

Barrow Borough Council
Overview and Scrutiny Committee
7 December 2022
Building Cleaning (Offices & Housing Common Areas)

Report from: Steph Cordon, Director of People and Place
Report Author: Les Davies, Head of Asset Management
Wards: (All Wards);

1.0 Summary and Conclusions

- 1.1 The Building Cleaning Contract (Offices and Housing common areas) has been operating with the current contractor Associated Cleaning Contractors (ACC) since 1st April 2019.
- 1.2 The existing contract with ACC is due to expire on 31st March 2023.
- 1.3 The cleaning contract is managed by the Council's Asset Management team who ensure regular office based and site-based meetings are held with ACC managers. Monthly progress reports are provided by ACC to report upon cleaning targets and contract timescales.
- 1.4 The Asset Management team acknowledge the skills and diligence shown by ACC management and site-based operatives to ensure high standards of cleaning are maintained to Housing common areas and office spaces.

2.0 Recommendation

- 2.1 **It is recommended that the Overview and Scrutiny Committee note the content of this report.**

3.0 Background and Proposals

- 3.1 At its last meeting, Overview and Scrutiny Committee agreed to incorporate contract management assurance into its work programme. The Building Cleaning Contract forms part of the Council's routine maintenance of its housing stock and relates to the cleaning of stairwells, entrances and their peripheries within residential blocks of flats for the period April 2019–March 2023; together with the undertaking of periodic surveys to ensure the quality of the work and report on risks or hazards.

- 3.2 The contract was awarded following a 'selective tendering' exercise. The total award was for £177,701.56, which is raised from a specific charge placed upon residents of the properties.
- 3.3 The existing contract with ACC was awarded on 1st April 2019 for 4 years.
- 3.4 The cleaning contract is managed by the Council's Asset Management Team whose role is to ensure high standards of cleaning are maintained throughout the term of the contract.
- 3.5 The contract contains elements of cleaning that includes the following standards:
- Remove dirt marks, dry polish
 - Warm wash with antibacterial disinfectant wash, dry polish
 - Remove debris, scrub clean excessive soiling, warm wash with germicidal detergent. Includes removing and cleaning under mats
 - Scavenge, clear of debris, sweep
 - Wash with neutral detergent, rinse & dry
 - Clear all debris and sweep
 - Wash with neutral detergent, rinse & dry
 - Clear debris
- 3.6 Members of the Asset Management Team hold regular office-based and site-based meetings with ACC managers to ensure specifications are being met and the quality of work is carried out to a high standard.
- 3.7 The contract risk assessments and methods statements are suitable and sufficient to ensure works on site are carried out safely and risks are minimised. This is particularly important in public areas and communal spaces. Signage, advising of potential slips, trips and falls are in place during and after completion of cleaning works and potentially hazardous chemicals are stored safely between use.
- 3.8 ACC provide a monthly progress report to highlight performance against cleaning standards and contract timescales. A sample site inspection report is attached for Members' information at **Appendix 1**. The contract does not contain any Key Performance Indicators.
- 3.9 Customer complaints have been very low throughout the term of the contract. Complaints are dealt with promptly by ACC's site manager and where necessary a member of the Asset Management Team visits site to liaise directly with the complainant.
- 3.10 The Contractor tendered for the works on the basis of a unit price per site address and this price covers the work outlined in the cleaning specification and associated health and safety requirements.
- 3.11 The contract terms and conditions can be varied by agreement of both parties.
- 3.12 The tendered hourly rates for ACC increased by 7.2% in April 2020 in line with the Government's implementation of the National Living Wage increase.

3.13 A further hourly rate increase was agreed with ACC from 1st April 2022. This increase aligned with the Government increase to the National Living/Minimum Wage by 6.5% and introduced the new Health & Social Care Levy of 1.25%.

3.14 Given the closeness to Vesting Day and all of the preparation work that Local Government Reorganisation entails, this contract is in the process of being extended for 12 months to ensure that further commitments can be made in light of the Westmorland and Furness Council service plans.

4.0 Consultation

4.1 Consultation is not applicable to this report as the report seeks to update Members on the contract management, monitoring and delivery arrangements.

5.0 Alternative Options

5.1 This report is presented for information.

6.0 Contribution to Council Plan Priorities

6.1 The cleaning contract contributes to the Council's vision "For our Borough to be great place to live work and visit" and will assist the Council in meeting the Priority of Place to "Create a vibrant, safe and welcoming place where people want to live".

7.0 Implications

Financial, Resources and Procurement

7.1 The contract is funded primarily from the Housing Revenue Account with specific elements of office cleaning charged to the Council's General Fund.

7.2 Legal

The report details the contractual arrangements to date.

7.3 Local Government Reorganisation

The contract will transfer to Westmorland and Furness Council.

7.4 Equality and Diversity

7.4.1 An Equality Impact Assessment has been carried out for this report.

Risk

Risk	Consequence	Controls required
Failure to meet statutory requirements with regard to health and safety of staff and residents with specific reference to hygiene requirements.	The Council could be open to legal challenge which would incur costs outside existing budgets.	Ensure appropriate contract in place to undertake maintenance works.

Contact Officers

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Appendices Attached to this Report – *If none, please state none or delete section*

Appendix No.	Name of Appendix
1	Site Report Information

APPENDIX 1

Example – Site Specific Report from ACC

Associated Cleaning Contractors

Roose rd. barrow

COMMUNAL STAIRS CLEANING INSPECTIONS SHEET.

Blocks 238/244—254/260—270/276

INSPECTOR Dale Worsley

DATE INSPECTED 28.01.22

EXTERNAL	YES / NO	DETAILS
Door frame: front/back including glazing	YES	All the doors and glazing looking clean.
Litter pick: Front/Back including drying area	YES	There was still some bits of rubbish within the front garden area and the rear yard area.
INTERNAL	YES	DETAILS
Landings, stairs and floors	YES	The first two blocks are always very dirty on arrival litter and many times rubbish dumped in them as household rubbish.
Walls	YES	All good very few marks on them.
Banisters handrails and skirting's.	YES	All handrails are getting wiped down each visit at present.
Window frames and glazing.	YES	All the glazing looking clean.
Light fittings.	YES	All looking clean.
Ceilings / Cobwebs	YES	a few cobwebs around the windows and light fittings due to the widows been left open 24/7
Comments. When we arrived back in the new year it was almost impossible to get through the front door for rubbish bags been dumped outside the door, we moved them all up to the pavement and all the full bins ready for the bin men to remove we called round the following day to find all the rubbish had been taken by the bin men.		

Cont ...

Associated Cleaning Contractors

Millbank barrow

COMMUNAL STAIRS CLEANING INSPECTIONS SHEET.

Blocks 2/10—12/20

INSPECTOR Dale Worsley

DATE INSPECTED 25.01.22

EXTERNAL	YES / NO	DETAILS
Door frame: front/back including glazing	YES	Both frames and glazing looking clean today.
Litter pick: Front/Back including drying area	YES	Very tidy to the front path and doorway of these blocks large grass area to the front is free of litter.
INTERNAL	YES	DETAILS
Landings, stairs and floors	YES	Nice and clean floors and stairs the odd bit of clutter on the first floor.
Walls	YES	All looking clean.
Banisters handrails and skirting's.	YES	Looking clean.
Window frames and glazing.	YES	All glazing looking clean this visit.
Tight fittings.	YES	All clean.
Ceilings / Cobwebs	YES	None

Comments. All is well in both these blocks there has not been any flooding within the stairways over the past few visits.