

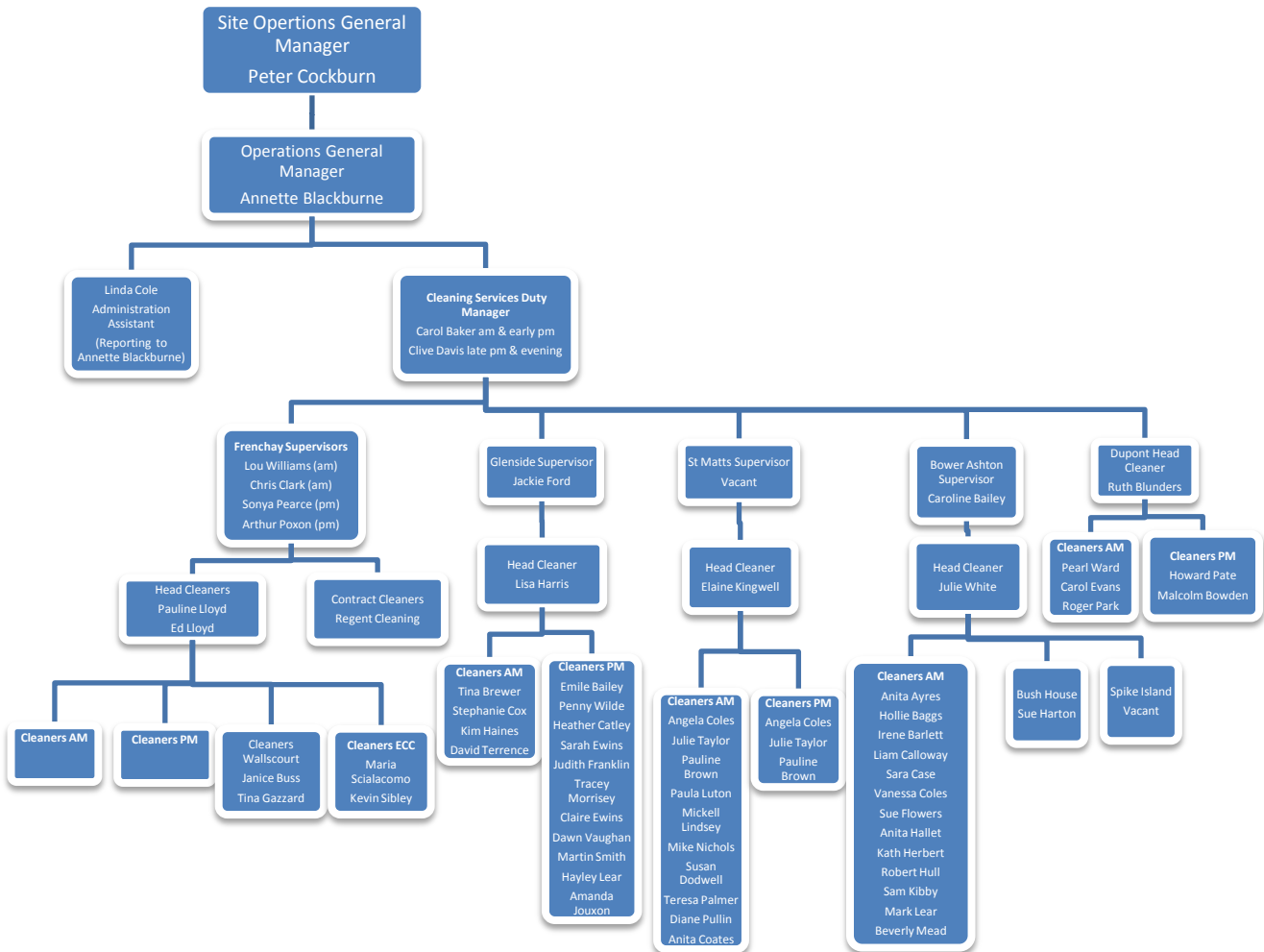


University of the
West of England

facilities

Cleaning Services

Service Level Specification



2. How to contact us:

By e mail:

cleaningservices@uwe.co.uk

By telephone:

Frenchay	0117 32 83638 (external)
	83638 (internal)
St Matthias	0117 32 84302
Glenside	0117 32 88465
Bower Ashton	0117 32 84849

Emergency contact:

Monday to Friday, please contact the Visitors' Reception on 0117 32 82552

3. Response Times (Monday to Friday 07.30 – 16.00)

We aim to:

- Answer calls to the above offices within four rings. After 6 rings the calls divert to voice mail.
- Respond to voicemail messages within one hour.
- Check e-mail accounts for new messages at an interval of no longer than one hour & send an acknowledgement of the action taken.
- Provide a prompt response to all enquiries

4. Service Specification

Core Cleaning:

Each building or area is cleaned to a 'standard specification' as detailed in the table below:

Category	Cleaning Item	Description of Task	Frequency Monday to Friday
Washrooms & Toilets	WC's & Urinals	Wash, clean & Disinfect	Daily
	Floors	Mop Clean	Check and clean as necessary
	Partitions & Walls	Wash & Clean	Weekly
	Mirrors	Wash and wipe	Check and clean as necessary
	Dispensers	Damp wipe	Check and clean as necessary
	Consumables	Replenish toilet roll/roller towels	Daily
Office Spaces	Soft Floors	Vacuum Clean	Weekly
	Hard Floors	Dust mop / spot mop	Check and clean as necessary
	Bins	Removal of waste	Daily
	Doors	Spot Clean	Check and clean as necessary
	Desk	Damp wipe	Check and clean as necessary
	Vertical Surfaces	Spot Clean	Check and clean as necessary
Classrooms/	Soft Floors	Vacuum Clean	Daily
Lecture Theatres	Hard Floors	Dust mop / spot mop	Check and clean as necessary
	Bins	Removal of waste	Daily
	Desk	Damp Wipe	Check and clean as necessary
Lecture Theatres	Vertical Surfaces	Spot Clean	Check and clean as necessary
	Doors	Spot Clean	Check and clean as necessary
Laboratories	Soft Floors	Vacuum Clean	Daily
	Hard Floors	Dust mop / spot mop	Check and clean as necessary
	Bins	Removal of waste	Daily
	Desk	Damp Wipe	Check and clean as necessary
	Vertical Surfaces	Spot Clean	Check and clean as necessary
Library	Doors	Spot Clean	Check and clean as necessary
	Soft Floors	Vacuum Clean	Daily
	Hard Floors	Dust mop / spot mop	Check and clean as necessary
	Bins	Removal of waste	Daily
	Desk	Damp Wipe	Check and clean as necessary
Corridors / Stairs /	Vertical Surfaces	Spot Clean	Check and clean as necessary
	Doors	Spot Clean	Check and clean as necessary
	Soft Floors	Vacuum Clean	Check and clean as necessary
	Soft Floors	Vacuum Clean	Check and clean as necessary



Category	Cleaning Item	Description of Task	Frequency Monday to Friday
Entrances / Lifts / Halls	Soft Floors	Dust mop / spot mop	Check and clean as necessary
	Hard Floors	Dust mop / spot mop	Check and clean as necessary
	Bins	Removal of waste	Daily
	Vertical Surfaces	Spot Clean	Check and clean as necessary
	Doors	Spot Clean	Check and clean as necessary
	Mirrors	Wash and Wipe	Check and clean as necessary
	Banisters	Damp Wipe	Check and clean as necessary
Tea Points	Front of Cupboard	Damp Wipe	Check and clean as necessary
	Sink	Wash Wipe	Daily
	Bins	Removal of waste	Daily
	Hard Floors	Dust mop / spot mop	Check and clean as necessary
Catering Outlets	Soft Floors	Dust mop / spot mop	Daily
	Hard Floors	Dust mop / spot mop	Daily
	Vertical Surfaces	Spot Clean	Daily
	Doors	Spot Clean	Daily
	Mirrors	Wash and Wipe	Daily
Sports Hall/ Gymnasiums	Soft Floors	Dust mop / spot mop	Daily
	Hard Floors	Dust mop / spot mop	Daily
	Vertical Surfaces	Spot Clean	Check and clean as necessary
	Doors	Spot Clean	Check and clean as necessary
	Mirrors	Wash and Wipe	Check and clean as necessary
	Equipment	Wash and Wipe	Daily

Frequency Key:

Daily = once a day Monday to Friday

Weekly = once a week Monday to Friday

Check and clean as necessary = to be checked once a day and clean if necessary. Will be fully cleaned once a week as a minimum.

Periodic Cleaning:

Periodic operations or 'spring cleans' are carried out principally during the summer vacation and are organised by the Cleaning Supervisor

All periodic cleans are performed during normal core cleaning times unless otherwise stated and include procedures concerned with floors, vertical surfaces, fixtures & fittings & ceilings, which are only required to be carried out on an annual basis

Extra / Specialist Operations:

Extra or Specialist operations are those tasks, which, because of their importance, magnitude or cost, justify more precise scheduling or definition than might normally apply if included in the core, or periodic cleans

These types of operations can be carried out at the request of the faculty or department & may be carried out outside core cleaning times or normal working hours e.g. at weekends, by in-house staff or if more appropriate through an external contractor.

Extra / Specialist cleans are organised by the Cleaning Services Manager and the cost is re-charged to customers.



Waste Management:

The University uses a variety of plastic bags for waste disposal. General waste is collected daily from offices, lecture theatres and laboratories by cleaning staff, however if you wish to request plastic bags when disposing of a large amount of waste please contact us on extension 82280.

Waste management is the responsibility of the Environmental Manager and any specific requirements regarding recycling etc. should be addressed to the Environmental Department. As part of the waste management process staff of Cleaning Services are requested to support the Environmental initiatives and provide the following bag types to Faculties / Departments:

Bag Type	Purpose
Blue Bags	General Rubbish
Clear Plastic Bags	Recyclable Waste (cans, plastic bottles, paper (including shredded paper))
Polywoven Disposable Sacks	Confidential waste (clearly marked)

Cleaning staff will collect cardboard boxes if they are left by the side of a desk or placed outside of the office door (please comply within health and safety guidelines, do not cause a hazard).

5. Service Standards

The expected standard after cleaning & waste collection is:

Classrooms / Laboratories / Lecture Theatres / Lifts / Stairs

- All low level surfaces should be free from removal dust
- All fixtures & fittings should be free from dust & debris up to normal cleaning height
- Floors should be free from dust & debris
- All waste receptacles empty

Note: Personal papers, files, electronic and scientific equipment will not be removed or adjusted whilst cleaning (where applicable), unless prior permission has been obtained.

Washrooms & Toilets

- All low level surfaces should be free from removal dust
- All fixtures & fittings should be free from dust & debris up to normal cleaning height
- All sanitary fittings should be free from grime, dirt and be smear free
- There should be no significant amount of scale on sanitary fittings
- Mirrors should be clean & smear free
- Floors should be clean & free from dust & debris
- Consumable items replenished
- Roller towels (where fitted) changed.



6. Key Performance Indicators Target

Answer calls to the above Service offices within four rings.	90%
Check e-mail account for new messages at an interval of no longer than one hour & send an acknowledgement of the action taken.	100%
Provide a response to all enquiries within one hour.	100%
Quarterly evaluation of service through communication with customers.	100%

7. Areas not covered by Cleaning Services include:

- External cleaning
- Kitchens
- Stores
- Residences
- Conference cleaning
- External window cleaning
- Supply of bins
- Carpet/upholstery cleaning
- Removal of heavy rubbish bags (please request CSO staff)

8. Additional Cleaning Costs

The University cleaning operation for the specification outlined within this document is financed from within the Cleaning Services budget. Where additional resources are required to meet a specific demand on a guaranteed basis it may be necessary to increase resources to cope with the demand, or sub contract the service. This may result in an additional cost and the following charges will apply:

Day	Rate per person (includes materials)	Times Applicable
Monday to Friday	£10.00 per hour per person	between 06.00am and 20.00pm
Monday to Friday	£15.00 per hour per person	between 20.00pm and 06.00am
Saturday	£15.00 per hour per person	between 06.00am and 20.00pm
Saturday	£20.00 per hour per person	between 20.00pm and 06.00am
Sunday	£20.00 per hour per person	between 0.600am and 20.00pm
Sunday	£25.00 per hour per person	between 20.00pm and 06.00am

9. Variations

Non Residential Conferencing/Catering

- Cleaning within working hours of 0600 – 1000 Monday to Friday will not generally be recharged if cleaning requirements can be incorporated into normal daily cleaning regime. Recharging will apply at all other times.
- The Merchant Suite dance floor will be cleaned and buffed without charge once per week at no extra cost.
- Recharge information will be provided to the Conferencing Office on a weekly basis.



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Residential Conferencing - Student Village, Frenchay

- Cleaning Services will supervise Contractors / In-house cleaning staff to the pre-agreed specification and standards within the current cleaning tender/contract for Residential Conference cleaning.
- All cleaning costs will be re-charged to Conferences.

Accommodation Services – Student Village, Frenchay

- Cleaning Services will supervisor Contractors / In-house cleaning staff to the pre-agreed specification and standards within the current cleaning tender/contract for Student Accommodation cleaning.