Consumables stock-outs	Instances of washroom/kitchen consumables running out	Zero
Staff turnover on site	Changes in assigned operatives per quarter	Low and stable

Setting realistic targets

Agree targets with your contractor before the contract starts and record them in your SLA, not after a dispute. Targets should reflect the sensitivity of the site — a hospital ward and a general office do not need the same audit-score threshold.

Reporting cadence

- Weekly informal check during mobilisation (first 6-8 weeks)
- Monthly KPI report thereafter, showing trend over the previous 3-6 months, not just the latest figure
- Quarterly review meeting to discuss trends and agree any corrective action

Turning a red KPI into action

A single missed target is a flag, not a crisis. A KPI that stays red for two or three consecutive reporting periods should trigger a documented improvement plan with a deadline, escalating through your SLA's escalation matrix if it does not recover.

Prepared by Optus Glean UK — nationwide commercial cleaning. For a free site survey and a fixed monthly quote, visit optusglean.co.uk/quote or call 0330 027 2159. This template is provided as a practical starting point and is not legal advice.