

Client Services



Caretaking & Cleaning Packages for Schools

2015/16 *(Updated Oct 15)*

School cleaning requirements are always subject to change whether you make use of the Framework Agreement, have a private contract or employ your own cleaning staff. Whichever service you choose, Client Services can help reduce the risks to your school.

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Core Offer	Cost	Page
Cleaning Contract Management Package A	6% of cleaning contract costs Annual charge minimum £500 maximum £4000	4
Single Site Cleaning Contract Management Package B	6% of cleaning contract costs Annual charge minimum £500 maximum £4000	4
In-house Cleaning and Caretaking Support Package C	Primary/Special £595 Secondary £795	5
Cleaning Monitoring Package D	3 audits per year Primary/Special £595 Secondary £795 6 audits per year Primary/Special £895 Secondary £1295	6
Refuse Collection, Transfer & Disposal Contract Management Package R	6% of refuse contract costs	7
Ad-hoc Packages		
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Site Evaluation for Advisory Workloads	Hourly Rate	8
Contract Letting Service Based on value of contract	<£50K - £500 >£50K - £1000	9
Site Manager / Caretaker Recruitment	Hourly Rate	10
Health & Safety Risk Assessment	£499	10
Caretaker Manual and Best Practice Cleaning Guide	63 page document Free with any other package or £45	11
Hourly Charge	£90 per hour	11

Core Offer Packages

Minimum commitment of 12 months

Cleaning Contract Management Package A

This service is for any establishment who has made use of the Premises Cleaning Framework Agreement which commenced on 1st August 2012. The contract is fully administered by Client Services and any site has the opportunity to join at any point during the 4 year contract.

In addition to unlimited telephone advice during office hours we also offer the following services as part of the package:-

- ◊ Contract Procurement – to include specification and all procedures up to award
- ◊ Ensure legislative standards are being met
- ◊ Specific advice on Health and Safety issues related to contract cleaning
- ◊ Regular site visits, trouble shooting and monitoring of cleaning standards to ensure they achieve the KCC specified standards
- ◊ Liaison with contractors to ensure that procedures and processes meet the needs of the school
- ◊ Payments to the contractors, variations and associated administration

Single Site Cleaning Contract Management Package B

This service is for establishments who have a single site cleaning contract awarded to a service provider currently used as part of the Framework Agreement. The contract will be fully administered by Client Services.

In addition to unlimited telephone advice during office hours we also offer the following services as part of the package:-

- ◊ Ensure legislative standards are being met
- ◊ Specific advice on Health and Safety issues related to contract cleaning
- ◊ Regular site visits, trouble shooting and monitoring of cleaning standards to ensure they achieve the KCC specified standards
- ◊ Liaison with contractors to ensure that procedures and processes meet the needs of the school
- ◊ Payments to the contractors, variations and associated administration

In House Cleaning & Caretaking Support Package C

Minimum commitment of 12 months

Client Services is pleased to offer this comprehensive cleaning and caretaking support package to all schools that have set up their own In-House arrangements and employ direct labour cleaning staff. This package is also for schools using the framework agreement who may have In-House arrangements for part of their site and need support in this area.

In addition to unlimited telephone advice during office hours we also offer the following services as part of the package:-

- ◊ Specific advice on Health and Safety issues related to cleaning and caretaking
- ◊ Advice on Caretaker Risk Assessments and compliance with individual schools needs
- ◊ Advisory workloads for caretaking and cleaning in conjunction with recognised requirements and KCC agreements
- ◊ Site visits, trouble shooting or monitoring of cleaning standards as required to ensure they achieve the KCC specified standards
- ◊ Advice and assistance with Caretaker recruitment, to include the interview process
- ◊ Up to 5 hours on site staff training per year. This can include Caretaker or cleaning operator induction or skills training
- ◊ Assessment of further training requirements and discounts for attendance on pre-programmed Caretaker Induction and Cleaning Skills Theory courses.

Should the site plan need updating we will use the KCC centrally held plan & make an additional charge based on our hourly rate to calculate workloads.

Cleaning Monitoring Package D



Minimum commitment of 12 months

This service is offered to those schools that have opted to make their own arrangements for premises cleaning with a private contractor who is not used under the KCC Framework Agreement.

This package includes three or six full audits each year which will give the management of the establishment reassurance knowing that a professional 3rd party is monitoring standards and providing written reports. The management is then able to take up any issues highlighted, directly with the service provider.

Telephone support and advice is available during normal office hours. The audit to include (may vary depending on time of visit and access to rooms):

- ♦ Hygiene Areas
- ♦ Classrooms, corridors, halls
- ♦ Cleaning cupboards
- ♦ Equipment and chemicals
- ♦ Documentation
- ♦ Holiday Cleaning
- ♦ COSHH, Health & Safety
- ♦ Staffing issues - uniform, PPE, absence cover, DBS
- ♦ Communication - Training records

Refuse Collection, Transfer & Disposal Contract Management - Package R

This service is for any establishment who has made use of the Refuse Collection, Transfer and Disposal Framework Agreement which runs until July 2016. The contract is fully administered by Client Services and any site has the opportunity to join at any point during the contract.

In addition to unlimited telephone advice during office hours we also offer the following services as part of the package:-

- ◊ Contract Procurement – to include specification and all procedures up to award
- ◊ Ensure legislative standards are being met
- ◊ Specific advice on Health and Safety issues related to general refuse and recycling
- ◊ Trouble shooting and monitoring of standards to ensure promotion of recycling and meeting the KCC specified standards
- ◊ Liaison with contractors to ensure that procedures and processes, including waste transfer notes meet the needs of the school
- ◊ Payments to the contractors, variations and associated administration

Ad hoc Packages

Site Cleaning Audit

This package is a one-off audit of the school premises. The aim is to:

- give valuable information regarding cleaning standards
- advise on health & safety issues relating to caretaking and cleaning
- identify the areas of greatest risk, to enable resources to be focused
- prioritise the topics on which you need more guidance or training
- ensure compliance with legal requirements

When taking this package a school should consider that if they should require support throughout the year, then they would benefit from the additional services included in package C or D

Site Evaluation for Advisory Workloads

This package will provide you with an advisory workload for your caretaking and cleaning staff.

The cost will cover using your establishment plans to estimate the floor area and the administration time to generate the calculations.

Contract Letting Service

Client Services are able to support an individual school or group of schools wanting the independence of a single site or group contract.

When undertaking procurements schools must do so in compliance with the Scheme for Financing Schools and the individual school's finance policy.

Support packages are based on the estimated contract value over the term of the contract.

Less than £50k - At least three written quotations must be obtained.

The support can include -

- A draft school meals specification to be used as the base of your proposal and adjusted to include site specific requirements
- Invitations to quote to procure best value
- Evaluation using a fair and transparent method to ensure compliance with health & safety legislation
- Arranging evaluation of standards through site visits
- Contractor interviews
- Contract award letters
- Supplier debrief

Over £50k, a competitive tender and compliant procurement process must be followed. If over £172,514, it becomes OJEU procurement.

Client Service will work in partnership with the Schools' Buying Club to provide schools with a compliant tendering method that ensures market competition for best quality and best value.

The support can include all the services with in the previous package plus -

- Advertising the contract as appropriate
- Procurement plan and schedule
- Management of PQQ and ITT
- Fair and transparent clarifications
- Financial checking
- Draft contract terms and conditions
- Set and agree KPIs
- Termly / annual service performance reviews
- Management of any process challenge
- Information on other areas where the school could save money!

'Should a school decide to pull out before the procurement process is complete or choose not to award the contract, a fee will be applied'.

When purchasing this contract letting service, you also commit to purchase the Cleaning Contract Management package for the life of the contract to ensure that standards of the contract are maintained.

Caretaker Recruitment

Many of you will be experienced in recruiting school staff such as teachers but when it comes to taking on a new Site Manager or Caretaker, you might ask yourself if you have the knowledge and understanding of the role to employ the best person for the job.

Although a lot of time may be spent working alone Caretakers come into contact with a variety of people including children, teachers and contractors working on the site. They may also supervise other staff such as Assistant Caretakers and Cleaners. In larger schools, Caretakers are taking on more responsibilities and will often need to manage a budget. They often also have responsibilities for site security involving locking and unlocking buildings.

This package will include **advice and support** with

- Short listing people to interview
- Attendance on interview day prepared to ask candidates appropriate questions
- Identification of future training needs

Schools are also advised to work closely with the School Personnel Service to ensure Employment and TUPE legislation is being complied with.

Health & Safety Risk Assessment

In order to manage health and safety, employers are required to carry out risk assessments and record the significant findings. This involves identifying and assessing workplace hazards faced by employees, contractors, visitors and members of the public and putting in place suitable arrangements to control these risks. This may be an area where you need the support of a competent person to assist you with carrying out the risk assessments within KCC standards.

This package will include a visit to the site to support a representative from the school to produce the written Risk Assessment which will cover areas such as -

Personal safety, personal protective equipment
Waste management, working at heights
Working with Electricity

Caretaker Manual and Best Practice Cleaning Guide

All educational establishments who employ a Site Manager or Caretaker would benefit from this easy to use reference guide. If you manage your premises cleaning in house then it provides you with guidance on basic duties and responsibilities including floor treatments, cleaning hygiene areas, the equipment and an extensive section on health & safety

Training

Client Services are able to offer a full range of training packages which include NVQ's, Chartered Institute of Environmental Health accredited courses and Health & Safety, cleaning skills, induction or refresher training.

For more details and to reserve a place please use the CPD on line website

Hourly Charge

For any other support, site visits etc these will be charged at our hourly rate.

The parties shall abide by the EduKent Terms & Conditions if they decide to buy into these Services. These Terms & Conditions can be found on the EduKent website edukent.co.uk

Client Services can be found under

“Infrastructure Support”

Catering, Cleaning, Caretaking & Refuse Collection

www.edukent.co.uk