Rochdale
Services for Schools

School Name

Service Level Agreement

For Primary & Secondary Schools Cleaning & Caretaking Service

ROCHDALE BOROUGH COUNCIL

Economy & Environment
Facilities Management

SERVICE LEVEL AGREEMENT

FOR THE PROVISION OF CLEANING SERVICES

This agreement covers the provision cleaning services between Facilities Management services (Service Provider) and (insert school name).

1. PERIOD OF AGREEMENT

This agreement contains details of the services to be provided by Facilities Management covering the period from contract signing until (insert date).

2. DETAILS OF THE CLEANING SERVICES TO BE PROVIDED.

Cleaning tasks will be based on the attached 'Output Cleaning Specification' shown as Appendix 1 and will include the supply of cleaning equipment and materials.

OTHER PROVISIONS

The service also includes:

- Replacement of light bulbs/tubes supplied by client. (*Caretaking Services only).
- Removal of refuse, waste paper etc, to the point of collection.
- Inspection and quality checks by Facilities Management Supervisor – at least 3 per annum.
- Recruitment and selection of staff. All facilities management employees are medically screened and C.R.B. cleared (Criminal Records Bureau)
- Induction and training in all aspects of the work including COSHH, Health and Safety, use of machinery, safe working practices, RIDDOR, to all Facilities Management employees.

- Further Training available to staff includes:

    - NVQ 1 & 2 (D32 Building Cleaning)
    - First Aid
    - Portable Appliance Testing
    - Completing Risk Assessments
    - Customer Care

    - **It must be noted that caretakers and cleaners are NOT allowed on any school roof, as this contravenes the Health & Safety at work policy**

- Full wages/payroll service
- Inspection, maintenance, repair and replacement of all cleaning equipment and machinery
- All materials used by the cleaning staff in your building, NB all materials comply with Health and Safety and COSHH standards. COSHH statement and full instructions on usage will be given on all existing and any new materials purchased
- Management, Administration and quality standards control
- Keeping you informed of relevant variations to staffing
- Provision of uniforms, protective clothing to statutory requirements incorporating Facilities Management logo
- All Facilities Management staff are issued with identification badges
- Undertake Risk Assessments for all defined activities associated with the Cleaning staff
- Free hire of specialist cleaning equipment

RELIEF ARRANGEMENTS

The cost of the service where appropriate, includes for deploying trained relief staff to cover for absences e.g. due to sickness or annual holidays. Facilities Management cannot guarantee to provide full cover immediately during such absences, but will endeavour to meet performance standards agreed with you. Wherever possible, we will notify you in advance when there will be a shortfall.

ANCILLARY SERVICES AVAILABLE *

- Key holder service
- Graffiti removal.
- Deep clean carpets and upholstery.

(*There will be additional charges for these services)
The charge will be agreed prior to any of the work taking place.

3. RESPONSIBILITIES OF THE CLIENT

The client is required to:

- Monitor performance standards on an ongoing basis and inform Facilities Management's Contact Officer of any problems
- Notify Facilities Management as soon as practicable when staff do not attend on site on
- Provide appropriate facilities for storing equipment and materials
- Provide ladders and equipment for activities not associated with cleaning

4. RESPONSIBILITIES OF FACILITIES MANAGEMENT

Facilities management will

- Maintain close and regular contact with the Client in order to facilitate easy and rapid communication
- Facilities management will undertake all work in accordance with best professional practice and `Best Value'
- Facilities Management will abide by and act in accordance with policies adopted by the Council
- Facilities management shall ensure that the Client will be provided with such information as it reasonably requires, in respect of the following: -

  The names and status of any officer responsible for the day to day conduct of any matter.

  The person responsible for direct supervision (where appropriate).

- All appropriate information relating to any issues raised and the progress of any matter undertaken in performance of the service

5. POINTS OF CONTACT FOR THIS AGREEMENT

CLIENT:

_____(insert name of school)

First point of contact name _____

Position _____

Contact Number _____

Second point of contact name _____

Position _____

Contact Number _____

SERVICE PROVIDER:
FACILITIES MANAGEMENT CONTACT DETAILS

First point of contact name _____

Position _____

Contact Number mobile _____

For other general enquiries contact

Name _____

Position _____

Contact Number _____

Name _____

Position _____

Contact Number _____

6. QUALITY CHECKS

Facilities Management undertake to inspect all the premises covered by this agreement at least 3 times per year to ensure that all works have been undertaken to a satisfactory standard.

The client may commission ad-hoc Quality Checks and accompany the inspecting officer to agree compliance with works schedule and standards of cleanliness.

Any faults will be rectified by Facilities Management at no cost to the client.

7. PERFORMANCE STANDARDS

Facilities Management aim to meet the following service performance standards:-

- The attached 'Output Cleaning Specification' details the quality standards which Facilities Management undertake to deliver on a daily basis at the end of each cleaning shift
- We will ensure that someone is available to deal with all enquiries between 8.30am and 4.45pm Monday to Thursday, and between 8.30am and 4.30pm on Fridays. Additionally the Facilities Management contact Officers assigned to this service are contactable on their mobile numbers until 9 pm Monday to Friday
- We will acknowledge correspondence within 5 working days, or provide a full written response within 10 working days
- We will acknowledge E-mails within 24 hours if required giving an indication, if necessary, of when a full response will be available
- We will answer telephone calls within 3 rings
- We will observe the Council's complaints procedure
- We will comply with all Corporate Office standards

Facilities Management shall respond promptly to all reasonable complaints, oversights and omissions in its performance of the Service and shall immediately take steps to remedy any proven default at its own expense.

8. FEEDBACK & CONTINUOUS IMPROVEMENT

It is our genuine intention to provide you, as a valued customer, with a quality and value for money service to your building.

We therefore welcome your feedback on any specific issues that you may have about our service to enable us to respond and instigate immediate corrective action where appropriate.

Your views will both potentially enable us to continuously develop our service and to be proactive where issues are identified which may affect other customers or users.

9. ADJUDICATION/ARBITRATION

Any disputes between Facilities management and the service user arising out of or in connection with their agreement that cannot be settled through the normal operational channels will be referred to the appropriate Head of Service who shall conduct a meeting for discussion and attempt to resolve matters.

If the dispute is not resolved at the meeting, the dispute shall be referred to the Executive Director whose decision will be binding on both parties.

10. COMPLAINTS

- Complaints should be directed verbally or in writing to the contact officer identified on page 4 of this agreement who will investigate and respond promptly to rectify, any justified complaint.

- Complaints should be made as soon as possible after the incident leading to your concern

- Facilities Management will record the number and nature of complaints received to measure and compare service performance

- The R.M.B.C. complaints procedure will be followed

- Where it is considered that a complaint is of a serious nature, you should telephone and confirm in writing to the named contact officer clearly explaining your concerns

This will enable the contact officer to respond promptly and agree a timescale with you to enable any problems or concerns to be efficiently resolved.

11. TERMINATION

This agreement may be terminated by either party giving written notice of not less than three months prior to the termination date.

If for any reason you wish to terminate your current service prior to the originally agreed expiry date or similarly, if you do not wish to renew this agreement, a period of three months notice in writing is required by Facilities Management.

This notice shall not commence until at least one review meeting has taken place between the client and service provider (i.e. Facilities Management) where reasons for intent to terminate shall be clearly stated by either party.

12 CHARGES AND FINANCIAL SUPPORT

The service provided by this agreement shall be invoiced on a quarterly basis and in accordance with the number of hours worked by the FM cleaning operative.

The client will be provided with:

- Periodic statements of all orders placed on the clients behalf throughout the financial year
- Charges will be reviewed annually to reflect inflationary increases. Any agreed revised charges in this regard will take effect annually @ 1st April

13 VARIATION CHARGES

The charges detailed above relate to the core service only and do not include the supply of consumables (i.e. toilet rolls paper hand towels, hand soap, air fresheners etc.). Facilities Management where requested will order these items on your behalf and recharge appropriately.

Any additional time authorised by you for work beyond the agreed service hours will be charged to you at the following hourly rates:-

Monday – Friday 0700 – 20.00 hrs	£
Weekdays after 20 00 hrs and Saturdays	£
Sundays and Public Holidays	£

AGREEMENT

I/we the undersigned undertake to enter into agreement and pay the above charges in accordance with the terms and conditions specified in this document.

Signed: _____ Position: _____

Date: _____ _____

Appendix 1

Location: All Areas	
Task	**Task Definition and Standards**
Brush or Mop Sweep	Remove surface dirt from floors using either a conventional hand broom or oil impregnated V mops. All dirt and debris to be removed. Corners, edges and under pipes etc. to be cleared to avoid build up occurring.
Damp Mop or Spray Clean	Removal of surface dirt and spillage's using a mop and the minimum solution of neutral detergent and water. Floors should be left in a dry condition; edges must be cleaned to the same standard as the main floor or staircase. Floor must be left in an even, uniform, light reflective slip resistant finish.
Vacuum	Remove surface dirt and debris from carpeted areas (paying particular attention to edges) using a vacuum cleaner.
Remove Spots & Spills	Spot mop using neutral detergent and water any area where slight spillages have taken place. This replaces the need for full mopping on the affected areas.
Dry Polishing	The application to surfaces of an approved polish followed by polishing using a lint free cloth. All surfaces requiring polish should be polished by the prescribed method to the existing standard and left with an even, uniform, light reflective finish.
Dusting	The removal of dust from desk tops, furniture and other horizontal surfaces.
Mirrors & Internal Glaze	To be wiped using a damp leather and dry polished to remove all soiling, leaving no visible smears or smudges.
Toilets & Sanitary Appliances	All surfaces to be cleaned, avoiding surface damage which may harbour bacteria. All stains and soiling must be removed above and below the water line. All fittings to be left looking fresh with no unpleasant odours, and have no soiling or residue. The use of colour coded cloths and equipment will be used in kitchens, washrooms and toilet areas to prevent cross contamination.

Location: All Areas	
Task	**Task Definition and Standards**
Replenish Consumables	Where Facilities management are requested to supply consumable items, adequate supplies will be held and distributed appropriately at each and every location, sufficient for each working day.
Wash Basins & Sinks	There must be no dirt, dust, splash marks, grease, stains etc. All fittings to be cleaned and polished and left hygienically clean in accordance with H&S.
Empty Waste Bins	Bins to be left empty, free from stains and deposits and should smell fresh. Liners to be replaced where needed.
Clean Mats & Wells	Remove mats and clean out wells using either a hard brush or vacuum cleaner. Vacuum clean mat and replace.
Damp Wipe	The wiping down of all vertical and horizontal surfaces using a clean damp lint free cloth. All surfaces to be free from marks, dirt, grease and scuff marks. Surfaces will be left dry, clean and evenly bright.
Wash Walls	All dirt, grease, scuff marks and limescale to be removed. Glazed finishes must be left with an even lustrous finish.
Polish Brightwork	Brightwork to be left free from tarnish with a high even shine.
Remove Deposits	Using a hand scraper, remove any deposits i.e. chewing gum etc. from floors and surfaces and remove residual marks with neutral detergent and water. This task may not always be successful dependant upon floor covering and damage can occur. Where difficulties are encountered in performing this task, these will be reported to the client.