

Building Cleaning Services
**Customer Service
Level Agreement**

2013-14

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Unit /Building Name

Introduction

Dear Customer

The aim of this Service Level Agreement is to provide you with details of the service and commitment you can expect from the cleaning service within Stirling Council's Facilities Management Services.

It lets you know who to contact if you are not happy with the service. It also describes how the service may be varied or additional work purchased, methods of payment and how we will keep in touch.

To ensure we continuously improve our service our number one priority is to consult you. We do this by issuing Customer Feedback forms electronically to all buildings on a monthly basis. This allows us to quickly identify and deal with any service issues.

Our ongoing challenge is to reduce any level of dissatisfaction and help you, our customer, get the most from your Cleaning Service. To achieve this it would be helpful if you could return the form each month to allow us to monitor our performance and improve our service to you.

We aim to have 100% of customers satisfied!

Thank you.

Margaret Gilmour
Service Manager
Facilities Management Services
March 2013

Mission, Visions and Objectives

Mission:

Facilities Management Services are committed to providing the Council and its customers with healthy, nutritious meals and buildings that are clean and fit-for-purpose, reliable janitorial support and school crossing patrol staff. This is achieved through responsive, reliable, flexible and customer-focused service, which offers best value and continuous improvement.

Vision:

To deliver Facilities Management Services, which reflect the customer's specifications in a professional manner and safe working environment, to the standards, timing, location and cost agreed.

Key Service Objectives:

- To work in collaboration with our partners to deliver shared aims and aspirations.
- To achieve customer satisfaction through regular engagement and responsive actions.
- To measure, monitor and report service performance and pro-actively address areas for improvement.
- To continuously review our services to ensure they represent value for money to end users.

Catering Services:

- To implement government initiatives in relation to the health and well being of Stirling Council's citizens and positively encourage, publicise, promote and support healthy eating within our schools and communities.

Building Cleaning Services:

- To deliver effective building cleaning and caretaking services, to enable our communities and users to carry out their activities in clean, fit-for-purpose facilities.

Janitorial Services

- Provision of janitorial support to Education Services on a day to day basis to assist in the smooth running of schools.

School Crossing Patrol

- Provision of safe crossings at established points.

Public Convenience Cleaning

- Provision of cleaning services at various locations throughout Stirling.

Caretaking Services

- Provision of caretaking/cleaning services at Community Halls across the Council.

Key Organisational Objectives:

- To value, develop, empower and equip our employees with the necessary skills and abilities to undertake their duties in a proficient, safe, accountable and customer-oriented manner.
- To ensure effective communication and team working throughout the organisation to achieve a shared purpose.
- To encourage innovation and develop and utilise latest technologies, systems and processes that support, improve and sustain high quality adaptable services.
- To operate efficiently and to provide our customers with value for money.
- To sustainably grow the business and maximise opportunities, by adapting and diversifying into new markets.
- To embrace and become a leading player in facilities management services.
- To recognise and celebrate our successes.
- To encourage a "can do" culture across the service by valuing and supporting each other in the delivery of Facilities Management Services to our customers.

Our Commitment to You

Facilities Management Services is committed to giving you the best possible service.

We promise you a guaranteed level of service, which will meet the range, and quality service standards set out in your Users Guide Booklet, and at the cost of service set out in this Agreement.

If we fail to give this level of service we will correct any failures: -

- High risk areas - within 6 hours
- Normal core clean areas - within 2 days

We pledge to meet these standards because we believe that you want and deserve a quality service that represents value for money.

Customer Communications

As part of Stirling Council's Assets and Support Service we can be contacted as follows:

Office

All Managerial and Administrative Support Staff are based in our office at:

Facilities Management Services
Teith House
Kerse Road
Stirling
FK7 7QA

Telephone: 01768 442463
Fax: 01768 442461
E-mail: cateringandcleaning@stirling.gov.uk

Your points of Contact -

First

Your Chargehand Cleaner, Caretaker Cleaner or Cleaning Assistant either directly or through the Quality Assurance Form in the Site Record Book. Alternatively e-mail direct to the Facilities Management Services mailbox at cateringandcleaning@stirling.gov.uk

Second

Your area Team Leader who is based at the address above:

Name: ???
Mobile Telephone Number: 07717 545 ???

Third

The Service Manager who is based at the address above:

Name: Margaret Gilmour
e-mail: gilmourm@stirling.gov.uk

Out of Hours Contact

In an emergency please call the Contact Centre which is available 24 hours a day.

Telephone Number: 0845 277 7000

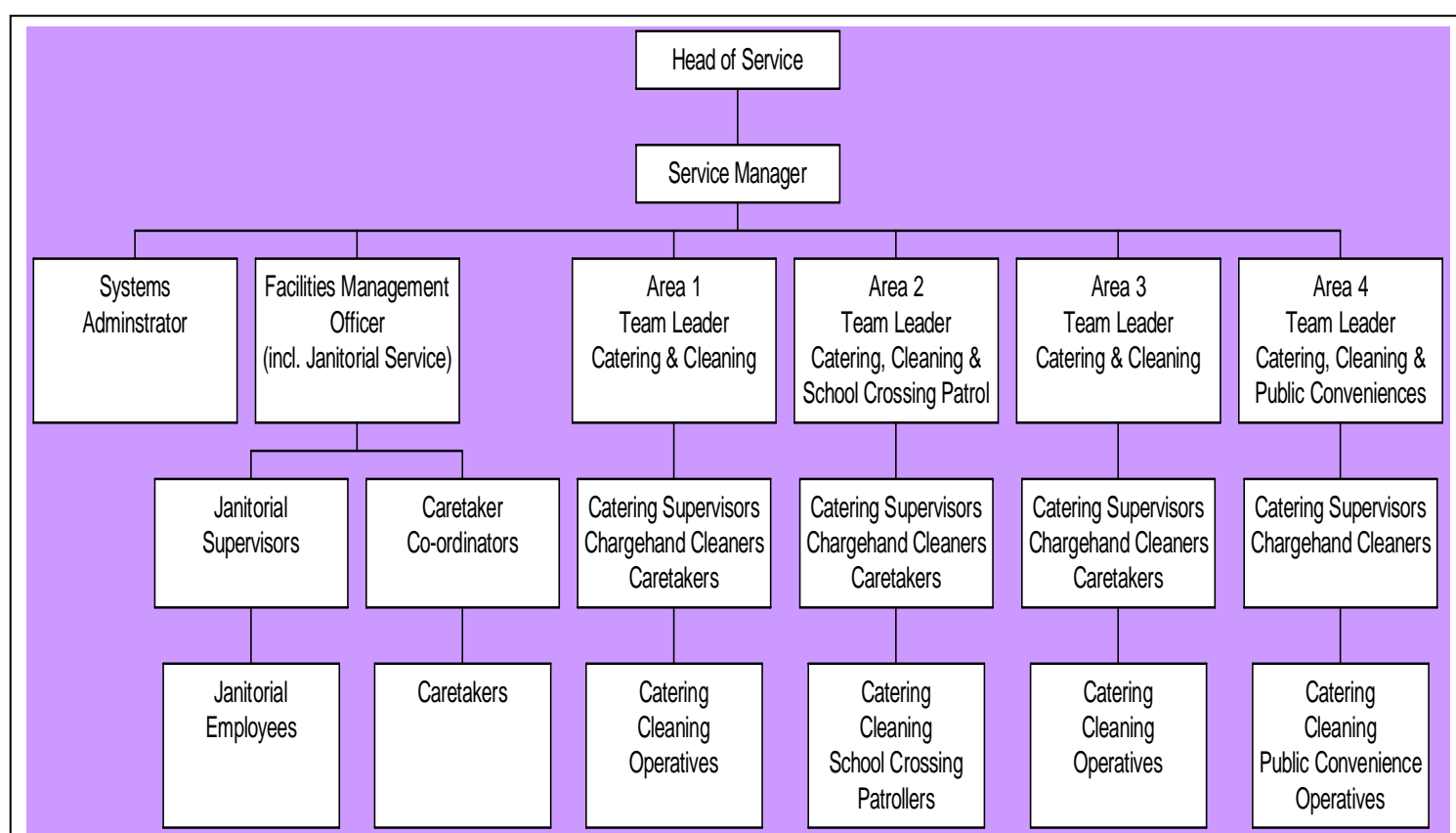
Text Number: 07717 990 001 or you can email info@stirling.gov.uk

Service Structure

The Building Cleaning Service operates at 102 locations throughout Stirling Council and is part of Facilities Management Services, also responsible for providing Catering, Cleaning, Janitorial, Caretaking in Community halls and School Crossing Patrol services.

Information about each service can be found in our Annual Performance Report which is published on the Council web Site at http://web.stirling.gov.uk/home/services/asset_support/catering-cleaning/

The following chart shows the organisational structure of Facilities Management Services:



Building Cleaning Flexibility

We aim to provide a cleaning service which is responsive to your individual requirements and that makes the most of the resources available.

Your area Team Leader can arrange one off variations to your cleaning programme at any time. If however changes are required on a longer term or permanent basis you should discuss this with your Team Leader in advance of such changes happening.

Wherever possible changes will be made within existing resources and costs. However, if after assessment additional costs are required then authorisation must be obtained before work can proceed. Your area Team Leader will manage this process and notify you of the final outcome.

Quality Assurance

To ensure that the cleaning service in your building meets your requirements, we operate a Quality Assurance System. Several monitoring and performance reporting procedures have been put into place.

Team Leader

Facilities Management Services believes that regular effective communications are crucial to the achievement of quality services. Your area Team Leader should contact you on a regular basis even if it is a courtesy telephone call.

Cleaning Team

Our Cleaning Team will complete periodic cleaning checklists covering key aspects of service delivery.

Site Record Book

The Site Record book is available at any time and is usually kept at the Reception Area of your building. We will agree its location with you. This book provides information on Quality Assurance, PAT Equipment Testing, COSHH Assessment Records, Safety Data Sheets, Cleaning Methodologies and Procedures for Infection Control. We will also record all deep-cleaning tasks carried out during the periodic/annual/summer clean.

Daily Quality Assurance Feedback Form (Contained separately alongside the Site Record Book)

This form is used to record any comments, good or bad and deal with any concerns you may have.

A member of our Cleaning Team will check the form at the start of every shift, record any action taken and date and initial it to confirm that the comment has been dealt with.

If you are in anyway unhappy about the way the problem has been dealt with then please feel free to contact your area Team Leader.

Monthly Customer Feedback Form

This form is e-mailed monthly to each location's nominated representative. It gives you the opportunity to comment on the service and allows us to monitor performance and ensure continuous improvement. Your area Team Leader will deal with any issues raised as promptly as possible.

In addition to the form, a covering e-mail will update you on any key events happening within our service.

AGREEMENT

1 Purpose and Period of Agreement

This Agreement regulates our supply of cleaning services to you at ??? from 1 April 2013 to 31 March 2014.

2 Services Provided

The Users Guide sets out the service standards you can expect which cover all areas from rooms, fixtures and furniture. We will review the service with you each year.

TOTAL M ² CLEANED	??? m ² daily
TOTAL NUMBER OF CLEANERS	?
SERVICE TIMES	Monday to Friday ?pm to ?pm

3 Customer Charges and Payment

The charge for our agreed service is £??? per month. The basis of this charge is detailed below:

CHARGE PER HOUR	£13.69
NUMBER OF HOURS PER WEEK	
NUMBER OF WEEKS PER YEAR	
ANNUAL CHARGE	£

If your building is internal to Stirling Council your charge will be made by a journal entry transfer from your ledger code to us on a monthly basis. If your building is external to the Authority we will issue an invoice to you each month for payment.

If you have any concerns about the charge made to you, please let us know by contacting us at the number provided in Customer Communications section of this agreement.

If we do not hear from you within 14 days we will go ahead and process the charge.

4 Variations

The service charge does not include public holidays. If your building needs a cleaning service during public holidays, you should discuss your requirements with our Team Leader and additional costs will be agreed with you and confirmed in writing.

If any variation occurs because of addition/deletion of buildings, reduction in core cleaning days, times of clean etc, we will have to agree the changes in writing at least 4 weeks before the change takes place.

Where a service is no longer required we will need **90 days notice** as we may need to make staff redundant.

If you require any work which is not covered by the User Guide, or extra work which is not an emergency, please contact your area Team Leader and let them know at least 7 days before the work is required. We will agree the type of work, the expected length of time anticipated to complete the work, the basis of charge and the value of the work. The agreed cost will be charged either by journal entry transfer or by invoice as above.

5 Customer Service

Contacting Us

When our employees speak to you or meet you, they will always be polite and friendly. Employees will always give their name.

All our employees are trained to help our customers so they will be happy to answer your questions and give you advice.

These standards also apply if we need to use sub-contractors to clean any part of your building.

How we Respond to Your Needs

- We will try to answer telephone calls promptly and the person who first answers will usually deal with the enquiry. If they are unable to help, we will make sure that you get an answer by contacting the person who can

deal with your questions. If necessary they will arrange for that person to call you back.

- When you write or e-mail us we will send you a reply within 5 working days of receiving your correspondence unless it is an emergency. If we cannot give you a full answer in that time our letter will tell you when we will provide you with a full reply.
- If we make an appointment that we cannot keep, you will be contacted without delay and we will apologise, explain and arrange a new mutually convenient appointment.
- We self-monitor our performance by inspecting areas randomly. We are happy to maintain cleaning cards in designated toilet areas.
- Our Cleaning staff will check the site record book daily and will take care of any constructive improvement suggestion you make.
- The Cleaning staff will also attend a meeting with you and / or your Janitor or representative at regular intervals to suit you.
- Our Team Leader will meet with you on a regular basis, at a time agreed with you, to discuss the delivery of service. Thereafter, the Team Leader will meet with the Cleaning staff to discuss any cleaning issues to ensure your continued satisfaction.
- We will send Customer Feedback Forms to you at the end of every month and will deal with any issues raised as promptly as possible.
- When a vacancy arises in your building and where you wish to be involved in the recruitment process we will endeavour to involve you.

6 Rights and Responsibilities

In accepting our Service Level Agreement you have agreed to the following responsibilities -

- Separate your rubbish into the correct bins in accordance with the Council's Environmental Charter promoting sustainable development
- Encourage pupils/staff to use the main waste bins and not throw litter on the floors.
- Desks to be cleaned must either be left clear or any papers sorted into orderly batches.
- Contact your charge-hand cleaner/caretaker/daytime cleaner or Janitor concerning any broken glass – do not place this in bins.
- Where staff are working late, advise your cleaner of the time you will vacate your office or agree that it can be left until the next cleaning time.

- Before leaving the office, switch off your lights, close your windows and the door.
- Clean personal computers – taking advice from IT.
- Clean personal crockery and cutlery etc

For more detailed information please refer to the Building Service User Guide.

7 **Disputes**

If we cannot agree over a particular aspect of service provision within this agreement, we will pass it to the relevant Head of Service to be resolved.

8 **Further Information**

Further information about our services can be found on Stirling Council's web site www.stirling.gov.uk

If you wish to find out more please email us with your query at cateringandcleaning@stirling.gov.uk or gilmourm@stirling.gov.uk

Signed on behalf of Facilities Management Services:

_____ Date_____

Signed on behalf of Service User (Customer):

_____ Date_____