UNIVERSITY OF KENT
ESTATES DEPARTMENT
CLEANING STRATEGY

1.0 Introduction

The Estates Department and are responsible for providing a cleaning service in the University’s Canterbury and Medway Campuses to all buildings listed in Appendix 1.

Our mission is to provide and maintain a clean environment for our students, staff, visitors and members of the public which supports the delivery of: teaching, research and professional services as well as commercial activities and ancillary services.

2.0 Strategic Aims

The strategic aims of the cleaning strategy are to:

- Ensure there is a clear vision and quantifiable standards for the delivery of the cleaning service.
- Ensure new building developments take into account cleaning requirements and the financial resources necessary to realise and maintain high quality facilities.
- Work with users/clients to provide clean appropriate environments which enhance the delivery of services and the student experience.
- Identify when current standards are not being met and put in place plans to rectify this within existing budgets.
- Ensure that staff responsible for cleanliness are appropriately trained and developed.
- Ensure there is sufficient budget to deliver the cleaning service.

3.0 Scope

This document sets out the approach the Facilities Management (FM) Cleaning and Waste team will take to deliver a clean and safe environment for all users. It outlines the responsibilities of key members of the FM team as well as users of the facilities.

4. Duties and Responsibilities

The following groups and individuals are responsible for ensuring that the Estates Department provides a clean and safe environment.

4.1 Director of Estates and Deputy Director of Estates (Campus Services)

Will ensure there are adequate financial resources available to provide the cleaning service for buildings as listed in Appendix 1 at the Canterbury and Medway Campuses.

4.2 Assistant Director of Estates (Facilities Management)

Is responsible for the cleaning and waste service and is accountable for reporting to EG that appropriate arrangements are in place to achieve high standards of cleanliness. Ensuring the Estates Values are disseminated and demonstrated throughout the cleaning team.
4.3 Head of Facilities Management

Is responsible, in liaison with the Waste and Cleaning Manager, for:

- Setting and reviewing cleaning service level agreements, cleaning specifications and key performance indicators
- Implementing systems to ensure high standards of cleanliness are maintained
- Monitoring the service delivery by in-house and contract staff
- Setting staffing levels and bidding for new staff
- Ensuring there is a communications strategy in place for the service
- Procuring contract cleaning services from third party suppliers including preparation of tender documentation
- Attending regular meetings with the cleaning contractor at the Medway Campus
- Ensuring value for money (both in-house and contract services)
- Reviewing and setting the cleaning and waste budget in liaison with the Head of Estates Finance and Corporate Services and the Assistant Director (Facilities Management)
- Liaising with the Head of Capital Projects, Project Managers, the Head of Space Management and other key parties to represent the cleaning service and ensure that requirements are taken on boards in respect of new building project and refurbishments
- Attending client/user meetings as necessary to support the Cleaning and Waste Manager and the Facilities Manager Medway
- Maintaining an overview of the cleaning budget.

4.4 The Waste and Cleaning Manager (Canterbury Campus) provides the professional leadership for the cleaning service. They are responsible for providing the operational cleaning framework within which the cleaning team operate.

Responsibilities include:

- Setting and monitoring cleaning standards and frequencies
- Selecting equipment, products, methods of cleaning
- Preparing the operational cleaning plan
- Producing a Cleaning Manual for staff outlining responsibilities, duties, tasks and objectives for the cleaning team
- Ensuring cleaning audits are undertaken, assisting as necessary and reporting to the Head of Facilities Management
- Purchase orders for cleaning and waste services are raised in good time and invoices are checked and processed promptly
- Meeting with key users to understand their cleaning requirements and gain feedback on the service
- Ensuring appropriate risk assessment and method statements are in place for the delivery of the cleaning service and compliance with health and safety regulations and best practice
- Compiling a Staff Training Matrix in consultation with the Estates Training and Development Officer to ensure all cleaning staff receive the necessary health and safety and skills training to deliver the cleaning service in a safe and effective manner
- Ensuring regular relevant toolbox talks take place which update staff on skills and health and safety issues
- Ensuring all staff receive annual RPDs
• ensuring termly staff meetings are held and attended by the whole team
• ensuring regular local staff meetings take place (at least bimonthly) where staff are
  updated on issues which affect their roles and on wider FM, Estates and University
  issues
• supporting university wide events in terms of cleaning and waste management,
  liaising with appropriate managers to ensure a quality service is provided
• managing the cleaning budget.

4.5 The Cleaning Supervisors (Canterbury Campus) are responsible for:
• management of cleaning standards
• compilation of work schedules and outcomes
• ensuring sufficient cover at all times
• undertaking monthly cleaning audits
• ensure compliance with health and safety regulations and best practice.

4.6 The Facilities Manager (Medway Campus) is responsible for managing and
monitoring the outsourced cleaning service at the Medway Campus ensuring all financial
aspects of the contract and service levels are adhered to. They will ensure that the
contractor:
• complies with their contractual obligations including health and safety and
  compliance issues
• undertakes and reports on monthly cleaning audits
• attends formal monthly contract meetings (which are minuted by the university)

The Facilities Manager will ensure:
• purchase orders for outsourced cleaning services are raised in good time and
  invoices are checked and processed promptly
• client meetings are set up with key users to understand their cleaning needs and gain
  feedback on the service
• The cleaning budget is managed effectively.

5.0 General Principles

5.1 The Operational Cleaning Plan and supporting Cleaning Manual (see 4.4) will enable
the Estates to deliver an appropriate cleaning service to the buildings listed in Appendix 1 on
the Canterbury and Medway Campuses.

5.2 The out-sourced cleaning service at the Canterbury and Medway Campuses will be
reviewed every five years to ensure best value for money.

5.3 Where the cleaning service is delivered by a third party contractor competitive quotes
will be sought.

5.4 If the value of a cleaning contract exceeds the OJEU limits then the Estates
Department will issue either i) an OJEU tender or ii) a mini tender to approved suppliers on a
framework agreement linked to an approved Purchasing Consortium. Both processes will be
supported by the University’s Procurement Department.

5.5 Cleaning teams will work to a planned schedule of cleaning ensuring that all
buildings listed in Appendix 1 are cleaned to the standards outlined in the Service Level
Standard(s).
5.6 Monthly cleaning audits will be undertaken in all buildings listed in Appendix 1 at the Canterbury and Medway Campus to demonstrate that high standards of cleaning are in place and identify areas where standards are not being met. Where inadequacies or low standards are identified: the Cleaning and Waste Manager at the Canterbury Campus will instigate remedial processes; the Facilities Manager at the Medway Campus will raise the issue with the Cleaning Contractor in line with the contract. All buildings will be audited at least twice a year.

5.7 Health and Safety is a critical factor in the delivery of the cleaning service whether provided by in-house or contact staff.

6.0 Training Requirements

The appropriate training, as detailed in the Staff Training Matrix (training needs analysis) compiled by the Cleaning and Waste Manager in consultation with the Training and Development Officer, will be made available to all in-house cleaning and waste staff.

A personal training record will be kept for all cleaning and waste staff.

Mandatory training will include:
- Manual Handling
- COSHH training
- Diversity, Equality & Inclusivity training
- Health and Safety

The Cleaning Supervisors and Assistant Supervisor will receive training in cleaning skills and techniques from their immediate supervisor and be trained to NVQ Level 3 in cleaning services.

7.0 Users Responsibilities

It is the responsibility of all staff and students to treat the University’s estate and buildings with respect by keeping them tidy and free from clutter, ensuring items not in day-to-day use are stored or disposed of and ensuring compliance with the university’s waste management strategy.
APPENDIX 1

Buildings cleaned by Estates Department (May 2017)

- Aphra Studio Careers
- Colyer Fergusson
- Cornwallis- E
- Cornwallis-GA
- Cornwallis- Maths
- Cornwallis- NE
- Cornwallis- NW
- Cornwallis- SE
- Cornwallis- SE
- Cornwallis- SW
- Cornwallis- The Shed
- Cornwallis- W
- East Oast House
- Estates
- Grimond
- Grounds Maintenance
- Gulbenkian
- Hothe Court [Under refurbishment]
- Jarman
- Jennison
- KBS [Under refurbishment]
- KBS Extension
- KRDC
- KRDC Extension [No longer occupied]
- Lumley
- Lupino Screening Room
- Marlowe
- Oaks Study Hub
- Olive Cottages [part]
- Parkwood Computer Room
- Pavilion
- Pavilion [New sports centre]
- Registry
- Rothford
- Rutherford Annex
- Senate
- Sibson
- Sports Centre
- Telephone Exchange Group
- Templeman Library
- West Oast House [Under refurbishment]
- Wigoder
- Woodlands Annex
- Woodlands [under refurbishment]
- Medical centre
Buildings not cleaned by Estates Department (May 2017)

(Building cleaned by Kent Hospitality)

- Becket Court
- Beverley Farmhouse
- Darwin College
- Darwin Houses Phase 1
- Darwin Houses Phase 2
- Darwin Missing Link
- Eliot College
- Eliot Extension
- Indoor Tennis Court
- Keynes College
- Keynes 2
- Parkwood- Admin & Social
- Parkwood- Bishopden Court
- Parkwood- Bossenden Court
- Parkwood- Clowes Court
- Parkwood- Denstead Court
- Parkwood- Ellenden Court
- Parkwood- Farthings Court
- Parkwood- Grimshill Court
- Parkwood- Homestall Court
- Parkwood- Kemsdale Court
- Parkwood- Lypeatt Court
- Parkwood- Marley Court
- Parkwood- Nickle Court
- Parkwood- Purchas Court
- Parkwood- Stock Court
- Parkwood- Thornden Court
- Parkwood- Tudor Court
- Parkwood- Willows Court
- Rutherford College
- Tanglewood
- Turing College
- Turing College Hub
- Tyler Court- A
- Tyler Court- B
- Tyler Court- C
- Woolf College (academic building)

Buildings cleaned by others (May 2017)

- Mandela
- Venue
- Oaks Nursery
- Ingram
- Stacey
- Woolf College (student residents and Hub): Cleaned by UPP