

Cowes Town Council – Public Convenience Cleaning & Litter Picking Specification

Purpose

To establish and maintain high standards of cleanliness in the facilities managed by Cowes Town Council that meet the expectations of the users.

Guidance – Toilet Cleaning

Personal hand washing and hygienic toilet and hand washing facilities are vital to prevent the person-to-person spread of infections.

Toilets should be clean, maintained, in good repair, well-ventilated and monitored.

It is highly recommended that the people charged with the cleaning responsibilities are suitably trained to the British Institute of Cleaning Science level of competence and that they have attended and completed the Cleaning Operators Proficiency Certificate (COPC) or equivalent.

Cleaning

- The **frequency of cleans** is once per day all year round (when open), plus an additional check on all facilities in the summer (1st April – 30th September) and one additional clean for all facilities in Cowes Week, usually late July to early August. The additional check should include any necessary spot-cleaning and replacement of consumables.
- Restrict closures to temporary cleaning purposes.
- Ensure provision for extra spot cleaning as needed.
- Be deep cleaned by the Contractor. Deep cleans to be completed within six weeks of the commencement of the cleaning operation and thereafter as required, but a minimum of quarterly, to the satisfaction of the Facilities Manager.

See Cleaning Schedule below.

Maintenance

- Toilets should be maintained in good repair.
- Ensure supplies of toilet paper, soap, paper towels are stocked throughout the day.
- Ensure that emergency repairs of toilets are notified to the Facilities Manager promptly to minimise disruption to the service.
- The Town Council hold spare locks.

Ventilation

- Windows should be opened during cleaning work.
- Toilets should have mechanical ventilation. Where toilets do not have windows the mechanical ventilation should be switched on during cleaning work or alternatively doors left open.

Monitoring

- Toilets should be monitored regularly as part of a documented rota and policy.
- A cleaning audit checklist should be located in the toilets, dated and signed after each visit.
- A faults and repair audit checklist should be maintained.

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Health & Safety

The Town Council and contractor have a joint responsibility for Health & Safety and must comply with all current legislation. The contractor shall ensure all staff are aware of their requirements under Health & Safety legislation.

- The contractor will supply the Facilities Manager with all risk assessments and policies within 10 working days of being awarded the contract.
- The contractor shall ensure that all staff are suitably trained and shall supply their staff with the relevant and appropriate risk assessments and policies.
- The contractor shall carry out appropriate risk assessments for their staff including but not limited to “managing the risk of needlestick or sharps injuries”. Sharp disposable bins are located at secure points at each facility and the disposal is managed by the Town Council.
- All contractor staff shall be suitably trained in COSHH Awareness.
- All contractor staff are to be equipped with mobile phones for lone working purposes.
- Any facility deemed unsafe by the contractor staff upon inspection shall be closed to the public for safety reasons. The Town Council to be informed immediately in the event of closure and a sign displayed to advise members of the public.
- Always start from the least dirty then move on to most dirty, leaving the cleaning and mopping of the “traffic areas” till last.
- Ensure that correct colour equipment is provided and used:
**RED cloths, mops and buckets for higher risk areas such as toilets, urinals and toilet floors.
Yellow cloths (with red border) for, wash hand basins, mirrors and other fixtures (including cubicle door handles), which represent lower risk areas.**
- Contractor staff should follow all COSHH Regulations and ensure the correct use and storage of detergents and chemicals.
- All cleaning materials should be out of reach and stored locked away from contact with toilet users.
- Commercial brands are advocated over ‘home mixed’ products in bottles or containers as they can readily become contaminated during the ‘topping up’ process.
- Waste water must not be poured into urinals or toilets; this should be emptied into a (butler) cleaner’s sink.
- bleach can be used where there is a known infection risk, and after ensuring that all Health and Safety, including COSHH issues, are addressed.

The Facilities Manager and Contractor will meet on a regular basis to tour and inspect the facilities to ensure they all receive high standards of cleanliness. Any improvement required would be expected within the resources of the agreed specification. Spot checks will be made from time to time by the Facilities Manager or their representative and any remedial action required will be reported to the contractor for resolution. Overall performance of the contractor in providing the services shall be reviewed in-line with the contract KPIs.

Performance management

Performance management will be measured against the KPI's stated in the contract and the Contractor is to record a programme of works in each toilet block including the time that each toilet was cleaned and inspected and reports of any maintenance work require.

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Cleaning Schedule

Daily tasks

- Empty, clean, sanitise and replace as necessary any waste containers and hygienically dispose of contents. Provide and replace plastic liners as required.
- Wash with clean, hot water when available, containing cleansing agent all hand basins, taps, mirrors, sanitary fittings, and tiles, leaving surfaces dry and smear free.
- Clean and sanitise all urinals, toilet bowls, toilet seats, leaving the latter dry.
- Clean and sanitise as necessary all soiled areas of walls, doors, sills or other finishes and remove superficial graffiti and fly posting. Inform the Facilities Manager of any graffiti or offensive markings, not capable of removal by other means.
- Thoroughly sweep all floors. Wash with clean, hot water when available, containing cleansing agent, and remove excess moisture and standing water by approved means, so as to remove all dirt and stains.
- Replenish toilet paper, disposal bags, soaps, towels and other materials as necessary.
- Check and if necessary replace light bulbs (internal and external) with bulbs to correct specification.
- Clear accumulated rubbish from door sills, external paths and areas immediately adjoining the convenience block and dispose. Where necessary sweep so as to leave the area in a tidy condition.
- Check building for damage or structural defects, including water services to prevent wastage. Effect minor repairs at the time of cleaning, and report to the Facilities Manager as soon as practicable, any defects of a more substantial nature.
- All rubbish and waste materials will be removed and disposed of by the contractor to a registered Waste Transfer company.
- The daily list is not extensive and may change to include additions as and when required.

Periodic cleansing and maintenance

In addition to the daily works, the following works to be carried out to each convenience as required, but a minimum of once per week, to the satisfaction of the Facilities Manager:

- Wash with clean, hot water when available, containing cleansing agent, all ledges, sills, doors & frames at whatever level, also all walls and other surfaces up to a height of 2 metres.
- Remove cobwebs at all levels. Dust around light fittings, windows and ceiling corners and remove any deposits from ceilings and walls at whatever level.

Deep Cleans

The following works, in the nature of a “deep clean”, are to be completed within six weeks of the commencement of the cleaning operation and thereafter as required, but a minimum of quarterly, to the satisfaction of the Facilities Manager.

- Toilet bowls & fittings - descale, clean and remove all deposits from internal and external parts of the fitment to include flushing rim, seat, seat covers, hinges, all traps and cleansing of exterior of cistern.
- Urinals - descale, clean and remove all deposits from the whole of the face, to include outlet trap, immediate pipework, domed grating trap cover and exterior of cistern.

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- Wash basins, sinks, taps and miscellaneous units including gullies, open channels, soap dispensers, troughs etc. - descale, clean and remove all deposits from the entire area including splash backs and underneath.
- Remove sludge and deposits from waste outlet and waste pipe.
- Replacing of trap covers on each Deep Clean.
- Mechanical scrubbing of all floors (including upstands where appropriate) to thoroughly remove all ground in dirt, grease and other deposits. Reseal with approved floor sealer to the approval of the Facilities Manager.
- Wash with clean, hot water when available, containing cleansing agent all surfaces above 2metres in height and leave dry and smear free on completion.
- Dust ceilings all over.
- Completely clean all windows sills and surrounds internally and externally. Leave dry and smear free on completion.
- Inform the Facilities Manager of required re-filleting of any open joints revealed by the removal of deposits, in mortar or mastic, or discovered during the cleaning of waste outlets and pipes as appropriate.

Litter picking at Northwood Recreation Ground Park Road and Mornington Green

1. Litter picking to be carried out once per day in the early morning before school start time.
2. Hand pick up any litter across the Skate Park, Multi Use Games Area, Play Builder Park and Outdoor Gym areas at Northwood Recreation Ground and the area in front of Mornington Green toilet block.
3. Report any maintenance issues to the Facilities Manager, but maintain own log.
4. Advise of any Health and Safety issues to the Facilities Manager immediately in case any facilities require closure.
5. Report any issues of vandalism to the Police (101) and the Facilities Manager so that a log can be kept.
6. Pick up leaves on a weekly basis in the areas listed in section 2 above and weed the Skate Park as required.
7. All rubbish and waste materials will be removed and disposed of by the contractor.
8. The daily list is not extensive and may change to include additions as and when required.

Locking of premises:

The toilet block at Northwood Recreation Ground is to be locked overnight by the contractor and needs to be opened by 9am each morning. Locking at night will be at 6pm in the winter and 9pm in the summer. Winter is classed as 1st October to 31st March. Summer is classed as 1st April to 30th September.

Key holding:

The contractor will be issued with keys to all lockable toilet blocks. These keys are to be used by the contractor for gaining access, cleaning duties, safety requirements, the prevention of vandalism and locking/unlocking duties as directed by the Town Council. All keys issued to the contractor shall be returned at the end of the contract. Any lost keys to be replaced at the contractor's expense.

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Sanitary Bin Emptying:

Please note a separate contract is in place for sanitary bin emptying. There are bins in all cubicles and the accessible facilities which are emptied bi-weekly.

Consumables/Cleaning Equipment:

The contractor will provide all consumables and cleaning equipment. A lockable cupboard is available at each toilet block to store consumables and equipment.

Waste Materials

The contractor will provide evidence of a suitable waste disposal contract and dispose of all rubbish and waste materials appropriately. The contractor will supply the Facilities Manager with a **Duty of care waste transfer note form** (wmc2a) on a quarterly basis. A copy of the form can be obtained from the GOV.UK website.