

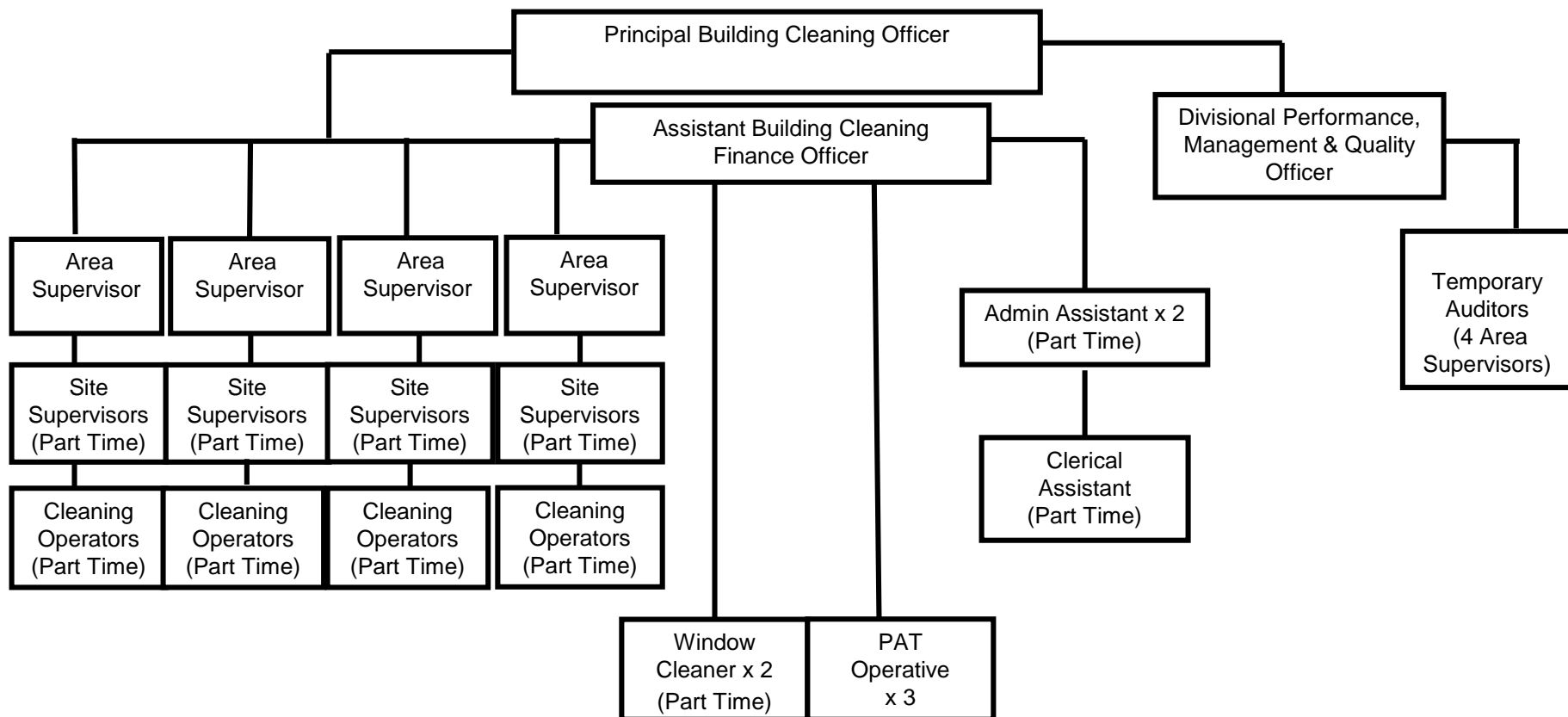
Building Cleaning Services (BCS)

**Kirsty Thomas, Assistant Building Cleaning
Finance officer**

Julie Howe, Area Supervisor

A greener place Man gwyrdach





A greener place Man gwyrdach



Who are we?

BCS is Caerphilly Council's in house service provider responsible for providing a wide range of services to suit the needs of our customers.

First established in 1996 our service has grown over time and we currently employ 450+ operational staff with 10 support staff, 2 window cleaners and 3 PAT tester's.

Our Head Office is based at Tir-y-berth Depot. Our operational service area covers Caerphilly County Borough.

A greener place Man gwyrdach



Key Performance Indicators

- PI11 APSE square metres cleaned per hour for Secondary Schools. **Number in Group 7, Standing in Group 4**
- PI13 APSE square metres cleaned per hour for All Offices. **Number in Group 10, Standing in Group 4**
- PI23 APSE square metres cleaned per hour for Primary Schools. **Number in Group 10, Standing in Group 1**
- Customer Satisfaction Local Survey. **79.24%**

Income & Key Spend Area's

Income for 16/17

- £3,226,457.00

Key Spend Area's

- Staff
- Equipment
- Materials

Our Aim

Our customers are very important to us and we will provide any service to suit their needs, our overall aim is;

“to provide a cost effective, quality service ensuring best value to our customers”



A greener place Man gwyrdach



Our Customers

Our current customers;

- Seventy Primary Schools
- Nine Secondary Schools
- Sixteen Flying Start
- Sixty Seven Offices & Depots
- Eleven Leisure Centres
- Fourteen Libraries
- One Visitor Centres
- One Museum
- Two Bus Stations
- Six Public Conveniences
- Thirty Five Sheltered Housing Complexes
- Approx 600 per annum WHQS Housing Stock (VOIDS)

Our Specialist Services

Our specialist services include;

- Specialist Cleaning (Environmental Health/Housing & Social Services Referrals)
- Computer/Telephone Cleaning
- Equipment repair/maintenance
- Corporate Window Cleaning (using the latest technology)
- Portable Appliance Testing (PAT) for the whole of the authority
- Port-a-loo
- Oven Cleaning
- Keyholding, Lock & Unlock Buildings & Alarm Call Out
- Variation Orders

A greener place Man gwyrdach



Our strengths

- A large multi skilled workforce (450+)
- Very diverse
- Self sufficient
- Employing local people
- All our staff are paid the 'Living Wage'
- Members of Association of Public Service Excellence (APSE)
- A Member of British Institute of Cleaning Science (B.I.C's)



Why Quality Standards Are Important

- By running a high quality, efficient and effective BC service we retain our customers.
- We regularly undertake surveys on customer satisfaction.
- We have a communications scheme to ensure we respond to issues quickly.

Maintaining Quality within a Changing Cleaning Regime

We implement;

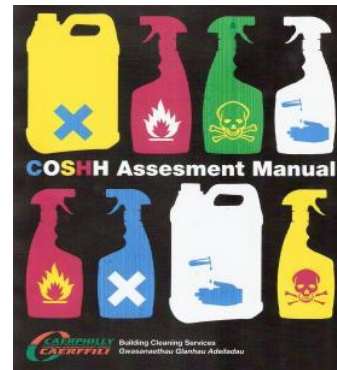
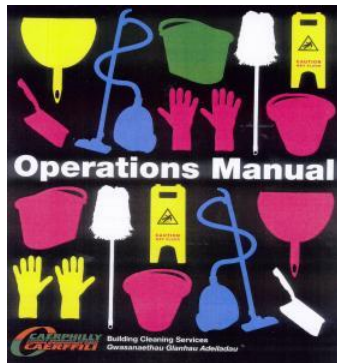
- Procedures
- Performance Monitoring
- ISO Accredited Quality System
- Staff Training & Competency
- Site Visits
- Work to B.I.C's Standards



A greener place Man gwyrdach

Procedures

- Operations Manual
- COSHH Assessment Manual
- Staff Handbook

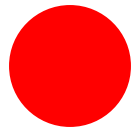


A greener place Man gwyrdach

Colour Coding System

We have colour coding systems in place to prevent 'cross contamination'.

The colours we use are;



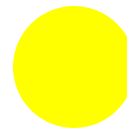
**Red for toilet areas
and sanitary floors**



**Green for corridors and
classroom floors**



**Blue for wash hand basins
and surfaces**



**Yellow for general lower
risk areas**

A greener place Man gwyrdach

'Clean to Dirty' Procedures

Clean to Dirty Toilets

1. Door handle (if present)
2. Toilet roll dispenser
3. Tiles top to bottom
4. Flush handle
5. Cistern/tank top to bottom
6. Bowl/pipework bottom to top
7. Lid top and bottom
8. Seat top and bottom
9. Rim of toilet bowl
10. Toilet bowl

Toilet Cleaning Procedure

- Flush toilet
- Push the water back down the U-bend with the toilet brush exposing the water line when necessary
- Spray the cleaning agent into the inside of the toilet bowl, including under rim and allow to soak
- Spray the cloth and wipe all surfaces working from clean to dirty (points 1-9 above)
- Re-fold the cloth, red tape and rinse when necessary
- Allow contact time for the chemical to work (1 minute general cleaning)
- With flushing water from the tap use all skin contact areas working from clean to dirty (points 1, 2, 4, 7 and 8 above)
- Scrub the inside of the toilet bowl with the toilet brush (toilet lid above), paying attention to spill sites, water lines and under rim
- Flush toilet, rinsing until all cleaning water
- Dry toilet seat, closed lid
- Re-check rim of toilet place if required

CAERPHILLY COUNTY BOROUGH COUNCIL
Building Cleaning Services

Clean to Dirty Urinals

1. Cistern (top to bottom)
2. High level pipework
3. Tiles top to bottom
4. Low level pipework
5. Rim of urinal
6. Face of urinal
7. Inside urinal
8. Urinal channel and waste outlet

Urinal Cleaning Procedure

- Clean urinal channel and waste outlet by removing any debris
- Spray the cleaning agent onto the entire face of the urinal and allow to soak
- Spray the cloth and wipe all surfaces working from clean to dirty (starting at the highest level (points 1-8 above))
- Re-fold the cloth, recharge and rinse when necessary
- Allow appropriate contact time for the chemical to work (1 minute general cleaning)
- With rinsing water in a red hand bucket and a separate red cloth rinse and wipe all skin contact areas working from clean to dirty
- Use the toilet brush to scrub the inside of the urinal paying attention to any water marks
- Use flushing water to rinse chemical from the inside of the urinal if the automatic flush isn't working

CAERPHILLY COUNTY BOROUGH COUNCIL
Building Cleaning Services

Clean to Dirty Sinks

1. Door handle (front and back)
2. Mirrors
3. Paper towel dispenser
4. Soap dispenser
5. Tiles
6. Pipework (bottom to top)
7. Underneath basin (bottom to top)
8. Ledges around basin
9. Taps
10. Inside of basin

Sink Cleaning Procedure

- Remove any objects from the basin, any hair or other items from the plug, plug hole and plug chain, if necessary
- Spray the cloth and wipe all surfaces working from clean to dirty (points 1-10 above)
- Re-fold the cloth, recharge and rinse when necessary
- Allow appropriate contact time for the chemical to work (1 minute general cleaning)
- With flushing water from the tap use all skin contact areas working from clean to dirty (points 1, 3, 7, 8 & 9 above)
- Use a scrub brush to scrub the water into the overflow
- Wipe all cloth and pay attention to mirrors and taps
- Check and re-apply seal and bend towels if required

CAERPHILLY COUNTY BOROUGH COUNCIL
Building Cleaning Services

A greener place Man gwyrdach

Performance Monitoring

Quality Audits are intended to check compliance with our quality system and procedures as set out in our operations manual, to assess the effectiveness of the system and verify performance



Quality Systems & Procedures

- ISO 9001:2008 accredited
- Site Inspections and Quality Checks
- Internal Quality Auditing System
- Corrective & Preventative Action
- Performance Management & Measurement



Any Questions?

Cleaning is our Business,
Teamwork is our Success



A greener place Man gwyrdach



Thank you for listening



Thanks

The word 'Thanks' is rendered in a bold, stylized font. The letters 'T', 'n', 'k', and 's' are purple, while the 'h' is tan. A tan hand is shown reaching up to touch the top of the 'h'. Three green exclamation marks are positioned above the 'h'. The text is set against a light blue trapezoidal background.

A greener place Man gwyrdach