



Hungerford Town Council

Operational Plan

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Introduction

This plan outlines the day to day operational aspects of the contract.

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This plan has been prepared for the direct access toilets in Hungerford Car Park.

Objectives of Operational Method Statement

- Day to Day Monitoring & Reporting
- Detail Cleaning regime
- Detail Maintenance regime
- Detail Materials & Practices

1. Management Control System – Moxi Unit

The toilet is fitted with the current contractor's Moxi unit in the service area. This is the proprietary system used to manage, monitor and keep safe their remote staff. It also provides their staff with the ability to maintain records and logs without having to complete reams of paperwork.

The unit is connected over the web to their in house management system. This updates on a regular basis with the activity within the toilet including:

Hourly

1. Operative in/Operative out time

Daily

1. Sharps Recovered
2. Any fault Notified

Weekly

1. Utilities used

The system is available to both the contractor's manager and to Hungerford Town Council (HTC) alike. Monthly summaries are provided on a formal basis, while HTC may interrogate the system on a more regular basis if required.

These systems form one of the basis for own monitoring of staff activity as well as the client reporting software.

24 Hour Service Line

A high-profile sign is fitted to indicate the contractor's 24/7 service line number for the public to report any issues which they have encountered with the toilet.

This significantly decreases the time for them to hear about an issue, and means that by the time the information is with the Clerk, the contractors are already acting upon it.

2. Method Statements - Cleaning

2.1 Objectives

All surface areas and equipment contained within each cubicle will be operable and will have been cleaned with an approved germicidal agent, be free of dirt, smears, marks, debris and litter.

All fixtures and fittings will be fully operable and clean. Toilet paper, hand towels will be full or recently filled, soap and dispensers will be full or recently replaced and waste receptacles (litter, sanitary, sharps) will be empty or no more than half filled and cleansed to above standards. The physical appearance of all walls, ceilings, floors, doors, partitions and windows will be operable and cleaned to standard above.

The immediate exteriors to the buildings will free from debris and the guttering will be clear.

All fixtures and fittings will be in good useable condition with accurate records having been kept of any works carried out.

2.2 Daily Cleaning Operations

Day to day;

- i) The first clean is from 0800hrs to 0930hrs
- ii) Quality guidelines are clear and established.
- iii) Log-ins will be checked, cleanliness will be checked and cleaner call backs may be required based on the unit's condition.
- iv) The units will be locked manually (or automatically), close to or at the last clean time.
- v) Weekly deep cleans will be reported and checked off.
- vi) If a unit is put out of service the fault is called in using Expolink and the door has a large A4 notice put on it.

Tasks that will carried out every day at every Facility

Main CLEAN	
MOXI UNIT	The Moxi unit will be updated with details of cleaning done and any things of note such as the need for repairs becoming apparent and vandalism.
FLOORS & SANITARY FITTINGS	Sweep clean every area of floor at each location including entrance. Using high pressure hose, wash all floor area with suitable cleansing agent followed by thorough rinse with clean water. Thoroughly clean and disinfect all surfaces, sanitary channels, gullies, overflows, sinks, traps, wash basins, urinals, urinal filters and water closets. Mop and dry area.
TILES LEDGES & SILLS	This clean should incorporate any door furniture, down pipes and all reflective surfaces. Wipe clean all accessible surfaces with suitable cleansing agent.
WASTE BINS	Empty bin provisions at each location and dispose of collected wastes legally and professionally. Replenish all sundries at all locations.
CONSUMABLES	Check and replenish all consumables (soap disinfectant, lubricant etc).
GRAFFITI	Remove where practicable all obscene or unsightly defacements at all locations using approved solvents. Remove any posters, stickers or gum. An accurate record of graffiti removed will be kept and passed to the authorised officer if graffiti or poster is deemed racially or sexually motivated to enable information to be passed to relevant parties including the Police.
BLOCKAGES	The blockage of WC pans, waste pipes, urinals, sinks, wash hand basins, flushing systems, outlets and the like will be cleared up to the

ODOURISING EXTERNAL WORKS DEPARTURE	connection with the main foul system. Blockages deemed past this connection will require notification to the relevant body Apply sufficient and suitable odour masking agent in order to prevent the effect of unpleasant or obnoxious odours. Sweep clean any vestibule or entrance lobby, litter pick any path or forecourt in immediate vicinity. Confirm requirements on Moxi, lock Service door and visual check unit on departure.
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2.3 Weekly Cleaning Operations

The cleaner will carry out the following tasks on a weekly basis at every Facility:

WEEKLY	
SERVICE AREA	Wash/Wipe down and clean thoroughly with a suitable cleansing agent. Bag & remove any rubbish.
ROOF & WINDOWS	Remove any rubbish from roof and guttering systems. Clean all interior and exterior windows with a suitable cleansing agent.
CEILINGS	Thoroughly brush all surface areas to remove any dust and cobwebs.
SHARPS	In conjunction with manager, Record and Remove collected sharps and other drug taking equipment from location.
EXTERNAL WORKS	Sweep clean any vestibule or entrance lobby, litter pick any path or forecourt in immediate vicinity. Remove any weed or plant growth in the immediate vicinity to the facility. Clean excess dirt, graffiti from external walls.

2.4 Bi- Annual Cleaning Operations Including “The Deep Clean”

The cleaner, in conjunction with the engineer, will carry out the following tasks on a Bi - Annual basis at every Facility. This amounts to the deep clean:

Bi - Annual	Deep Clean
LIGHT FITTINGS	Wipe down and clean light fittings removing all dirt and grime with suitable cleansing agent
FILTERS	Replace all heating and ventilation filters.
SANITARY FITTINGS	Remove corrosion, grease, scale, soap and urine salt encrustations where applicable. Treat internal surfaces of pipe work and remove deposits. Clean and disinfect internal and external surfaces of fitments including domical gratings, overflows, waste pipes. Treat and disinfect all taps, plugs, plug chains, water closet chains, handles channels and gullies. Disinfect all contact surfaces including door handles, cubicle areas and tiling surrounds. Replace or remake all defective seams, fillets, joints and grouting to sanitary fitments.
INTERNAL FITINGS	Thoroughly wash down using a high pressure hose to effectively remove all grease, scale, soap deposits, urine salt encrustations and other grime from – floors, walls, partitions, painted surfaces, doors, windows, work tops, mirrors, pipes, drain covers and all sanitary fittings. Clean, treat and disinfect all traps (removing if necessary), channels and gullies. Disinfect all surfaces.
EXTERNAL WORKS	Using high pressure hose, clean external walls. Clean our guttering systems and downpipes. Dry where possible.

2.5 COVID Measures

During the testing times of COVID cleaning staff will be paying additional attention to cleaning anything that will be touched by hands in a more in-depth manner.

A full deep clean prior to opening has been carried out and all the relevant COVID Social Distancing signage installed.

For example, door handles, taps, baby change facilities etc.

Current contractors are offering any additional clean at £16.00 Per Clean if the Town Council feels this is necessary.

3. Maintenance Regime

3.1 Objectives

A program of planned maintenance is introduced, followed and monitored. An uptime of all cubicle units of over 90% will be targeted.

Call outs to emergency and out of service situations to be handled effectively. Response times to call outs to be below one hour during the normal operating hours.

Client to be kept informed at all times of out of service situations and of likely resolution times.

90% of Out of Service situations to be rectified by operative onsite. This will have implications for both staff training and spares to be carried.

Create a clean & safe environment for users of the facilities.

3.2 Daily Maintenance Tasks

Tasks that will be carried out every day at every Facility. These tasks will be carried out by the operative in conjunction with the cleaning process.

Daily Maintenance	
MOXI UNIT	The Moxi unit will be updated with details of maintenance done and any things of note such as the need for repairs becoming apparent and vandalism. Confirm checks completed.
HEATING AND VENTILATION SYSTEM	Check operational.
FLUSH SYSTEMS	Check all flush systems, including all auto systems. Adjust where necessary.
CHECK SYSTEMS & EQUIPMENT	Hand wash water – adjust where required Hand Dryers Lighting interior and exterior Handrails in DDA unit Door locks and closures Fuses, Settings and water heaters All push button operations Signs of leakage External signage

Note : All cleaning functions, rubbish clearance and consumables replenishment dealt with under cleaning schedule

Heating & Ventilation Maintenance	
AIR FILTER	Replace three times per year.
SCHEDULED CLEANING	Annual clean of all fans, heaters, radiators, air regulators, apparatus and ducts Three times per year – clean air inlet systems Remove leaves, snow or other debris from ventilation drains when required
REGULAR CHECKS	Doors close accurately Overheating protection on the duct has not tripped Functionality of fans, heaters, and radiators.

2.3 Inspection & Quality Standards

Inspection Routine

Every Day the toilet will be visited by a nominated Operative to the determined schedule. They will be responsible for the immediate cleanliness of the toilet and the surrounding vicinity. They are the frontline standard inspector.

A minimum of every week the toilets will be visited by the engineer Manager, who will inspect the unit and identify any issues which have or are likely to arise.

Every three months the unit will be inspected by the Evaluation team. The report from this visit is a key part of our BSEN ISO 9001:2000 accreditation, and it forms an important management tool for Head Office in terms of identifying issues and potential problems.

The report from this inspection will highlight any issues outstanding, and any costed proposals will be discussed with the Contract Manager.

4. Out of Service

4.1 Alerts to situations

Maintaining standards is critical to the successful delivery of the contract, and a key part of this process is the prompt response to out of service call outs.

Alerts to call out events will be by two different mediums.

4.1.1 The Operative. In the event that the unit has been vandalised or is out of service for any other reason, the operative will first identify the issue and assess the situation. In the event they cannot alone remedy the issue, they will press the button on their Moxi unit identifying 'out of service'. In this event, the central alert monitor automatically sends a notification to the nearest engineer an out of service signal, the toilet 'number' and the fault code for the alert.

4.1.2 Manual Alert. This may be a phone call direct from a member of the Public, the Client or via the call centre. Again, the same process will occur, the local operative will attend and identify the issue. Situations which cannot be remedied, the alert is sent and the nearest engineer will be informed via their hand held monitor, and, in the event of the fault code being an emergency, by phone call.

4.2 Situation Assessment & Response

4.2.1 Emergency Call out.

Definition: An Emergency Call Out (ECO) occurs when either when a member of the public is unable to exit a toilet, or when anti social behaviour has created a situation which makes the toilet or immediate area potentially unsafe.

Example 1: A drug user may collapse in the toilet; in the event that the person remains in the toilet for a period of longer than 15 minutes, the door will automatically open, the toilet goes 'Out of Use', and the engineer is alerted.

Or Example 2: The exterior of the toilet has been damaged by force to the point where it may be possible to access the service area of the toilet, again the engineer is automatically alerted and the toilet put out of use. In addition we may be alerted via the displayed phone number by a member of the Public that the toilet is a possible hazard.

Immediate Action: In all cases when the operative, engineer or the call centre is alerted to an ECO, if the toilet has not already shut down, then the local operative will divert to the location and secure the toilet.

- **Secondary Actions:**

- Ensure that the toilet is secure and there are no further public safety issues
- Inspect the toilet and undertake repair immediately if possible
- If the parts required are held in van stock or at the depot, then the repair will be carried out within 24 hours of the notification
- If there is a lead time of parts that need to be ordered, the Client and Head Office is informed and the time frame for the repair agreed.

4.2.2 Critical Repair

A Critical Repair ("CR") is required when a toilet is out of service. Notification of a CR will also be via one of the two alert routes.

The response and response times will be the same as for an ECO.

Example : The door may have been jammed open making it impossible for users to access the toilet

4.2.3 Non-Critical Repair

A Non Critical Repair ("NCR") is required when a toilet has a repair required which does not immediately effect its ability to provide a safe and clean experience for users. NCR's are managed through the regular checks system, and will be expected to be effected within seven days of the notification.

Example: A mirror in the toilet may have been broken.

4.2.4 Depot & Spare Parts

Our depot is within 25miles. In addition, each Van will contain the majority of items needed to effect immediate repairs.

5. Consumables

Consumables Information

CL 18 Pearlised Hand Soap	Perfumed pink Pearlised liquid hand soap. For use with hot or cold water. Suitable for children's hands and sensitive skin.
CL 3 Glaze Glass/Mirror Cleaner	Glass & mirror cleaner. To be used undiluted. Spray sparingly from a distance of 15-30cm directly onto the surface.
CL 4 Selsan Germicidal Washroom Cleaner	Pine disinfectant/ deodoriser/ cleaner. Disinfecting and deodorising – dilute 1:20 parts water. Disinfectant tank – dilute up to 1:50 parts water. Wipe and spray all hard surfaces.
CL 14 Multi-purpose Cleaner	General purpose hard surface cleaner. Dilute 1:60 parts water for washing down of the exterior walls.
Envirokube Channel Block	Biological detergent block for urinals and troughs
ULTRA-GREEN HIGH PERFORMANCE GRAFFITI REMOVER	Non-toxic, environmentally safe preparation for the removal of graffiti