

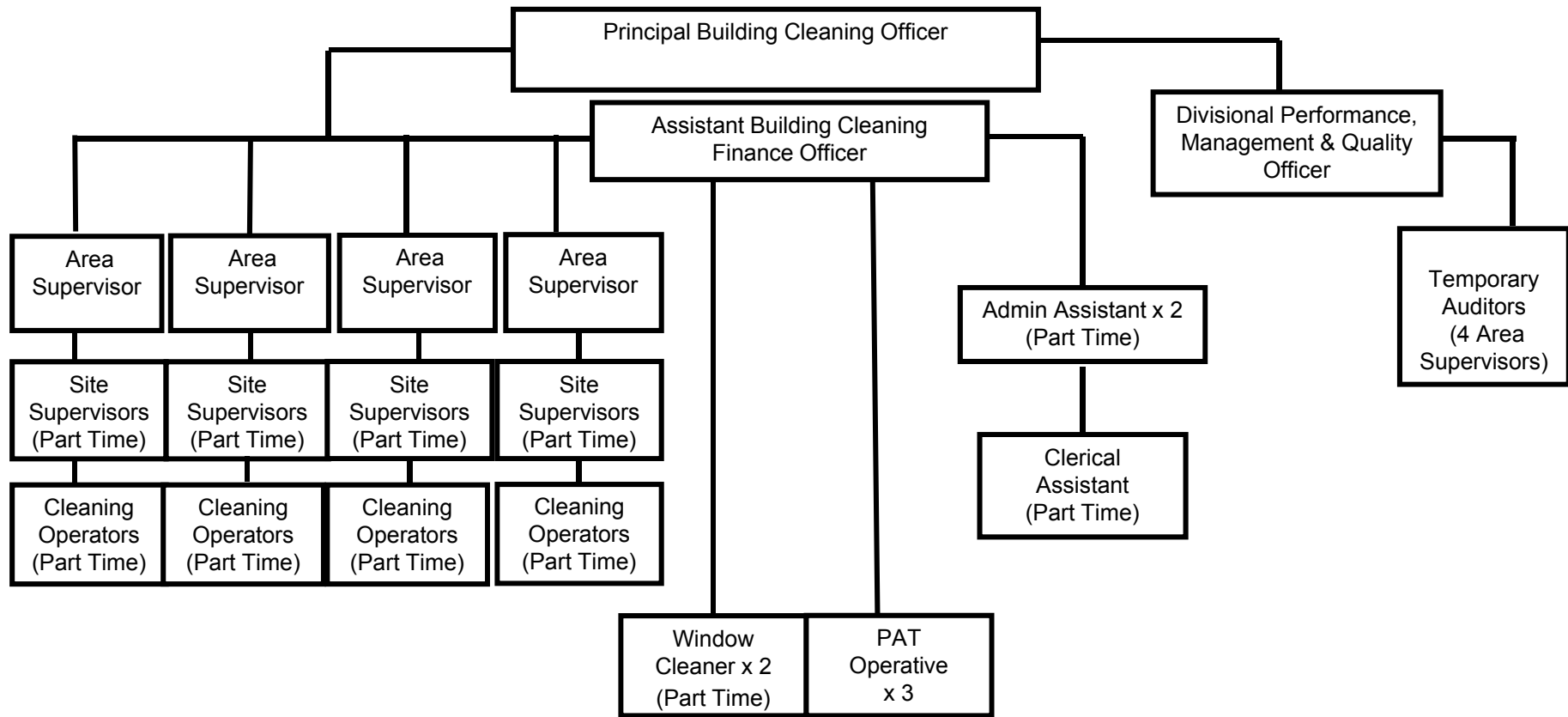
# Building Cleaning Services (BCS)

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

**Rhian Evans, Area Supervisor**

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# 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.

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# 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%**

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# Turnover & Key Spend Area's

Turnover for 17/18

- £3,882,574.00

Key Spend Area's

- Staff
- Equipment
- Materials

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# 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”**



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# 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)

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# 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

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# 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)



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# 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.

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# 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

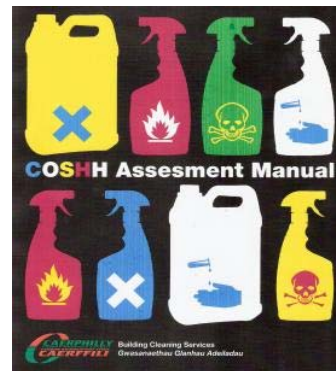
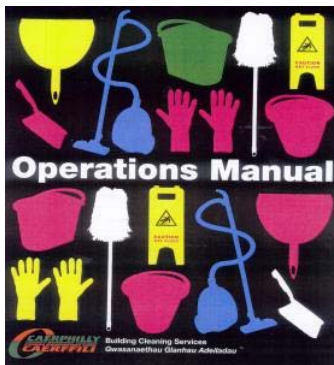


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# Procedures

- Operations Manual
- COSHH Assessment Manual
- Staff Handbook

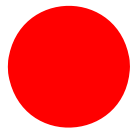


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# Colour Coding System

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

**The colours we use are;**



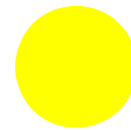
**Red for toilet areas  
and sanitary floors**



**Green for corridors and  
classroom floors**



**Blue for wash hand basins  
and surfaces**



**Yellow for general lower  
risk areas**

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# 'Clean to Dirty' Procedures

## Clean to Dirty Toilets

1. Door handle (if not locked)
2. Toilet roll dispenser
3. Tiles top to bottom
4. Flush handle
5. Cistern tank top to bottom
6. Basin 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 full 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 toilet and wipe all surfaces working from clean to dirty (points 1-9 above)
- Re-fold cloths, recharge and rinse when necessary
- Allow residues to remain on walls to work (3 minute dwell time)
- With finishing water, rinse hand basin and separate wash basin (if present) 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 (lower 10 above), paying attention to any stains, water lines and under rim
- Flush toilet, turning on clean water
- Dry toilet seat, close lid
- Check and replace toilet paper, if required

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## 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 inside 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 cloths, recharge and rinse when necessary
- Allow appropriate contact time for the chemical to work (3 minute dwell time)
- With finishing water, in a red tray gutter, and a separate wet cloth (if available) in 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 finishing water to rinse chemical from the inside of the urinal if the automatic flush isn't working

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## 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 that can't be removed from the plug, plastic and plug drain, if necessary
- Spray the cloth and wipe all surfaces working from clean to dirty (points 1-10 above)
- Re-fold cloths, recharge and rinse when necessary
- Allow appropriate contact time for the chemical to work (3 minute dwell time)
- With finishing water from the tap, rinse all skin contact areas working from clean to dirty (points 1, 3, 7, 8 & 9 above)
- Rinse basin thoroughly with water into the overflow
- Wipe completely and pay attention to mirrors and taps
- Check and replace soap and hand towels, if required

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# 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



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# Quality Systems & Procedures

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



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# Challenges Ahead

- Budget Cuts for Building Cleaning Services
- Our Clients Budget Cuts
- Clients Testing the Market
- Clients Taking Cleaning In-House

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# Our Future

- Rebranding Ourselves
- Train PAT Testers on PartP
- New Marketing Campaign

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# Any Questions?

Cleaning is our Business,  
Teamwork is our Success



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Thank you for listening

Thanks

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