



Client Services Cleaning

2011/12

Management support, Monitoring and Training

KENT SERVICES *for Schools*

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Children,
Families &
Education



Packages

Schools in a County Cleaning Contract are entitled to all these services at no additional charge.

Cleaning: Service Level Agreement

Package C+

Client Services is pleased to offer this comprehensive cleaning and caretaking support package to all schools that have their own single site contract with a private contractor or in-house arrangements. (Minimum 12 months)

Where the name Caretaker is used this also refers to a Site Manager or a Cleaner in Charge.

In addition to unlimited telephone advice during office hours we also offer the following services as part of the package:-

- ◇ Specific advice on Health and Safety issues related to cleaning and caretaking
- ◇ Advice on Caretaker Risk Assessments and compliance with individual schools needs
- ◇ Trouble shooting for Refuse contracts
- ◇ Advice on caretaking and cleaning workloads in conjunction with recognised requirements and KCC agreements
- ◇ Site visits, trouble shooting or monitoring of cleaning standards to ensure they achieve the KCC specified standards (minimum 1 visit per year)
- ◇ Advice on Caretaker recruitment, to include assistance with interviews
- ◇ Up to 2 hours basic Caretaker induction training, plus basic cleaning induction of up to 3 hours
- ◇ Advice on environmental services and recycling
- ◇ Assessment of further training requirements

Schools should note that if they are not in a current County Cleaning Contract Client Services will be unable to undertake any variations to cleaning contracts.

Cleaning: Contract Letting Service

Full contract letting and management service covering school building cleaning and refuse collection to include:-

- ◇ Contract specification and Key Performance Indicators
- ◇ KCC Terms and Conditions
- ◇ Contractor evaluation which includes
 - Financial assessment
 - Compliance with legislative and Health and Safety requirements
 - Taking up of trade and customer references
- ◇ Evaluation of standards through site visits

- ◊ Contractor interviews
- ◊ Advertising contracts
- ◊ Contract letting to KCC and EU requirements
- ◊ Contract administration to include, verification of charges, variation orders and providing a fully auditable accounts trail
- ◊ Liaison with contractors
- ◊ Audit of contractors' Health and Safety policies and procedures

If schools purchase this contract letting service, we would recommend that they also purchase a Service Level Agreement to ensure that cleaning standards are maintained

Pay As You Use (PAYU)

Suitable for schools who do not have Cleaning package C+ but who need support in specific areas.

- ◊ Premises updates
- ◊ Caretaker recruitment
- ◊ Support through a disciplinary procedure
- ◊ Site evaluation for facilities management
- ◊ Drawing of school plans
- ◊ Advice on decorative finishes and floor coverings
- ◊ Health and safety risk assessment
- ◊ Job evaluation for cleaners and caretakers

Training

Client Services and are now able to offer a range of training packages which include NVQ courses, Chartered Institute of Environmental Health courses, Health and Safety training and also The British Institute of Cleaning Science accredited course. In addition to this we are able to offer bespoke training to meet your individual needs delivered by our qualified, experienced training team.

Waste Management

Client Services have negotiated general waste removal contracts for schools across the County. These contracts offer an integrated recycling collection programme for a range of recycled materials including biodegradables. By combining the recycling within the main contract we are able to offer very preferential rates with no hidden extras. Recycling will ultimately reduce costs to the school.

Client Services are also able to offer advice and arrange collections of hazardous and controlled waste.