

Facilities Services

delivering safe clean buildings 2017-18





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Facilities Manager

Our mission is to deliver clean, safe and improved environments for young people in education, employees within the work place and vulnerable groups within care environments.

We offer 'whole of service' on cleaning, 'advisory' and 'pay as you go' to schools, universities, adult care, children centres, leisure and commercial buildings.

We are your first point of contact to arrange management of infection control, fire and flood damage, carpet cleaning, toilet steam cleaning, deep clean of kitchen extraction systems, whole of building clean and other

maintenance requirements.

Productivity and standards balanced with affordability drive change. Cleaning frequencies, new methodologies, mechanical investment, team cleaning, consolidated longer shifts, out of hours twilight cleaning with a whole approach to good housekeeping positively influence time, cost and efficiency.

Agreeing how your environment will be kept safe and clean is personal to your building. Our mission is to deliver your best local solution.

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Inspire, Aspire, Achieve

**Culture, ethos
and environment
affect wellbeing
and attainment**



Full Cleaning Service

- Full on site cleaning working to agreed specification on frequencies, methodology and productivity in line with building floor plans, room types, floor surfaces, areas to be cleaned and customer type
- Supply and management of well trained staff with a 'can do' attitude to complete all specified duties
- Designated Team Leader as a one point of contact
- Mobile response team relief cover, supporting consistency and adding value
- Caretaking and key holding cover
- Online quality performance monitoring to check standards and satisfaction levels (3 per annum)
- Measurement of building premises
- Management of any variations to work plans in line with a change to service specification/floor plans
- Productivity monitoring m² cleaned per hour with industry comparison
- Client / Team Leader meetings to discuss performance, improvement areas and any change to plan for
- Ezi-tracker monitoring to help manage remote workers & evidence hours worked
- Supply of cleaning equipment and materials to achieve agreed standards
- Compliance with all legislative requirements on Health, Safety & Hygiene
- Specialist risk assessment to determine cleaning frequency and recommended cleaning products as requested
- Support and advice with hands on assistance to help manage emergencies
- Advice and guidance on caretaking requirements
- Programme and deliver all holiday cleaning schedules and additional periodic cleaning / other maintenance work identified
- Performance monitoring to control costs, drive performance & deliver quality
- Stakeholder engagement to determine satisfaction levels and measure success

Client Responsibilities

To provide:

- agreed building access
- access to first aid facilities
- sufficient secure space for the storage of cleaning materials and equipment
- accept deliveries of materials on behalf of Edsential
- use of toilet and washroom facilities
- electricity, hot water and any other similar services necessary to enable service delivery



Annual Charge

£
Locally priced

Additional Temporary Requirements

Standard Hourly Rate

Local Living Hourly Rate

Cleaning

£13.20

£14.40

Caretaking

£14.70

£16.05

Key-holding

Minimum charge - 2 hours daily.

£29.40

£32.10

Call-out - Day (6am - 7pm)

Minimum 1 hour charge. Evening and night call-out will include a further charge.

£14.70

£16.05



Advisory

Monday through Friday, 52-week 'telephony' service

Same day specialist cleaning advice helping you to make good decisions on your service, giving reassurance and peace of mind.

Quality Audit Checks

Online quality performance monitoring to check standards and satisfaction levels (3 per annum). Working to an agreed programme of dates with a copy emailed to you as client, a score rating and any recommended improvement actions.

Industry performance and benchmarking data

Collation on productivity (m² cleaned per hour) as a base for you to better understand how your cleaning service is performing and collaborative working to consider what opportunities will drive further efficiency.



Pay as you Go

Specialised Service Support (On-Site)

Recruitment & selection, training, risk assessment, building measurement and work plans to improve efficiency can be provided by a member of our cleaning services management team, operating on a 'pay as you go' basis.

Additional Temporary Cleaning

We will always do our best to arrange additional frontline resource to cover any sickness and absence you may have. Please make us your first call.

Annual Service Charge for Primary & Special schools

£300

Annual Service Charge for High Schools

£550

Specialised Service Support (on site)

Hourly Rate	Day Rate
£30	£150

Additional Temporary Cleaning (Hourly Rate)

Standard	Local Living
£13.20	£14.40

Guide to Minimum Weekly Cleaning Frequencies

Description	Brush Sweep	Dry Mop	Damp Mop	Wet Mop	Spray Buff	Vacuum Carpet	General Wet / Polish Wipe
General Teaching Area		5	1			5	2
Corridors		5			2	5	2
Administrative Offices		5	1			1	2
Library (School)		5	1			2	2
Staff Room (Rest Room)		5	1			1	2
Gymnasium		5			1	2	
Dining Room		5	5			5	3
Assembly Hall		5			2	5	2
Laboratory		5	1				2
Domestic Science Room		5	2			5	2
Arts & Crafts Room		5	2			5	2
Toilets	5		5			5	
Entrance		5	2		3	5	2
Landings & Stairs		5	2			2	2
Cloakrooms		5	2			2	2
Workshop		5					2
Shower Room	5		5				
Nursery/Creche Room		5	5			5	2
Kitchen		5	5				3
Social Area		5	1			5	2
Medical/First Aid Room		5	1			5	2

Frequencies support both hard and carpeted floorspaces. Pottery areas cleaned daily. Universities: daily cleaning frequency for kitchens, showers, toilets, bins and once-weekly clean for all office and teaching spaces

Description	Brush Sweep	Dry Mop	Damp Mop	Wet Mop	Spray Buff	Vacuum Carpet	General Wet / Polish Wipe
Darkroom		5	1			1	1
Restaurant		5	5			5	2
Drama Studio		5	1			2	1
Science Preparation Room		5	1				1
Lift		1	1				
Store	1						
Caretakers/Janitors Room	1						
Plant/Elec. Equip	1						
Outside Areas	1						
Meeting Room		5	1			1	2
Mail Room		5	1			1	2
Print/Reprographic Room		5	1			1	2
Sports Hall		5	1			2	
Squash Court		5					
Stage		5			1	1	2
Swimming Pool Surround			5				
Workroom		5	1			5	2
Laundry Room			5				2
Living Room (Lounge)		5	1			2	2
Coffee Bar		5	5			5	2
Pottery Area			5	5			5

Guide to Annual Periodic Cleaning Frequencies

Description	Scrub & Buff	Deep Clean	Strip & Apply Polish	Steam Clean	Full Wipe Down	Full Vacuum	Machine Scrub	Clean
Carpeted Areas		1						
Hard Floors	3							
Wooden Floors			1					
Kitchen Extraction & Ventilation		1						
High Level Cleaning		1						
Toilets/Showers				1			3	
Furniture, Window Ledges, Doors, Frames, Light Switches, Bins and Sinks					1			
All internal spaces, pulling out all mobile furniture						3		
Science Laboratories	1		1					
Domestic Science Rooms	2		2					
Art Areas	1		1					
Internal Glass								3

Our People: Delivering Your Service

Trained
Motivated
Empowered
With a "can do"
attitude

Local
Enhanced DBS
Full uniform
Paid well with
competitive T&Cs

Fit for the job
Positively managed
Recognised on
performance



What Good Looks Like

Carefully agreeing what is going to be done, how often, by whom and to what standard is critical to achieving your expectation.

Our aim is to maximise both your QA score rating and productivity to deliver best value.

Building strong relationships engenders a partnership philosophy to drive improved performance.



Influencers to Support and Drive Best Value

Cleaning Frequencies

Equipment Efficiency

Team Cleaning

Planned Regular Periodic Cleaning & Maintenance

Performance Monitoring

Regular Communication

Consolidated Shifts

Building Access

Environment & Culture

Building Type & Condition

Good Housekeeping

Workforce Well Trained & Motivated

Facilities

We are your first point of contact to co-ordinate other work.

Call us directly on 0151 541 2170 or email hello@edsential.co.uk to arrange a quotation.



Total Clean

Window Cleaning
Carpet & Upholstery Cleaning
Deep Cleaning – Kitchen,
Canteen & Washroom
Telephone & IT Sanitising
Steam & Hi-Pressure Jet
Cleaning Services
Floor, Wall & Ceiling Cleaning &
Restoration
Builders Cleans

Environment

Infection Control
Pest Control & Insect Fumigation
Graffiti Removal
Drain/Gutter Clearing
Chewing Gum Removal

Support

Painting & Decorating
Carpet Replacement & Tiling
Installation
Ceiling Tile Installations/Repairs
Lighting Repairs & Maintenance
Refurbishment to Offices,
Factories, Schools
Fire & flood
Anti-Slip Flooring Installations



Community Patrol

24 / 7 Premise Security

Key Holding

Rapid Alarm Activation Visits

CCTV Monitoring

Good Housekeeping

Supporting a culture of good housekeeping is in everyone's interest.

Time can be wasted tidying up before we start to clean which can compromise standards. Encouraging a positive culture and ethos to help maintain a tidy environment helps all of us.

- Programmed toilet checks through the day
- Say no to chewing gum
- Report all spillages
- Clean up vomit & other bodily fluids when they happen
- Muddy football boots off outside
- Clean desk policy makes a difference
- Everything has a home – Encourage picking it up and putting it back
- A final check before you finish - Get everyone involved
- Clean hands equals good hygiene and reduces infection





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As a recognised living wage service provider Edsential offers you the opportunity to pay staff the local living wage as part of our service contract.

