



# PORINGLAND PARISH COUNCIL

Poringland Community Centre, Overtons Way, Poringland, Norfolk, NR14 7WB  
Tel: 01508 492182 Email: [clerk@poringlandparishcouncil.gov.uk](mailto:clerk@poringlandparishcouncil.gov.uk)

Clerk to the Council: Mrs Catherine Moore BSc FSLCC

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## Relief Caretaking: Community Centre, Overtons Way, Poringland

Poringland Parish Council invites tenders for Relief Caretaking at the Community Centre, Overtons Way, Poringland.

The contract is flexible according to the needs of the bookings of the Community Centre, and provides cover for the employed Caretaker at weekends, Monday evenings (except Bank Holidays when the Centre is closed), and during periods of holiday or sickness.

Bookings are made weekly, and sent a fortnight in advance, although minor changes may be required for last minute changes or additional Centre bookings received. Planned absences are notified as far in advance as possible.

The contract will generally require cover for both Saturdays and Sundays, although very occasionally there may be a weekend day without bookings (normally around the August summer holidays). A typical spread of Saturday to Monday evening (excluding Monday daytime) will be between 10 and 15 booked hours.

The contract will involve split shifts, although no shift will be less than two hours. Occasionally, after a big party, there may be a requirement to turn the Centre around for the following day which may require either late night or early morning working. A detailed list of work to be carried out will be left for the Relief Caretaker for each shift.

### Schedule of works

The Service Level Agreement attached at Appendix 1 of this document sets out the requirements of the contract. It should be noted that the contract involves both cleaning and caretaking duties.

The Council seeks a fixed hourly price to carry out the above works. All contractors must carry Public Liability Insurance and will be asked to provide proof of this prior to commencement of the contract. The Council provides all cleaning materials and equipment, and the successful contractor will be required to comply with and replicate the Caretakers routines and methods of working.

The contract will begin on 1<sup>st</sup> April 2018 for an initial trial period of 6 months. Subject to satisfactory performance, it is expected that the contractor will be appointed until 31<sup>st</sup> March 2021. The contract will be subject to a notice period of three months on either side for mid-term termination, except in the case of gross misconduct where it will be immediately terminated.

For further information and to schedule a visit, please contact the Parish Clerk, Catherine Moore on 01508 492182 or email [clerk@poringlandparishcouncil.gov.uk](mailto:clerk@poringlandparishcouncil.gov.uk).

Quotations should be received by **Friday 26<sup>th</sup> January 2018**. Council will make their decision at their meeting on Wednesday 31<sup>st</sup> January 2018, and will inform the successful contractor shortly after.

**CLEANING / CARETAKING CONTRACT FOR:  
PORINGLAND COMMUNITY CENTRE**

**SERVICE LEVEL REQUIREMENTS**

**INTRODUCTION**

- 1.1** Poringland Parish Council owns and manages Poringland Community Centre in Overtons Way. This Service Level Document sets out the standards required for the relief caretaking at the Community Centre at weekends and on Monday evenings. Cover will also be provided during the week in the absence of the Caretaker.
- 1.2** The Centre is hired out and is an extremely popular venue for regular classes covering a wide range of activities from Zumba to crafts, youth groups to senior citizens. One-off hires range from children's parties and wedding receptions to corporate training events.
- 1.3** All rooms must be cleaned to a high standard for the next hirer. In particular the toilets and kitchen must meet the highest standards (the kitchen is operated as a café during the week and is inspected by the local authority without prior warning).
- 1.4** Hall hire is a significant activity of the Council and the experience of hirers of its halls reflects the services of the Council in general. Contractor's employees must maintain a professional standard of conduct at all times and be able to communicate well with hirers and members of the public.
- 1.5** Flexibility to cope with the unexpected is essential - including errors with bookings, accommodating unexpected hirers at short notice and managing simultaneous hires.
- 1.6** Strict confidentiality is required. Nothing which is inadvertently seen or overheard in the offices or regarding Council matters or staff is to be disclosed under any circumstances, including to colleagues within either the contractors company or the Council.
- 1.7** All staff reporting for duty must be trained either directly by a member of Community Centre staff, or by an approved and trained member of staff from the contracted company.
- 1.8** No untrained member of staff is to use the partitions or assemble the stage. When carrying out these tasks, safety shoes must always be worn.
- 1.9** The minimum length of shift that Poringland Parish Council will book will be two hours. Where possible, one continuous shift will be booked, however there will be occasions where split shifts will occur. The Contractor will be expected to make

themselves busy throughout the period they are booked to be on site, and will be supplied with a list of tasks that should be completed during the shift.

- 1.10 Poringland Parish Council will supply a diary of bookings by Thursday 10 days before the week beginning Monday. In the event of unexpected sickness, the Contractor will endeavour to provide staff as quickly as possible.

## **REPORTING & LIABILITY / INSURANCE**

- 2.1 Weekly reporting by email of issues to Clerk / Community Centre Manager, especially after weekend hires, including equipment failure as well as cleaning standards and troublesome behaviour (to allow damage deposit to be returned to hirers). A book will be left in the Caretaker's cupboard so that operational messages can be passed between staff.
- 2.2 Halls to be checked for damage at all levels (eg including visual check of high level blinds), recorded and reported to the office at the earliest opportunity and reported again if subsequently repaired and then damaged again.
- 2.3 Accident Book to be completed if accidents occur or hirers or staff are taken to hospital & any incidents reported to Clerk / Community Centre Manager. Consideration should be given to the employment of First Aid trained personnel.
- 2.4 Contractor to comply with current relevant legislation and to indemnify Poringland Parish Council against any loss or damage caused by non-compliance with such legal provisions or obligations.
- 2.5 In the event of Contractor's staff failing to properly secure any of the premises or failing to properly carry out any of their duties to required standards the Contractor to be liable for any loss or damage caused as a direct result of the failings.
- 2.6 Copies of insurance, risk assessments, and liability documents to be given to Council at start of contract.
- 2.7 Contractor is responsible for any keys provided by the Council and must inform the Clerk / Community Centre Manager of any loss. The Contractor is to bear the cost of replacement keys where this is deemed necessary for security purposes. A key is provided within a key safe and all further keys required are kept in the Caretakers cupboard.

## **EQUIPMENT**

- 3.1 Poringland Parish Council to provide appropriate specialist cleaning equipment & machinery, and training on such equipment.

- 3.2 General items eg mops & buckets, dustpans & brushes, toilet brushes, tea towels, refuse sacks etc will be provided by Poringland Parish Council.
- 3.3 Where there is an urgent necessity, the Contractor may purchase necessary cleaning materials which will be reimbursed by council. VAT invoices are required and the Contractor must ensure cross-compliance with chemicals used on site.
- 3.4 Use of Council equipment (eg photocopier) for private use is strictly forbidden.

### **SERVICE LEVEL REQUIREMENTS – GENERAL**

#### **The following tasks will be expected of the Contractor, although some of them will only apply when providing cover for the Caretaker during periods of absence.**

- 4.1 Security checks to be carried out by Contractor's staff when leaving areas on completion their tasks. This will include: taps off, lights off, windows closed & secure, and doors closed and locked.
- 4.2 Cleaning programme to include regular daily stocking of consumables & supplies in kitchens and toilets, emptying bins, floor cleaning, washing of surfaces, high & low level dusting, weekly cleaning of ovens & fridges, monthly & quarterly deep cleans inside cupboards, ovens, microwaves & fridges (where time allows). Contractor will be expected to fill the time allocated with a variety of additional tasks including cleaning windows (inside only), skirting boards, grouting, pipework etc.
- 4.3 Morning cleaning before first hirer arrives. Floors must be washed far enough in advance to allow them to dry BEFORE hirers arrive.
- 4.4 Meet and greet casual hirers, ensuring that they are settled with everything they need and that they are compliant with the rules and regulations of the Community Centre. Health and safety information to be given to hirers. Ensure that fire exits are NOT to be blocked and fire doors are NOT to be propped open. Receive booking form and payment/damage deposit if instructed to do so by Community Centre staff. Bouncy castles only to be inflated if the necessary disclaimer has been signed.
- 4.5 Hirer changeover clean / check, unless time between hires is too tight (eg if two sessions or quads are hired out back to back).
- 4.6 Clean / check of premises after evening hires.
- 4.7 Emptying all bins, including cigarette bins located on outside walls of halls.
- 4.8 Tables to be cleaned before being put away. The edges of tables should also be wiped. Tables to be checked for cleanliness before use.

- 4.9 Kitchen to be cleaned after last weekend hire ensuring it is ready for café hire on Monday morning.
- 4.10 Office to be cleaned every Monday evening.
- 4.11 Floor to be cleaned with machine where it is left particularly dirty after a hire, and always after a function the previous evening.
- 4.12 Fire alarm to be tested every Monday morning when covering for absence of Caretaker.
- 4.13 Upholstery cleaning: regular 2 monthly programme plus extra cleans as directed by Council eg after messy hirers.
- 4.14 Window cleaning: 2 monthly - including internal windows and windowsills.
- 4.15 Paved areas: Sweeping in vicinity of halls to maintain clean access to halls at all times.
- 4.16 Alcohol: Upholding Alcohol Policy & liaising with licensee.
- 4.17 Set up of tables & chairs etc as per hirer requirements.
- 4.18 Setting up of AV equipment & explaining systems to hirers.
- 4.19 Setting up of the stage as required.

**Emergency Contact Numbers:**

**Rachel McCarthy – Assistant Clerk / Community Centre Manager**

07770 351794

**Lisa Gooderham – Caretaker**

07786 831300

**Catherine Moore – Parish Clerk**

01493 749918 / 07795 614681

**Poringland Parish Council, December 2017**