

FAREHAM

BOROUGH COUNCIL

Report to Streetscene Policy Development and Review Panel

Date **26 January 2017**

Report of: **Director of Operations**

Subject: **REPORT ON PROGRESS OF NEW CORPORATE CLEANING
CONTRACT**

SUMMARY

The purpose of this report is to update Members on the performance of the Corporate Cleaning Contract that was awarded to Hi Spec Services.

RECOMMENDATION

Members are requested to note the contents of the report.

INTRODUCTION

1. The purpose of this report is to update Members on the performance of the Corporate Cleaning Contract that was awarded to Hi Spec Services. The contract has been running for just nine months.

BACKGROUND

2. At its meeting on 7 December 2015, the Executive agreed to award the Corporate Cleaning Contract to Hi Spec Services as the most economically and technically advantageous tender received. The contract was awarded for a five year period starting on 1st April 2016 with a two year extension option.

SCOPE OF THE CONTRACT

3. The Corporate Cleaning Contract includes the following establishments:
 - Housing Establishments - 66 separate sheltered and non-sheltered places of multiple occupancy
 - Ferneham Hall - toilets, offices and associated rooms
 - Council Depot - toilets, offices and associated rooms
 - Public Conveniences - fifteen across the borough
 - Pavilions - seven pavilions (& one chapel)
 - Car Parks - toilets, offices and associated rooms along with stairwells, lifts and lobbies
 - Town Centre - main shopping area of West Street
 - Civic Offices - window cleaning, and deep cleaning of carpets and kitchen
 - Street Scene Operation teams rest rooms
 - Daedalus –Control Tower, visitors cabin, toilets offices and associated rooms
4. Broadly speaking, the following tasks are undertaken and categorised as:
 - General cleaning of offices and associated rooms
 - Cleaning housing communal areas, car park lobbies and stairwells, sports changing rooms
 - Cleaning public toilets, along with opening and closing
 - Window cleaning
 - Cleaning of wheeled refuse bins
 - Gum removal and specialist street washing
 - Single ad hoc clean-up operations, such as total house cleans.
 - Cleaning of car parks, control room and ticket machine covers

GENERAL PROGRESS UPDATE

5. The day to day running of the cleaning contract is undertaken by the Streetscene Monitoring and Enforcement Officer, who is the single point of contact for all the departments that have work undertaken as part of the contract. This works well and prevents individuals going directly to the contractor, thus avoiding duplication.
6. Hi Spec Services employ seventeen people on this cleaning contract which includes one contract manager, one supervisor, eight mobile workers and seven static staff. The previous contractor had 12 employees of which 10 are still working with Hi Spec

Services.

7. Both the window cleaning and street washing is carried out by a separate team from Hi Spec Services who attend specifically to undertake those tasks.
8. Any complaints that are received are logged and passed on to Hi Spec Services for action. In addition, random monitoring is carried out to ensure standards are maintained.
9. In order to assist with monitoring, Hi Spec Services' mobile staff use an 'app' on their mobile phones called Tap App which allows them to confirm their attendance at each site that they are required to clean. It also allows them to take photos of the work they have done as well as photos of issues that they encounter such as household items dumped in stairwells, bin sheds and other communal areas, which may prevent them from cleaning. Both the manager and supervisor also have this system for their auditing purposes.
10. If issues are found emails are automatically emailed to the Council's monitoring for immediate attention and action. This is particularly useful if issues identified are preventing the service to the public being provided, such as blocked public toilets.
11. All vehicles used by Hi Spec Services have tracking devices, this can be useful if customers complain about issues and confirmation regarding the operative's whereabouts can be confirmed.
12. The following paragraphs provides details of the performance of the contract since it started in April this year. The contractors performance is reviewed below over the various establishments :-

Ferneham Hall

13. The cleaning of Ferneham Hall is undertaken on a daily basis. It involves ensuring that primarily those areas seen by the public such as the foyer, Auditorium, Octagon lounge and bar area are cleaned to a high standard at all times.
14. Meetings are held between the Ferneham Hall Manager and Hi Spec Services on a quarterly basis, where any current issues can be addressed.
15. The changeover of contractor has been relatively seamless and the levels of cleanliness by Hi Spec Services have been reassuringly good. The quality of cleaning in the public areas and windows (internal & external) has always been maintained to a high standard. The feedback received from the customers in relation to the cleanliness of Ferneham Hall has always been positive which is reassuring to the venue's Manager.
16. Obviously, by the very nature of venue age and the numbers of customers using Ferneham Hall there will always be one or two problems over the course of the year, however Hi-Spec have always responded promptly and resolved the problem straight away.
17. The Ferneham Hall Manager has advised that he and his customers have a satisfaction level of 90%. This is due to the regularity of good cleaning staff employed by Hi-Spec Services. Equally their Supervisor and Area Manager have always reassured him that good standard of cleanliness will be maintained and they have demonstrated this by the support given to their staff and personally stepping in as and when required.

Public Conveniences

18. There are fifteen public conveniences that are included in the cleaning contract. The toilets are open seven days a week all year round except Christmas Day. The opening and closing times vary depending on the time of year as does the frequency of cleaning visits. Each site receives a thorough clean followed by a number of inspections and re-cleans depending on the usage. All sites receive a deep clean once a month. Hi Spec Services also carry out small repair works such as changing light bulbs, replacing toilet roll holders, and removing graffiti.
19. There are two teams of two mobile cleaners that clean the toilets during the week, and a part time cleaner on a Sunday. The cleaning is undertaken across two shifts with two cleaners opening and cleaning the sites in the morning and then the second team of two cleaners taking over and starting at 1.30pm cleaning and locking up all sites.
20. Very few complaints are received from members of the public in relation to the cleanliness of the public conveniences. The use of the TAP App by the cleaners does allow for a quick response to problems such as blocked drains etc.
21. The only issue that does present itself sometimes is the times that the toilets are closed. Sometimes it has been earlier than advertised which can cause issues for people who are relying on them being open such as taxi drivers for example.

Pavilions

22. There are seven pavilions located on various recreation grounds across the borough and are primarily provided for football and rugby players in the winter and cricketers in the summer. These pavilions are cleaned on a weekly basis during the week in readiness for the following weekend fixtures.
23. All teams using the Council's facilities are asked to leave them in the condition that they found them. There are also brooms and brushes available so that floors can be swept after use.
24. Generally, the cleaning has been good, although on occasions the cleaners have reported that the clubs are leaving the changing rooms in a muddy condition during the winter months. Those clubs responsible have been contacted, although it is a very difficult situation to resolve where multiple clubs use the same facility.

Car parks

25. There are two car parks, Civic Way and Osborn Road multi storey that are cleaned. Daily cleaning is undertaken of the lifts (internally and externally), stairs, landings, lobbies, windows, ticket machines & shelters. Cleaning, including the carpets and windows is undertaken in the control centre which is located within the multi-storey car park next to Ferneham Hall. Deep cleaning of the carpets is undertaken yearly and the cleaning of the windows six times annually.
26. Hi-Spec Services have provided an impressive standard of cleaning throughout the two car parks, ORMSCP/Shoppers and the pay machines in Market Quay.
27. The Cleaner is always professional and polite, takes pride in his job, and his standard of cleaning is very high considering the age of the Osborn Road car park.

28. He has also taken on extra cleaning above and beyond what is expected of him whilst dealing with the issues in our car parks over the past 12 months.
29. Hi-Spec Services have been supportive on numerous occasions when additional cleaning has been requested.
30. However, an area that requires improvement is that there is proper cover in times of sickness or Annual leave. The same standard of cleaning should be undertaken at all times, unfortunately this has not been the case, and staff that have attended appear to lack instruction as to what tasks are required of them.

Civic Offices

31. The cleaning at the Civic Offices contained within this contract relates mainly to the cleaning of the windows on the inside of the building on floor 1-9, these are cleaned quarterly. The ground floor windows are cleaned internal/external every six weeks; this also includes the glass meeting rooms/booths. Other elements of cleaning are undertaken by staff directly employed by the Council.
32. There haven't been any issues in relation to this work since the contract started.

Housing establishments

33. The cleaning of the housing areas is the largest proportion of the specification within the contract. It is approximately 50% of the contract value.
34. The housing areas are made up of general purpose maisonettes and flats, and sheltered housing (staffed and none staffed)
35. These sites are cleaned on a weekly basis, involving sweeping, mopping stairs, cleaning of landings and handrails, bin stores, removing cobwebs, external window cleaning etc. They are cleaned by two teams of two cleaners, Monday - Friday.
36. The contractor has prepared a detailed schedule which provides information on which site gets cleaned on which day, enabling the block captains and residents to know when the cleaning is to be carried out.
37. In order for Housing Officers to communicate with residents some of the blocks have Block Captains. Originally, in order to obtain satisfaction levels, cards were left with the block captains by the cleaners after their weekly cleans have been completed. The block captains were then expected to send them into the Housing Officers for collation. However, this caused a delay so now block captains can also choose to report their level of satisfaction by email or phone directly to the Tennant Involvement Officer. If there are any issues then they are discussed with the Council's Monitoring and Enforcement Officer.
38. Generally, all sheltered housing sites have either wardens that are based on site or they have mobile wardens who visit regularly. This helps a great deal in ensuring that cleaning standards are maintained as there is an element of supervision on site and any issues can usually be rectified at the time. Due to this fact cleaning standards are generally very good.
39. An area of work that has significantly increased since the last contract is the cleaning of Void properties and also those properties where residents haven't been able to maintain

a reasonable standard of cleaning for themselves. Ad hoc work like this can involve clearing out and totally cleaning whole properties. On average this has been taking place every two or three weeks.

40. Meetings are held with Hi Spec Services and representatives from the Housing Department every quarter; these include the Housing Manager, and two Block Captains. The meetings provide the opportunity to deal with any issues, propose any improvements and give feedback to Hi Spec Services. The Housing Manager also discusses data regarding the latest satisfaction levels which has been gathered following housing officers' visits and feedback from wardens and block captains.
41. During May 2016, Hi spec Services and Council Officers have attended two Block Captain Forum meetings at Ferneham Hall. These meetings give an opportunity for all of the Block Captains to meet the Regional Mangers of Hi Spec Services and speak directly about any concerns they may have.
42. The levels of customer satisfaction obtained by either Tenants, Housing Officers and wardens over the last two years is as follows:

	OCS 15/16	Hi Spec 16/17
April – June	87%	82%
July – Sept	85%	80%
Oct – Dec	87%	87% (indicative)
Jan – Mar	91%	-

43. Included in the table above is a comparison of the customer satisfaction levels from the previous contractor for the year 2015/16.
44. As can be seen, the figures for the start of this contract are slightly disappointing as they are lower than the previous year. However, the satisfaction levels were attained after the contract had been running for five years. This year's figures only represent the first nine months. Hi Spec have had to start the contract with high expectations from tenants but not having an immediate grip on the scope of works needed. There is certainly scope for improvement and Hi Spec Services are very keen to work with tenants to increase the levels of satisfaction.
45. The complaints that still tend to be with regard to cleaning of windows, bin stores and general attention to detail and it is possible that these elements of work continue to bring the overall satisfaction levels down.
46. Generally the standard of window cleaning has improved greatly, although there is still room for improvement in regard to how long it takes to complete. On both occasions so far it has taken far longer to complete that is desirable.

Town Centre/Street Washing

47. In West Street between The Ironmaster public house and Westbury Manor Museum, Hi Spec Services are contracted to undertake a quarterly street wash including gum removal. It is only the areas that are paved with York stone that are cleaned and not the cobbled stone areas. This is due to the problem with the sand/grit between the cobbles being lost over a period of time causing loose cobbles.

48. The standard of street washing has been good so far.

ISSUES THAT NEED FURTHER ATTENTION

Covering of absent employees due to sickness

49. It has been noted by both Ferneham Hall and Car park managers that due to the fact that the cleaning of their establishments are undertaken early in the day, there can be a problem if any of the cleaners call in sick. It would appear that Hi Spec Services do not have any contingencies in place to ensure continuity of the service.
50. Similarly, on a Sunday morning at Ferneham Hall, the continuity of staff attending is not as good as would be preferred and this is one of the issues keeping satisfaction levels lower than they could be.

Window cleaning

51. Although the standard of window cleaning has greatly improved, the length of time that it takes to get the whole task completed is not satisfactory. Housing tenants are advised in advance when the windows are to be cleaned but complaints are inevitable when the task is not successfully achieved within the agreed timescale. The Monitoring Officer will continue to liaise with Hi Spec Services' managers to endeavour to achieve a satisfactory outcome for all.

Closing times of toilets

52. There has been a slight issue with toilets being closed earlier than the advertise times. Officers will work the Hi Spec Services to see how this can be improved. However, it is appreciated that all toilets across the borough can't be closed at the same time and traffic issues around 5.30-6.30pm is an issue when trying to get across the borough..

CONCLUSION

53. Generally speaking, the Corporate Cleaning Contract, which has incorporated the majority of the Council's cleaning requirements into one contract, has worked very satisfactorily.
54. Considering that Hi Spec Services only took over the contract only nine months ago, the transition has been relatively smooth. Having both the manager and supervisor based at the depot considerably contributes to the effectiveness of the cleaning service.

Background Papers:

Reference Papers:

Report to the Executive- 7 December 2015 - Award of Corporate Cleaning Contract.

Enquiries:

For further information on this report please contact Sue Woodbridge (Ext 4546).