

Building Cleaning Services (BCS)

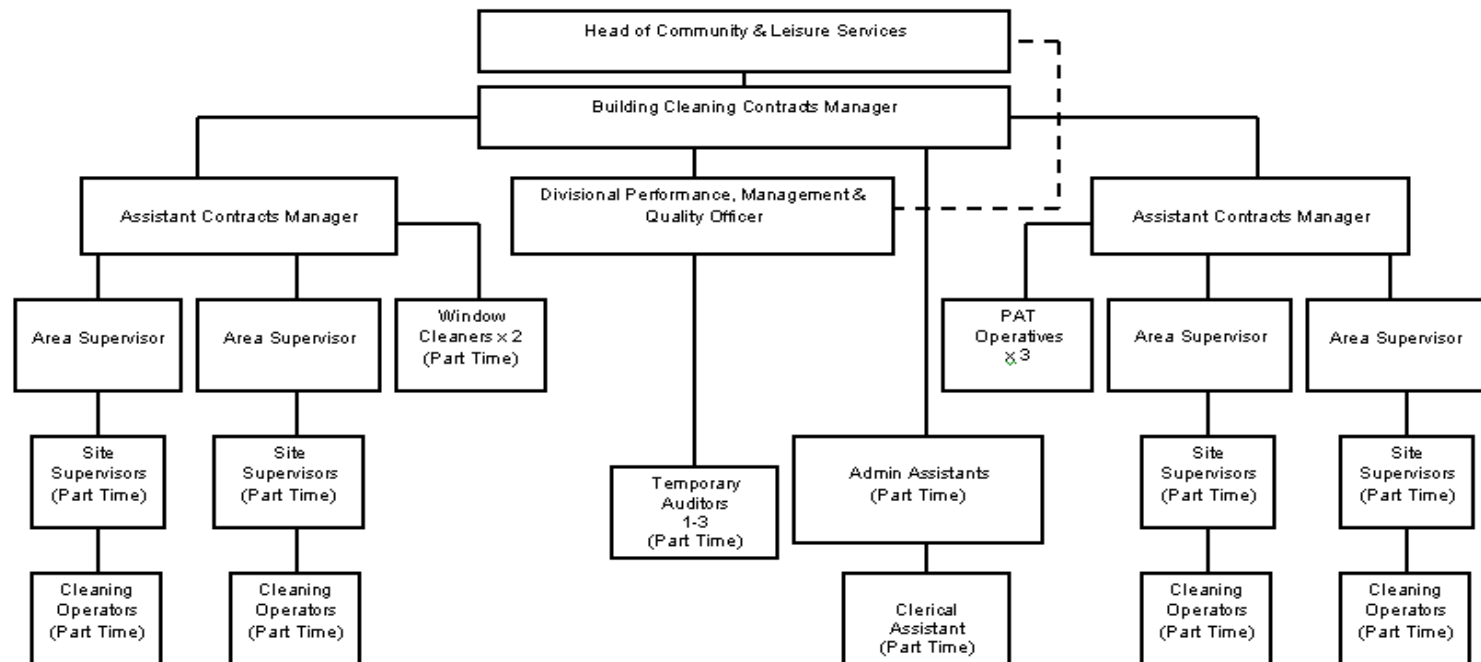
Hannah Crouch, Assistant Contracts Manager

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Community & Leisure Services

BUILDING CLEANING SERVICES **ORGANISATIONAL STRUCTURE**



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Who are we?

Caerphilly's BCS has gone from strength to strength and continually aims to deliver the best possible service, our annual turnover is £3.15m. BCS was first established in 1996 and has grown over time. Partnership working with internal departments has been essential to our success. Our strong internal communication networks link in with Caerphilly's aspiration of "working together for the good of all".

We provide a wide range of cleaning services in a variety of buildings including schools, public buildings, leisure centres, libraries, museums, public toilets and offices all of which are used considerably by both staff and members of the public.

Our portfolio also includes specialised cleaning services such as clearing up after a fire or a flood, cleaning sheltered housing complexes, council house voids, computer cleaning filter cleaning, specialist window and gutter cleaning services. We also provide Portable Appliance Testing (PAT) for the whole of the Authority.

Our employees are our most important resource and our operational team consists of 500+ part time staff working at different locations throughout the borough. Our management and office team support the whole organisation.

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Our Customers

Our current customers;

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



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



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 strengths

- A large multi skilled workforce (500+)
- Very diverse
- Self sufficient
- Employing local people
- All our staff are paid the 'Living Wage'
- Members of Association of Public Service Excellence (APSE)



Our Specialist Services

Our specialist services include;

- VOIDS (Housing Referrals)
- Specialist Cleaning (Environmental Health/Social Services Referrals)
- Equipment repair/maintenance
- Corporate Window Cleaning (using the latest technology)
- Portable Appliance Testing (PAT) for the whole of the authority
- Computer Cleaning



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Specialist Cleaning Team



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Specialist Cleaning

Our Specialist Cleaning Teams also undertake work on behalf of internal sections such as Social Services, Environmental Health, Housing and Building Maintenance. Our specialist teams are needed for a variety of reasons, some examples are; when an occupier is evicted; when an occupier goes into hospital; when a property is inhabitable.

We work in partnership with Waste Management when our specialist cleaning team deal with house clearances. This is where properties have been neglected and assistance is needed in clearing waste such as; household waste, furniture, electrical appliances and in extreme cases; faeces, containers of urine and vermin prior to undertaking a deep clean. Where infestation has been identified we work alongside Environmental Health for the related property to be fumigated prior to cleaning.

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Specialist Cleaning

Every property is unique and any potential risks need to be identified i.e. signs of needles, drug use, body fluid spillages and each case can be highly sensitive. A quote is provided, the teams are briefed and the relevant equipment/materials organised. When a deep cleaned is completed a further visit is made to the property to ensure all requirements have been fulfilled. This system works well as our teams are internal, therefore, highly accessible, cost effective and flexible.



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Specialist Cleaning

Our teams are highly trained as health and safety is of paramount importance to enable them to respond to a variety of challenges. They work extremely hard to ensure all properties are 'turned around' in 24 hours. Team members are discreet and compassionate and have stated that they "like to leave the property in a condition that they themselves would live in," delivering the extra mile.

Being a member of the specialist cleaning team is not for the faint hearted. A selection of before and after photos are shown on the slides below.

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High Level Cleaning



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Examples of Dirty Properties



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Examples of Dirty Properties



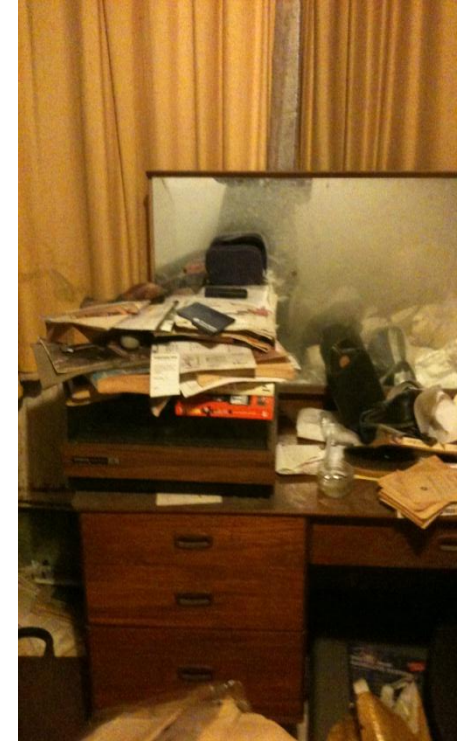
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Examples of Dirty Properties



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Bedroom Photo's Before Clean



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Bedroom Photo's after Clean



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Before and After Photo's



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Before and After Photo's

Before



After



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Before and After Photo's

Before



After



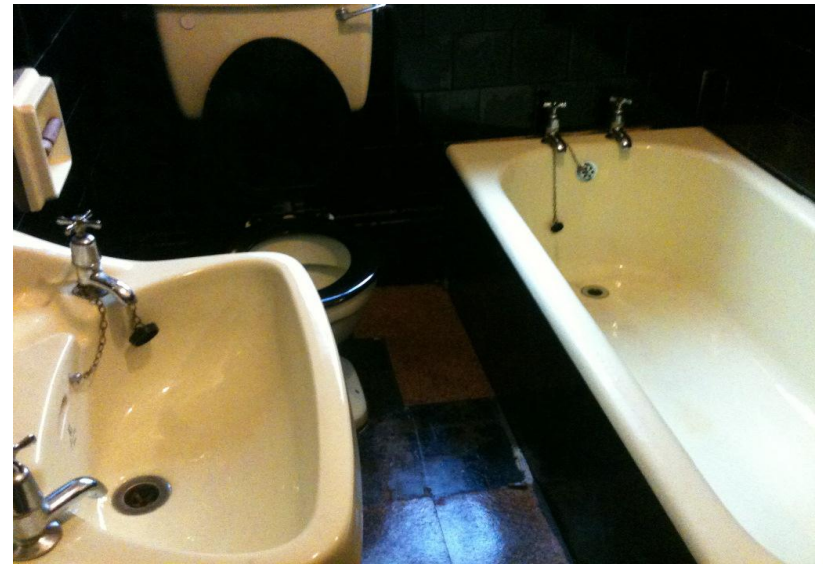
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Before and After Photo's

Before



After



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Customer's Comments

“Please pass on my sincerest thanks to all those involved in the clean up operation at the above address. Grant Officers, Builders and myself were all really impressed with the professionalism, hard work and care taken by the team. They all did a sterling job in what can only be described as extremely poor conditions. I am confident that our intervention as an Authority will allow the occupier Mr----- to start to live a cleaner lifestyle in now wholesome conditions. Your team certainly did the Council proud!” **District Environmental Health Officer**

“In the past we have used you where we have identified current tenants living in very poor conditions. Your team of operatives work extremely hard removing all the debris/filth etc by cleaning the property and bringing it back to a very satisfactory standard. With your assistance, you have managed to turn their property back into a home at a very reasonable cost. Many thanks - keep up the good work.” **Neighbourhood Housing Manager**

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Customer's Comments

"I wanted to express my appreciation for the clean up work undertaken by your staff at A Street, A Town. This was a sensitive case and I found them very professional and hard working, as this job was extremely labour extensive. From start to finish they were punctual and proficient."

Environmental Health Officer

"Thank you for organising your team of cleaners etc to clean the above property. The job they did was exceptional and I was more than pleased with the result. Thank you again."

Child Support Worker

"Just a short email to express our thanks from Environmental Heath for the service the Building Cleaning team have provided for us in respect the cleansing of domestic properties that have fallen into a filthy or unwholesome state. Our gratitude goes to each member of the cleansing team who have always approached each job with a professional and sensitive attitude in often very unpleasant conditions."

District Environmental Health Officer

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Void Cleaning

Our specialist cleaning team have been working with the Housing team on VOID properties since 2008. The service we provide links in with Housings aim of 'providing homes in a safe environment for people who need them'. We have improved the downtime of vacated properties, which has proven to be cost effective as we turnaround the properties within 24 hours. An indication of the amount of properties cleaned and their related costs is provided below;

Year	No.Cleaned	Cost
2009-10	865	£69,204.27
2010-11	822	£68,785.87
2011-12	831	£69,538.45

Void Cleaning Customer Comments

Below is a comment from Paul Smythe, who manages the whole VOID operation;

“thanks and gratitude to you and your team for the excellent cleaning service provided again this year. As you are aware we are required to keep rental loss on all our void properties to an absolute minimum, therefore to ensure a quick turn around on all our voids properties we constantly require the support of your cleaning teams to attend properties often at very short notice to undertake complete house cleans, this also involves your operatives often working in obnoxious conditions at a very competitive cost. Your cleaning teams have never failed to deliver, our department regularly receives praise from the housing client on how happy tenants are with the condition of the properties especially the cleaning element when they are allocated there new home. Your continued support in this area of our work is very much appreciated.”

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Any Questions?

Cleaning is our Business,
Teamwork is our Success



No Job is too BIG, small, **smelly** or **dirty**

If you want clean call our team!

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Thank you for listening



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