

Building Cleaning Services (BCS)

**Hannah Crouch,
Assistant Contracts Manager
April 2015**

A greener place Man gwyrdach



Who we are

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

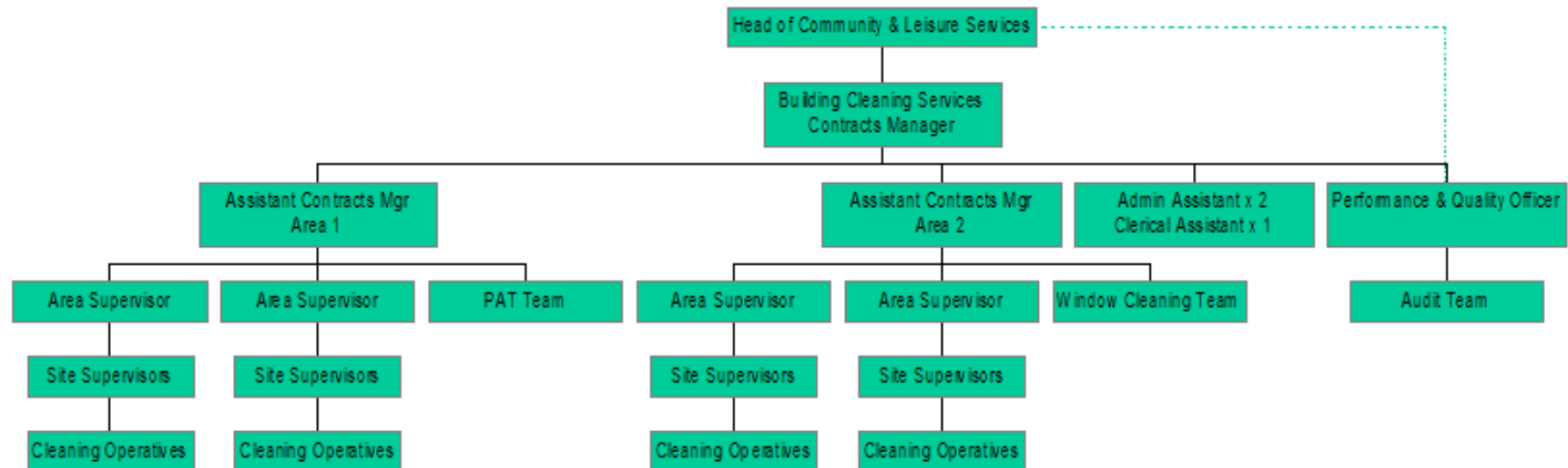
First established in 1996 our service has grown over time and we currently employ almost 500 operational staff with 10 support staff.

A greener place Man gwyrdach



Organisation

Building Cleaning Services / Organisation Structure



A greener place Man gwyrdach

Our Cleaning Services

We are highly trained and skilled in the following;



- General Cleaning
- Kitchen Cleaning
- Carpet and Upholstery Cleaning
- High Level Cleaning
- Wall Washing
- Cleaning after Fire/Flood Damage
- Removal of Blood & Bodily Fluid Spillages
- Out of Hours Emergency Cleaning (Mobile/Rapid Response Team)

A greener place Man gwyrdach



Our Specialist Services

Our specialist services include;

- VOIDS (Housing Referrals)
- Specialist Cleaning (Environmental Health/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 **approx 500 sites**
- WHQS Portable Oven Cleaning



A greener place Man gwyrdach



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 strengths

- A large multi skilled workforce (500)
- Very diverse
- Self sufficient
- Employing local people
- All our staff are paid the 'Living Wage'
- Good communication systems



A greener place Man gwyrdach



Our Customers

Our current customers;

- Primary and Secondary Schools
- Offices & Depots
- Leisure Centres
- Libraries



- Visitor Centres
- Museum
- Bus Stations
- Public Conveniences
- Sheltered Housing Complexes

A greener place Man gwyrdach



What we offer

- Cleaning when/how you want
- Relief cleaners
- Relief Caretaker/Midday Supervisor
- All equipment/materials
- Training



A greener place Man gwyrdach



Quality Assurance

We implement;

- Policies & Procedures
- Performance Monitoring
- ISO Accredited Quality System
- Staff Training & Competency
- Site Visits

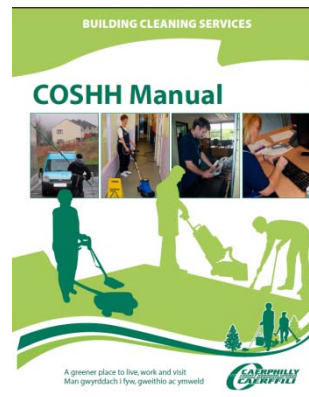
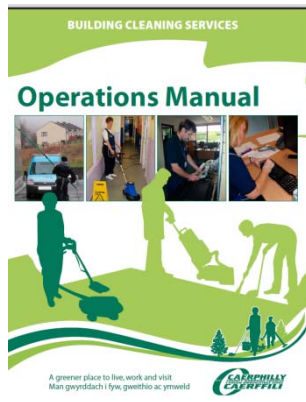


A greener place Man gwyrdach



Our Policies & Procedures

- Operations Manual
- COSHH Assessment Manual
- Staff Handbook



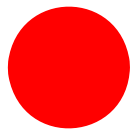
A greener place Man gwyrddach



Colour Coding System

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

The colours we use are;



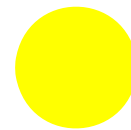
**Red for toilet areas
and sanitary floors**



**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 (front and back)
2. Toilet roll dispenser
3. Tiles top to bottom
4. Flush handle
5. Cistern tank top to bottom
6. Beside 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 lid and wipe all surfaces working from clean to dirty (points 1-9 above)
- Re-fold cloth, recharge and rinse when necessary
- Allow cistern to work for the chemical to work (3 minute general cleaning)
- With finishing water in a hand bucket and separate mop, clean the cistern 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, finishing operation. Labeling water
- Dry toilet seat, cistern lid
- Check and replace toilet paper, if required

CAERPHELLY
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 cistern and wipe all surfaces working from clean to dirty (starting at the highest level (points 1-8 above))
- Re-fold cloth, recharge and rinse when necessary
- Allow appropriate contact time for the chemical to work (3 minute general cleaning)
- With finishing water in a hand bucket and a separate mop, clean the cistern contact areas, working from clean to dirty (points 1, 2, 4, 7 and 8 above)
- Use finishing water to hose down the inside of the urinal pipe and outlet to any water works
- Use finishing water to hose down from the inside of the urinal if the automatic flush isn't working

CAERPHELLY
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, plughole and plug drain, if necessary
- Spray soap onto and wipe all surfaces working from clean to dirty (points 1-10 above)
- Re-fold cloth, recharge and rinse when necessary
- Allow appropriate contact time for the chemical to work (3 minute general cleaning)
- With finishing water from the tap, hose all skin contact areas working from clean to dirty (points 1, 3, 7, 8 & 9 above)
- Rinse cistern thoroughly with water into the overflow
- Wipe cistern lid and pay attention to mirrors and taps
- Check and replace soap and hand towels, if required

CAERPHELLY
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

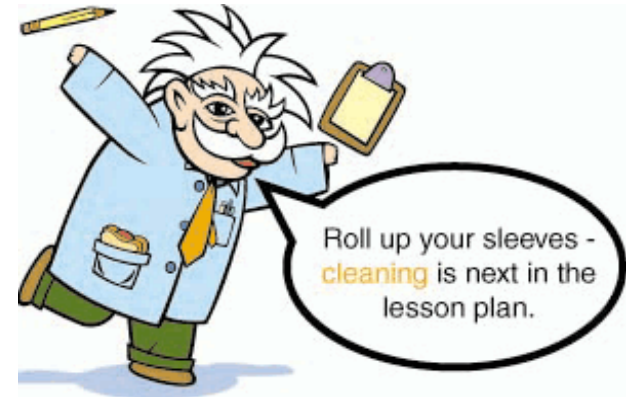


A greener place Man gwyrdach



Staff Training & Competency

- Induction Training
- COSHH
- Manual Handling 'Train the Trainer'
- Manual Handling 'All Wales Passport Scheme'
- Individual Performance Assessments
- In-house competency assessment
- BICSc Cleaning Operators Proficiency Scheme
- Accredited BICSc training centre with 3 BICSc assessors



A greener place Man gwyrdach



Growth

The growth of our business allows us to invest

- In our people – training, support
- In modern equipment and materials



A greener place Man gwyrdach



Any Questions?

Cleaning is our Business,
Teamwork is our Success



A greener place Man gwyrdach



Thank you for listening

Thanks

A greener place Man gwyrddach

