

# Service Level Agreement: **Cleaning**

Date: **2020 - 21**

## Service Overview:

Our dedicated team has been working together for the last 25 years and we have gained a wealth of knowledge during this time. We know all your sites inside and out and can offer you many years support services experience.

We offer three cleaning service packages – Silver, Gold and Bronze. The Silver Package provides support to help you manage and monitor your in house cleaning service or your own cleaning contract. The comprehensive Gold Package encompasses the benefits of the county cleaning contract (*you are required to purchase the Gold Package if you are already part of the county cleaning contract*). Bronze is not available to purchase but is a free advisory service to all schools.

### SILVER SERVICE PACKAGE - what's included

Monitoring of standards.

Advice to school employed cleaning and caretaking staff.

Advice on purchasing cleaning materials and equipment.

Site assessment including floor space and recommended cleaning hours

Arrangement of competitive quotes for flooring, carpet cleaning and window cleaning.

Work programmes and cleaning schedules to suit your school environment

Guidance and support when appointing new cleaning or caretaking staff.

Attendance at interviews as required.

Arrangement of relief cleaning and caretaking – subject to availability (*additional charges will apply*).

### GOLD SERVICE PACKAGE - what's included

Procurement and management of school cleaning group contract.

Full implementation and management of contract tendering procedure.

Monitoring standards against the contract specification.

Issuing contract variation orders as necessary.

Issuing default notices for breaches of contract and recovery of any credits.

Payment of cleaning service invoices on your behalf.

Arrangement of competitive quotes for flooring, carpet cleaning and window cleaning.

Monitoring Disclosure and Barring Service (DBS) and safeguarding compliance for contractor employees working on school sites.

**What are the advantages of buying back this service?**

- Ongoing review and update of your contract to reflect what you require on site.
- Benefit from competitive contract rates.
- Monitoring and reporting provides an independent view and record of your schools cleaning standards for SLT and governors.
- Ensures cleaning staff have basic training meeting health and safety requirements.

### BRONZE PACKAGE - what's included

Advice in the event of flood, fire and break-ins.

Procurement of residual waste, recycling and clinical waste contracts.

Key holding and security contract (*additional charges apply*).

Advice on portable appliance testing (PAT).

### Package Costs:

Package	Primary & Special maintained & Alternative Provision Schools	Secondary Maintained
Silver	£410 + 57p per pupil	£878 + 57p per pupil
Gold	£410 + 57p per pupil	£878 + 57p per pupil
Bronze	No charge	No charge

### Service standards – our commitment to you:

We will always work with your interests at heart. We will provide you with the best possible value for money. We will advise and support you whenever you need us.

- You can contact us between 8.30am and 5.00pm Monday to Thursday and 08.30am-5.00pm Friday (except for Bank Holidays). Our officers have mobile telephones and can be contacted during these times.
- You will be visited at least twice during the financial year to monitor and discuss your cleaning.
- Additional support will be available when required.
- We will provide a dedicated member of staff responsible to oversee your cleaning.
- You can be confident that all staff, where required, are fully DBS checked.
- We will continue to develop new systems to improve how and what we can offer you.
- Further information concerning our services is available on our website:

[www.gloucestershire.gov.uk/schoolsnet/gccplus/premises](http://www.gloucestershire.gov.uk/schoolsnet/gccplus/premises)

This document should be read in conjunction with the general terms and conditions available at [www.businesssupportservices.org](http://www.businesssupportservices.org)