



## Building Cleaning Support Packages

Building Cleaning service providers operate in an increasingly competitive market. In England especially, devolved budgets, Academies, clustering of schools and private sector competition requires that tendering is a more common requirement. In some cases the local authority cleaning organisation may no longer provide the cleaning staff, but that doesn't mean they don't have a valuable continuing role to play

### Key issues:

- Devolved budgets and Academy status is tempting many schools to review their options for building cleaning, often with ignorance of the scope of their existing service
- Even if the local authority doesn't employ cleaners directly, many have valuable skills that schools value to support their own staff
- Packaged support services provide relief from risk and can attract higher returns

### Introduction

Devolved budgets and the growth of Academy schools have seen a greater range of service configurations, with many retaining their local authority cleaning service provider but some taking cleaning staff onto the school payroll and others using external contractors. Unfortunately many fail to understand the full range of services and support, often bundled within their in-house cleaning contract. Too often schools find themselves exposed, having failed to appreciate the Health & Safety requirements, having no knowledge of the right equipment or maintenance and no infrastructure to support recruitment and cover for part time staff

It is implicit on the in-house supplier to ensure that clients are fully aware of the value and scope of their building cleaning contract. Ultimately, however, whoever delivers the cleaning element, local authorities still have a significant role to play and many have developed innovative ways of adding value and providing services to schools, often at a higher margin than simply supplying cleaning staff. Peripatetic caretaking, Health and Safety advice, Staff training and support and sickness cover are currently being offered by some providers.

This briefing paper examines some of the various options:

### Management services

- Measure and maintain accurate computer records for all school sites and provide re-measuring for sites that have undergone changes such as remodelling, refurbishment, change of use of rooms etc.
- Keep schools abreast of current and developing legislation, for example Health and Safety at Work as new regulations are implemented.

- Provide advice and guidance to Head teachers, Caretakers and Cleaners on Health & Safety and COSHH Regulations in relation to cleaning products and consumables and their safe use, providing updates in training as necessary.
- Advise Head teachers on replacement floor coverings and the inherent effect on cleaning routines and costs.
- Provide advice and guidance to schools on replacement machinery and equipment, including advice on the repair and maintenance of equipment.
- Provide an advisory service to Head teachers in relation to staffing issues, for example, what they should or shouldn't have an involvement with in relation to cleaning. However, the Facilities Services Unit cannot have a direct involvement with the disciplinary procedures.
- Provide a hire service where equipment, materials, and staff can assist in emergencies; for example following fire or flood.

### **Cleaning Services:**

- Determine cleaning hours required for each site from details following site inspections, requests and measurements of area/s concerned.
- Provide advice to Head teachers on work scheduling for cleaning to ensure an equitable distribution of work and efficient use of staff
- Assist with the recruitment and interview process of new cleaning staff and provide on-site training for cleaning staff, including the correct use of equipment.
- Arrange the provision of relief Caretaking and Cleaning staff to cover for sickness or absence.
- Provide advice to schools concerning the completion of timesheets, pay authorisation forms, SSP forms etc.
- Investigate and assist with specialist-cleaning requirements following major works, for example building alterations and/or maintenance, and in cases of emergencies such as fire or flood, and provide advice of costs involved, and assist with arranging such works if required.
- Monitor sites each term to ensure cleaning standards are achieved and maintained, and prepare and provide monitoring reports and subsequent discussion with Head teachers.

### **Caretaking Services:**

- Assist with the recruitment and interview process of new caretaking staff, give advice to Head teachers on the requirements of the job and the allocation of work and working hours required.
- Train newly appointed Caretakers in the safe use of cleaning equipment, materials and security systems and provide refresher training as necessary.
- Provide advice to caretakers on cleaning methods and provide technical support on floor treatments including refurbishment of floor surfaces.
- Monitor caretaking in schools to ensure standards are achieved and maintained.
- Maintain and provide loan equipment and specialist equipment for hire to schools, ensuring that the safe use and storage of equipment is advised. For example carpet shampooers, high speed buffers etc.

Staff cover is designed to give peace of mind when the caretaker is absent or requires extra support. Cleaners and caretakers are experienced, fully trained, DBS checked and competent in all service aspects. The service may extend to opening and closing of buildings, ensuring toilet facilities are

clean and fully stocked, setting out lunchtime chairs and tables, attending lettings and alarm call outs

## Packaging

Often the services are offered as either a menu allowing the school to choose which services they want and a bespoke price is then offered. Others have offered a tiered approach

### Tier 1

Tier 1 is a support service where staff related issues are managed by the school but Janitorial Services provide the following:

- Legislative Compliance
- Annual Audit
- Supplier Contract Management

### Tier 2

Tier 2 is a fully managed service which includes the following:

- All services as in Tier 1.
- Personnel Support (e.g. recruitment, capability & disciplinary investigations)
- Day to Day Management
- Training and Development
- Procurement of Materials and Equipment

### Tier 3

Tier 3 provides temporary staff cover for absence and/or leave

- Relief caretaking and cleaning services
- Opening and closing of buildings
- Attending lettings and alarm call outs

## Charging

There are multiple methods of charging.

- Single one off payment by service
- Termly or annual fee
- Hourly rate (usually a minimum of 3 hours per day)

A typical caretaking support package (tier 2 above) might be **£599** per annum. Specialist equipment hire including steam cleaners and carpet shampoo **£69.00** per annum and supply and maintenance of vacuums and buffing equipment, **£190** per annum

If the package contains supply of relief staff, this is often charged as a set number of days in advance. A package might contain a set number of days cover. Typical costs might be:

- Caretaking Support package – (Up to 40 days sickness cover) £3,000 per annum
- Caretaking Support (over and above Caretaking Support Package) £13.50 per hour
- Caretaking Support (No Caretaking Support Package) £18.50 per hour, minimum 2 days
- Out of Hours Key Collection & Holding Service (within Support Package) £70 per call out
- School Holiday Opening & Closing Service (Package) £13.50 per hour - Minimum 2 hours
- Cleaning support (within package) £12.70 per hour (minimum 2 hours).
- Cleaning support (no package) £15.50 per hour (minimum 2 hours).

**APSE Comment**

Building Cleaning is typically a traded service in England and Wales and as such is subject to varying degrees of competition. The success of many in retaining business is testament to the quality of service offered and the ability to deliver support and absence cover that is often not found from other providers.

Traditionally, schools have bought a single cleaning service, containing a range of support. Unfortunately the additional value of this support has not always been recognised and it is implicit on cleaning providers to understand the full range of services and expertise they offer and be prepared to market that service, even where the traditional cleaning role is closed to them. APSE will continue to collate and share information to support those seeking these new revenue streams.

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