



Client Services Cleaning

2011/12

Management support, Monitoring and Training

KENT SERVICES *for Schools*
Tel: 01622 694208 E-mail: school.services@kent.gov.uk



Client Services: Cleaning

School cleaning requirements are always subject to change. New contracts are now negotiated to allow for those variations and meet the needs of the school. Whichever service you choose, Client Services can help reduce the risks to your school.

KCC's Corporate and Statutory Responsibilities

- ◇ KCC will provide guidance on Health and Safety in relation to cleaning activities in all community schools, community special schools, voluntary controlled schools, maintained nursery schools and pupil referral units, in accordance with the School Standards and Framework Act 1998. We are now also able to offer a support service to Children and Family Centres.
- ◇ Relevant legislation is covered by the Health and Safety at Work Act 1974 and any regulations arising from them.

Contacts

Room 2.33, Sessions House, County Hall, Maidstone, Kent, ME14 1XQ

Client Services Managers (Cleaning)

Mid Kent	Jackie Newall	07740 183726	jackie.newall@kent.gov.uk
West Kent	Anabella Dowry	07740 183725	anabella.dowry@kent.gov.uk
East Kent	Jenny Coey	07876 744482	jenny.coey@kent.gov.uk

Waste Collection	01622 696505	schoolrefuse@kent.gov.uk
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Kent Trust Web Link - http://www.kenttrustweb.org.uk/School/client_home.cfm

Packages

Cleaning: Monitoring and Consultancy

Package A+

This service is for schools in the County let Cleaning Contract.

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

- ◇ Contract letting – to include specification and all procedures up to award of contract
- ◇ Ensure legislative standards are being met
- ◇ Specific advice on Health and Safety issues related to contract cleaning
- ◇ Regular site visits, trouble shooting and monitoring of cleaning standards to ensure they achieve the KCC specified standards
- ◇ Liaison with contractors to ensure that procedures and processes meet the needs of the school
- ◇ Payments to the contractors, variations and associated administration

Cleaning: Annual 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 have in-house arrangements.

This package is also for schools in the County let Cleaning Contract who may have In-House arrangements for part of their site and need support in this area.

12 month commitment

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
- ◇ Assistance with refuse contracts
- ◇ Advisory workloads for caretaking and cleaning in conjunction with recognised requirements and KCC agreements
- ◇ Site visits, trouble shooting or monitoring of cleaning standards as required to ensure they achieve the KCC specified standards
- ◇ Advice and assistance with Caretaker recruitment, to include the interview process
- ◇ 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

Pay As You Use (PAYU)

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

Cleaning: Contract Letting Service

Package D+

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
- ◇ Audit of contractors' Health and Safety policies and procedures
- ◇ Contractor interviews
- ◇ Advertising contracts
- ◇ Contract letting to KCC and EU requirements

For schools where the value over the term of the contract is less than £50k, then it is only necessary to get 3 quotes. Client Services can support you with this based on our hourly charge.

If a school takes this contracting service, we would recommend that they also purchase the Annual Service Level Agreement to ensure that cleaning standards are maintained

Cleaning: Site Audit

Package E+

This package is a one-off audit of the school premises. The aim is to:

- give valuable information regarding cleaning standards
- advise on health & safety issues relating to caretaking and cleaning
- identify the areas of greatest risk, to enable resources to be focused
- Prioritise the topics on which you need more guidance or training
- Ensure compliance with legal requirements

The cost of this package will cover a half day visit to site and provide a written report

When taking this package a school should consider that if they should require support throughout the year, then they would benefit from the additional services included in Package C+

Cleaning: Caretaker Recruitment

Package F+

Many of you will be experienced in recruiting school staff such as teachers but when it comes to taking on a new Site Manager or Caretaker, you might ask yourself if you have the knowledge and understanding of the role to employ the best person for the job.

Although a lot of time may be spent working alone Caretakers come into contact with a variety of people including children, teachers and contractors working on the site. They may also supervise other staff such as Assistant Caretakers and Cleaners. In larger schools, Caretakers are taking on more responsibilities and will often need to manage a budget. They may also unlock buildings in the morning before people arrive and then lock up at the end of the day.

This package will include **advice and support** with

- Job description and person specifications
- Successful advertising of the post
- Short listing people to interview
- Attendance on interview day prepared to ask candidates appropriate questions
- Identification of future training needs

The cost of this package will cover a maximum of 2 visits to site plus provide appropriate documentation

Cleaning: Site Evaluation

Package H+

This package will provide you with an advisory workload for your caretaking and cleaning staff.

This cost will include estimating the floor area and floor coverings, the administration time for the calculations and one visit to site to present the data. Due to the varying sizes of the buildings, this will be charged at our hourly rate.

Should there be a variation in the figures then Client Services will act as an arbitrator between the school and contractor.

Cleaning: Advice on Decorative Finishes and Floor Coverings

Package I+

Most schools have a variety of different floor finishes which all need different care and maintenance to extend their life. Our experienced team is comprised of knowledgeable Client Services Managers who are competent in school cleaning.

Ideally we would meet with the Caretaker or Site Manager to advise on:

- Identification of floor types
- Day-to-day cleaning of hard floors
- Periodic treatment of hard floors
- Sealing porous floors
- Carpets

The cost of this package will cover one visit to site and provide appropriate documentation

Cleaning: Health & Safety Risk Assessment

Package J+

In order to manage health and safety, employers are required to carry out risk assessments and record the significant findings. This involves identifying and assessing workplace hazards faced by employees, contractors, visitors and members of the public and putting in place suitable arrangements to control these risks. This may be an area where you need the support of a competent person to carry out the risk assessments within KCC standards.

This package will include us visiting the site to work with a representative from the school to produce the written Risk Assessment which will cover areas such as -

Hazardous substances

Manual handling

Fire procedures

Personal safety & protective equipment

Waste management

Working at heights

The cost of this package will cover one full day on site and provide the school with a written Risk Assessment

Training

Client Services are able to offer a full range of training packages which include NVQ courses, Chartered Institute of Environmental Health courses, Health & Safety training and also The British Institute of Cleaning Science accredited course.

For more details and to reserve a place please use the CPD on line website
<http://cpdonline.kenttrustweb.org.uk/cpd/>

In addition to this we are able to offer bespoke training to meet your individual needs. All sessions are delivered by our qualified, experienced training team.

Subjects include –

- Manual handling
- Control of substances hazardous to health
- Risk assessments
- Cleaning Operators Proficiency Certificate

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.