

FAREHAM

BOROUGH COUNCIL

Report to Housing Scrutiny Panel

Date **28 October 2021**

Report of: **Deputy Chief Executive Officer**

Subject: **Cleaning contract standards for Council owned flats**

SUMMARY

The purpose of this report is to outline the cleaning contract standards for Council-owned flats in the Borough and explain how these are monitored.

RECOMMENDATION

It is recommended that the Panel notes the content of this report.

INTRODUCTION

1. 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 1 April 2016 with a two-year extension option.
2. The contract is currently in the first year of the two-year extension and the Council intend to prepare the necessary tender documents for the award of a new Corporate Cleaning Contract from 1 April 2023.

SCOPE OF THE CONTRACT

3. The Corporate Cleaning Contract includes the following establishments:
 - Domestic Council-owned properties – c. 70 separate sheltered and non-sheltered establishments where there are shared areas such as stairwells, lobbies, reception areas, lounges, offices and toilets
 - Council depot – toilets, offices and associated rooms
 - Public conveniences across the Borough
 - Pavilions
 - 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 kitchens
 - Streetscene Operations Team 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 parks, 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
5. Whilst the overall contract management is the responsibility of the Public Spaces Operations Manager who is a member of the Streetscene department, the day-to-day operational management is undertaken by individual managers within the relevant services. For domestic Council-owned properties, this responsibility falls to the Neighbourhood Manager within the Housing department. The rest of this report concentrates on this element of the contract only.

SCOPE OF WORKS FOR COMMUNAL AREAS (GENERAL PURPOSE AND SHELTERED HOUSING)

6. The contract sets out the cleaning requirements to all external and internal surfaces, fixtures and fittings included within all communal entrance ways, lobbies, staircases,

landings and bin stores (along with communal wheeled bins). It also includes communal lounges, offices, kitchens and toilets/shower rooms in our Sheltered Housing schemes.

7. The service provider has provided a detailed schedule which provides information on which site gets cleaned on which day, enabling residents to know when the cleaning is to be carried out.
8. The frequency of the cleaning tasks is specified in the contract. In summary, the tasks are undertaken as follows:

Location	Frequency	Task
Stairwell flooring & walls	Weekly	Regular cleaning
Stairwell flooring	Monthly	Deep cleaning
Lobby areas outside flat doors	Weekly	Regular cleaning
Communal bin stores/areas	Weekly	Regular cleaning
Communal bin stores/areas	Monthly	Deep cleaning
Communal refuse bins	3 times annually (May, September and March)	Clean
Handrails and balustrades	Weekly	Regular cleaning
Conduits/Downpipes/Bulkhead lights/Signage	Twice annually	Clean
Communal windowsills/Frames/Ledges	Quarterly	Clean
Communal doors	Monthly	Clean
Entrances/Porch areas flooring and steps	Weekly	Spot clean
Entrances/Porch areas flooring and steps	Monthly	Clean
Meter Cupboards	Twice annually	Clean
Toilets/Bathrooms/Shower Rooms – Doors/Fixtures/Fittings/Sanitary-ware	Daily	Regular Cleaning
Toilets/Bathrooms/Shower Rooms – Walls	Weekly	Regular Cleaning
Scooter Stores	Monthly	Clean

Lounges/day rooms/conservatories – floors	Daily	Regular Cleaning
Lounges/day rooms/conservatories – Walls/Furniture/Fittings	Weekly	Regular Cleaning
Lifts	Twice weekly	Regular Cleaning
Windows – general purpose housing	Quarterly	Cleaning of internal and external communal glazed areas
Windows – sheltered housing	Quarterly	Cleaning of external communal glazed areas
Windows – sheltered housing	Twice annually	Cleaning of internal communal glazed areas
Windows – sheltered housing	Quarterly	Cleaning of external domestic glazed areas

9. All cleaning operatives are required to log their attendance at each site via an App and are also able to upload photographs of the work carried out.

PERFORMANCE MANAGEMENT

10. Feedback is obtained from tenant and leaseholder representatives (circa 50 individuals) and housing staff and is collated to give an overall satisfaction rate. Additionally, all tenants and leaseholders are encouraged to provide feedback, with regular information on how to do so included in our newsletters.

11. The satisfaction levels for block cleaning for the past two years are shown below:

Period	Task	Number of inspections/feedback cards received	Number of reports marked as 'satisfactory'	% satisfaction rate
October 2019 to September 2020	General cleaning	411	355	86%
	Window cleaning	37	21	57%
October 2020 to September 2021	General cleaning	483	447	93%
	Window cleaning	69	49	71%

12. Quarterly meetings are held with officers, tenant representatives and the service provider to discuss the overall performance and specific issues that may have arisen.
13. In recent months, there has been a particular problem reported regularly at one of our maisonette blocks which resulted in observations of the cleaning regimes being made by the Neighbourhood Manager. It was found that the operatives had not been supplied with the correct equipment to carry out some elements of their work and following a discussion with the Contracts Manager, new equipment has been purchased and the work is now being carried out to a satisfactory standard.
14. The relatively poor satisfaction rate for window cleaning has led to a new arrangement with the service provider, which is due to commence this month (October 2021). Officers will monitor progress and results will be discussed with the Contracts Manager at the quarterly meetings.

RISK ASSESSMENT

15. There are no significant risk considerations in relation to this report

CONCLUSION

16. This report has provided Panel Members with an update on the cleaning contract for Council-owned properties.

Enquiries:

For further information on this report please contact Caroline Newman. (Ext. 4645)