

Quest 2012 – Operations 1

Cleaning and Housekeeping



Outcomes

- The level of cleanliness is visibly acceptable, taking due account of customer expectations
- There are high standards of hygiene in critical areas
- Standards are in place to prevent injury and inconvenience, increasing customer compliments
- The facility is presented in a fit, clean and tidy state, reflecting general pride by the organisation, staff and customers

MV	
Standards of Cleanliness	
EXAMPLES OF BEST PRACTICE • Reception area clean and tidy • Toilets facilities clean, tidy and smell fresh • Changing areas clean • Activity area clean and tidy • Circulation areas clean and tidy	
GUIDANCE Reception Area • Are leaflet dispensers tidy • Is the reception desk and work surfaces clear of clutter and clean • Are the areas behind the Reception counter clean and tidy Toilet Facilities • Are they litter free • Are toilets flushed and clean, both internally and externally, behind and under toilet seats • Are urinals clean and clear of debris • Are all surfaces, fixtures and fittings clean and not smeared or stained • No stale smells are evident Changing Areas • Are cubicles clear of litter, walls free from smears and stains, legs clear of debris and tops of cubicle walls free of dust • Are changing room floors clean and clear of litter, including skirting and edges between walls and floors • Are lockers clear of litter and clean both internally and externally • Are the shower surfaces and heads free from dirt, lime scale and body fat Activity Areas: • Are the floors and playing surfaces free from debris • Is the equipment clean, for example fitness equipment free from dried sweat stains General / Circulation • Are all areas clear of litter and graffiti • Are the floors, walls and ceilings clean and mark free • Bins not overflowing and no unpleasant smells and odours evident • Is all internal and external glazing and windows clean and smear free High level • High level areas free from dust, such as tops of cubicles and ledges • Light fittings clean and free from debris, for example flies and bugs • Extract grills free of dust and staining	
Presentation	
EXAMPLES OF BEST PRACTICE • Notice boards well managed • Well-presented facility	

GUIDANCE

Notice boards

- Are well displayed
- Are appropriately located
- Draw attention
- Headers and logos in place
- The information displayed is accurate, relevant and up-to-date
- Have a planned approach

General presentation

- Are pictures displayed appropriately
- Planters are clean and looked cared for

Monitoring

EXAMPLES OF BEST PRACTICE

- Visible commitment to maintaining cleanliness

GUIDANCE

The visible commitment may take the form of:

- Standards or pledges clearly displayed in appropriate locations
- Commitment to inspection signage displayed
- Monitoring check sheets displayed and consistently signed off in a timely manner
- Evidence of staff patrolling, inspecting and monitoring
- Are customers and staff advised about cleaning in progress

Housekeeping

EXAMPLES OF BEST PRACTICE

- Housekeeping
- Slips, trips and falls
- Safe access & egress
- Storage
- Safety signage
- Access around circulation and activity areas safe

GUIDANCE

- Chemicals are not left unsupervised
- First aid point or room clearly identified
- Management of trailing cables is in place
- Equipment is safely and appropriately stored
- Storage areas are locked and plans are displayed
- Staff only areas are locked
- Clear and effective safety signage is in place, for example no diving, depth signage, no unauthorised access, hot water, drinking water, no violence towards staff
- No equipment or furniture inappropriately and / or poorly stored
- No fall, trip or slip hazards are evident

Fire Safety

EXAMPLES OF BEST PRACTICE

- Fire fighting equipment
- Fire safety signage
- Fire escape routes

GUIDANCE

- Fire exits are clear, well signed and accessible
- Fire doors are not wedged open
- Fire exits not blocked by equipment

- External fire exit routes are clear, with safe egress, for example no sudden drops or obstructions evident
- Fire escape routes have provision of emergency lighting
- Assembly point is evident
- Fire extinguishers are located on wall brackets or stands
- External bin compounds are secure and are stored at an adequate distance away from buildings

PLAN

How do you plan to ensure a clean and well-presented centre?

EXAMPLES OF BEST PRACTICE

- Standards
- Procedure and policy systems
- Business plan objectives
- Schedules and programmes
- Responsibilities defined
- Cleaning champion
- Best practice
- Cleaning contractor specification

GUIDANCE

- Have acceptable and measurable cleaning standards been defined in accordance with good practice, which may present itself through a cleaning specification
- Procedures and policies are clearly developed, defined and documented as part of an integrated or quality management system for staff and where appropriate customers
- Has a Business Plan objective been established that sets out what needs to be achieved from the delivery of high standards; ensuring that resources are available
- Have all areas of the centre been built into an integrated cleaning programme, for example daily, weekly, monthly, high level and deep cleaning tasks
- Are responsibilities to perform cleaning duties clearly defined and documented
- Is there a dedicated cleaning improvement member of staff who can assist in the planning, application of and monitoring cleaning standards in order to generate ownership
- Has best practice been integrated into the cleaning processes for example the National Health Service (NHS) standards and / or the British Institute of Cleaning Science (BICS) that can be located on the internet
- Is there a clear and defined cleaning specification in place, if external cleaning contractors are employed

DO

How are you kept informed of the standards and procedures to keep the centre clean and tidy? (Challenge for the operational staff)

EXAMPLES OF BEST PRACTICE

- Standards / procedures
- Cleaning schedules
- Good cleaning practices

GUIDANCE

- Is guidance and clear written standards, such as method statements, provided for the staff that perform cleaning duties
- Do staff have access to a planned cleaning schedule
- Are good cleaning practices shared to encourage ownership and accountability

How are you trained to deliver cleaning and housekeeping tasks safely? (Challenge for the operational staff)

EXAMPLES OF BEST PRACTICE

- COSHH
- PPE
- Chemical storage

- Cleaning equipment
- Electricity
- Procedure and policy systems
- Support from chemical suppliers and training organisations

GUIDANCE

- Is essential COSHH data and assessment documentation provided for all cleaning and water treatment chemicals currently in use
- As a result of COSHH requirements is adequate Personal Protective Equipment (PPE) available for appropriate staff
- Are cleaning chemicals stored safely including the segregation of acids and alkalis; are chemical bottles clearly labelled
- Are the staff provided with clear instructions on how to check the cleaning equipment safely
- Are all staff made aware of their responsibility to check electrical equipment prior to use
- Do management ensure that staff are inducted and trained on any relevant procedures and policies; when policy changes are made are staff informed
- Has the chemical supplier provided training to staff on how to get the best results from each of the cleaning chemicals

What resources are allocated to deliver the cleaning and housekeeping standards? (Challenge for the operational staff)

EXAMPLES OF BEST PRACTICE

- Sufficient resources
- Chemical dispensing instruction/ guidance Cleaning stores
- High and deep cleaning tasks
- Allocation of duties and staff rotas
- Cleaning omissions
- Back-up system

GUIDANCE

- Are sufficient resources allocated to meet the cleaning standards and programme , including staff and materials
- Is the dispensing and/or allocation of chemicals well managed and closely monitored
- Is there adequate storage in place for equipment and chemicals; are the cleaning stores tidy, well organised, replenished, clearly signposted and secure
- Are contractors used for specific high and deep level cleaning tasks
- Is there a sufficient number of staff in place to clean the facilities as defined by the cleaning schedule
- Is there a process in place to pick up cleaning tasks that are not completed or missed
- Is there an adequate 'back-up system in place' in the event of cleaning staff being absent

MEASURE

How do you measure?

EXAMPLES OF BEST PRACTICE

- Customer feedback
- Customer satisfaction surveys
- Customer forums
- Staff meetings and performance reviews
- Monitoring and inspections
- Check sheet completion
- Performance management (KPIs) and trend analysis
- Contractor cleaner monitoring process
- Benchmarking

GUIDANCE

- Are customer comments and customer satisfaction surveys on cleanliness analysed and measured regularly to evaluate that the standards are being met
- Are regular meetings and forums held with customers and stakeholders to determine whether the desired expectations are being met
- Are staff meetings and performance reviews used to update the staff on the results of data measured in relation to standards achieved and specific feedback received
- Do managers complete spot checks on cleaning task completion and standards
- Has an appropriate level of check sheet completion been identified and is the check sheet completion measured for trends
- Is the level of managerial counter signing adequately measured
- If contract cleaners are used, is there a robust and thorough checking and/or monitoring process in place, which can be measured for completion effectiveness
- Are customer satisfaction surveys, such as National Benchmarking Service (NBS) and Association of Public Sector Excellence (ASPE) surveys, used to benchmark cleaning and housekeeping standards with other organisations, if so how are the results measured

REVIEW

How do you review what you measure?

EXAMPLES OF BEST PRACTICE

- Review trends
- Staff review / meetings
- Cleaning schedules
- Procedure and policy systems
- Mystery visits and audits

GUIDANCE

- Is there a quantifiable review process in place which takes into account the results from the inspection check sheet completion rate and feedback from customers and stakeholders
- Is the review process completed regularly by the staff, including management and frontline operatives
- Is the frequency of the cleaning and housekeeping tasks reviewed in line with changes to the activity programme and customer footfall
- Management have processes in place to regularly review and update relevant procedures and policies
- How are the findings of external mystery visits and audits analysed and measured to determine whether the desired standards are being met from a different perspective

IMPACT

Has what you have done made a difference?

EXAMPLES OF BEST PRACTICE

- Customer compliments
- Customer satisfaction
- Listening to customers
- Customer testimonials
- Resources
- Environmental impact
- Increase in staff satisfaction
- Review process
- Cleaning contractors

GUIDANCE

- Customers complimenting the centre on the standard of cleanliness and housekeeping would be an indication of success
- Increased customer satisfaction will deliver further recommendations, less complaints and reduce lengthy management time in dealing with these issues



- By promptly addressing specific customer concerns in relation to cleaning and housekeeping issues may prevent the cancellation of memberships
- Customers who feel comfortable and safe are likely to use the centre more often and recommend the centre to friends and relatives
- Planned and controlled use of resources such as rotas, chemicals and equipment may assist in managing expenditure
- Removing aerosols, reducing paper waste, waste water protection, chemical dispensers will have a positive impact on environmental standards
- Are the staff that deliver the cleaning process consulted on a regular basis to improve awareness of where standards may be flagging or indeed improving
- The outcome of a review may enable management to allocate additional resource(s); and trends and could indicate that current products are not adequate to deliver standards
- Have cleaning contractors been considered, who may be able to deliver better standards and value for money