

Thatcham Town Council
Thatcham Broadway Public Conveniences
Specification and Schedule of Works

Background

The current usage is estimated to be around 110 visitors per day, and the public conveniences consist of:

2 male cubicles and 3 urinals	2 hand driers
4 female cubicles	1 parent and child room
1 disabled unit	2 service corridors
7 wash hand basins	1 attendant's room

1. THE REQUIREMENT

The unlocking and locking and cleaning of Public Conveniences in Thatcham Broadway.

2. PURPOSE OF THE REQUIREMENT

The purpose of the requirement is to provide a safe, clean, healthy, and hygienic environment of good appearance for the general public when using public conveniences.

3. PROVISION

3.1 The Service provision for the conveniences is based on a set number of tasks detailed in this specification.

As well as undertaking cleaning duties, the Contractor will also be expected to provide the following:

- Cleaning equipment/plant
- Cleaning materials & supplies
- Administration systems to include quality assurance and invoicing
- Replenishing of site equipment using site supplies, e.g. toilet paper, soap, bin liners (consumables provided by Thatcham Town Council)
- Staff and staff training
- Management and supervision of staff

3.2 The Contractor will provide written evidence of completed risk assessments and method statements for all tasks undertaken in accordance with this contract and will complete a daily check sheet that will be provided with the monthly invoice.

4. DELIVERY

4.1 The public conveniences are open seven days per week from 08:00 hrs to 18:00 hrs, all year, except Christmas Day.

4.2 The Contractor shall employ sufficient and capable Staff to ensure the cleaning schedule can be completed within these time frames.

5. CLEANING EQUIPMENT/PLANT

5.1 At his own cost, the Contractor will be required to supply all necessary equipment and plant needed to perform the duties.

5.2 At the Contractor's own expense, all such equipment must be kept in a safe, clean and serviceable condition to The British Institute of Cleaning Science Standard in its Cleaning Proficiency Manual.

5.3 Upon request, the Contractor will supply copies of all documentary evidence to support compliance with clause 5.2 to the Services Manager at Thatcham Town Council.

6. CLEANING MATERIALS AND SUPPLIES

- 6.1 At his own cost, the Contractor will be required to supply all necessary materials/supplies needed to perform the duties to the standard as detailed within the Specification.
- 6.2 The Contractor is expected to avoid the use of environmentally damaging products or methods where an alternative suitable product or method is available at reasonable cost.
- 6.3 The Contractor will be expected to comply with any environmental policies adopted by Thatcham Town Council throughout the Contract Period.

7. INVOICING

- 7.1 The Contractor will be required to provide an effective and efficient invoicing system which will be agreed with the Services Manager before commencement of the Contract.
- 7.2 The Contractor will provide a monthly invoice for the attention of the Services Manager and as agreed with him at the start of the contract.
- 7.3 The monthly invoice shall identify separately:
 - (i) The price for the specified Service completed during the period
 - (ii) A completed check list indicating dates of attendance along with supplies needed.

8. STAFF TRAINING

- 8.1 All Staff employed by the Contractor to carry out the provision under this Contract will, at the Contractors own expense, be trained to carry out the tasks to the Contract Standard. This will include, but not be limited to;
 - 8.1.1 The tasks as specified in this specification.
 - 8.1.2 The relevant sections of the Health & Safety at Work at Act 1974 and any subsequent amendments
 - 8.1.3 COSHH regulations of 1999 and any subsequent amendments
 - 8.1.4 The Manual Handling Operations Regulations 1992 and any subsequent amendments
 - 8.1.5 All relevant rules and procedures of the site
 - 8.1.6 Customer service, i.e. able to observe a high standard of courtesy and consideration to the general public
- 8.2 The Contractor shall ensure that his operatives are regularly trained, informed and advised of the risk from diseases such as Hepatitis B or Aids, which can be caught from needles and blood stained objects or other materials left in public toilets. The risks of these diseases may occur anywhere in the facilities cleaned, or in waste being removed from the facilities.
- 8.3 The Contractor shall keep written records of such notifications, training etc and these records shall be available at all times for inspection by the Services Manager.
- 8.4 Unprotected hands must not be used to remove waste. Cleaners shall be issued with and required to use, stout gloves, tongs, sharps containers, any other required equipment and clothing so that they are able to do their work safely and without risk.
- 8.5 The Contractor shall ensure that any employee is following the Contractor's Health and Safety Policies.
- 8.6 The Contractor shall ensure that any employee is DBS checked.

9. UNIFORMS / PROTECTIVE CLOTHING AND EQUIPMENT

- 9.1 The Contractor will supply, at his own expense, all staff with the necessary suitable protective clothing and equipment.
- 9.2 The Contractor shall display notices of suitable size bearing the words 'Cleaning in Progress' or similar wording for display in areas being cleaned when members of the public or any other persons are likely to be present.

10. REFILLING OF EQUIPMENT AND MATERIALS AND SUPPLIES

- 10.1 The Contractor will be responsible for ensuring that all such supplies are kept secure within the storage area allocated.
- 10.2 The cleaning operatives will keep the Services Manager informed of stock levels for the purpose of re-ordering where the supply is the responsibility of Thatcham Town Council.

11. ACCESS TO BUILDINGS AND SECURITY

- 11.1 The Contractor's staff will be issued with keys to gain entry to the sites.
- 11.2 The replacement of lost keys will be the physical and financial responsibility of the Contractor.
- 11.3 Key holders will be responsible for;
- (i) The safekeeping of the keys
 - (ii) Opening the site
 - (iii) Securing the site at closing time
 - (iv) Security of the site buildings and contents whilst on site
 - (v) Return of keys to the Services Manager when required
- 11.4 The Contract Manager will ensure that all keyholders sign for any key given into their care and the Services Manager will be responsible for signing for the return of the key.
- 11.5 When a representative of the Contractor is required to be a keyholder, the Contractor will provide the name, address, contact number and designation of that person to the Services Manager. The Contractor will be responsible for ensuring the keyholder is of good character and will not abuse the privilege accorded and for the addition of the key holders' details to the master list.
- 11.6 Where a change of keyholder is required, the Contract Manager will notify the Services Manager of the change and ensure that all keys are returned to the Services Manager and the reissue of the key/s takes place according to points 11.4 to 12.5 inclusive.
- 11.7 In the provision of the Service, the Contractor's representatives will ensure that all sites are left secure by especially checking that doors are closed, windows locked and lights or taps switched off. The Contractor's employees must ensure that members of the public are not locked in the public conveniences at the end of the day.

12. STORAGE OF CLEANING MATERIALS AND EQUIPMENT

- 12.1 The Contractor will be issued with a key to the storage to be allocated.
- 12.2 The Contractor shall keep such storage areas clean and tidy. When not in use all storage must be kept properly secured.
- 12.3 COSHH regulations must be adhered to at all times. It is at all times the Contractors responsibility to supply and display hazard signs. COSHH sheets are to be kept on each site readily accessible and in a location known to the Services Manager.

13. CONTRACT MONITORING & QUALITY ASSURANCE

- 13.1 The Contract Manager will meet with the Services Manager as and when required, with a minimum of one meeting per quarter to review performance.
- 13.2 The Contractor will demonstrate methods of monitoring the service performance and quality assurance. This will include as a minimum;
- 13.2.1 Site visits by the Area Managers to the Sites for which they are responsible at a frequency to be agreed by both parties
- 13.2.2 A means of daily communication between the Contractor's cleaning operatives and the Contract Manager
- 13.2.3 A means of communication between the Contractor, his staff, the Services Manager and sites for the purpose of reporting problems. During business hours the Contract Manager must be contactable by mobile phone and details of all mobile phone numbers must be supplied to the Services Manager who must also be advised immediately of any change.
- 13.3 The Contractor will provide the Services Manager with weekly self-monitoring reports for each site carried out by the Contractor's Contract Supervisor. The self-monitoring reports will indicate the name of the site, the date it was inspected, a breakdown of specific cleansing operation items and whether these have been carried out in accordance with the specification. If any cleansing operations have not been carried out in accordance with the specification, then an indication of what action has been taken to rectify the situation should also be provided in the weekly report.
- 13.4 The Services Manager will carry out regular and random inspections to ensure that the specification of the contract is being met.
- 13.5 In the event that the standard of work undertaken falls below the standard required, the Contractor will be notified in writing and the failure will be deemed a default in performance as defined in the Conditions of Contract.

14. CONTRACT REVIEW

- 14.1 The Contractor's performance will be reviewed on at least a quarterly basis by the Services Manager at a meeting with the Contractor.
- 14.2 Prices will be reviewed between the contractor and the Services Manager on an annual basis.

15. TO BE OBSERVED BY THE CONTRACTOR IN CARRYING OUT THE PROVISION

- 15.1 Where tasks are defined for whole areas such as floors and walls, all moveable furniture and equipment should be removed before commencement of the task. Upon completion of the task all such effects must be replaced in the original position.
- 15.2 Facilities for tasks such as filling buckets with water, disposal points for waste water and waste collection area for rubbish will be identified to the Contractor by the Services Manager. Toilet sinks/basins, toilet pans or urinals are not to be used for disposing of dirty water. The Contractor will leave all identified disposal areas in a clean and hygienic state.
- 15.3 All waste produced by the Contractor in the performance of the Service on Site must be disposed of by the Contractor at its expense. The contents of all sharp containers, needles found elsewhere on any of the sites, and clinical waste shall be disposed of to a properly licensed disposal site for this type of waste.

- 15.4 The Contractor shall be permitted to use, free of charge, heating, lighting, water and electricity services, on condition that energy conservation and safety are strictly observed and that the Services Manager considers that the continuing level of usage is reasonable for the Service being provided.
- 15.5 The Contractor will avoid the use of environmentally damaging product where a suitable alternative is available. The Contractor will minimise the adverse impact on the environment by adopting the best available techniques, practices and materials available. Ozone depleting substances will not be used.

16. OPENING TIMES

- 16.1 The conveniences will be open seven days a week, every day of the year, including Bank Holidays, excluding Christmas Day. They will open at 08:00 hrs and close at 18:00 hrs.
- 16.2 The Contractor shall not delay the public from using any public convenience and longer than necessary when cleaning is taking place.
- 16.3 Any additional opening hours, for special evening events for example, will be agreed by the Services Manager and the Contractor using the tendered rates.

17. FREQUENCY OF CLEANSING

- 17.1 The facility shall be cleansed daily to meet the requirements as set out in clause 2.
- 17.2 The Contractor's employee shall sign a work schedule to indicate when cleansing has taken place.

18. CLEANSING OPERATIONS - GENERAL

- 18.1 Cleansing visits shall be made in the same order each day in accordance with the agreed method statements provided by the Contractor.
- 18.2 Cleansing may take place either during normal opening hours in a manner that causes minimal obstruction to the public using the facilities, or outside of normal opening hours at the Contractor's discretion.
- 18.3 The Contractor will bear in mind the need to conserve water and electricity in a manner that does not endanger the public.
- 18.4 The Contractor will discourage the public from anti-social behaviour such as drug taking or sexual acts at any of the facilities. Should a member of staff feel threatened by a member of the public then he should leave the facility and report the matter to the Services Manager / the Police immediately.
- 18.5 The Contractor will make its own assessment of the cleaning materials appropriate to undertake all cleansing work.
- 18.6 No additional payment will be made for cleansing when bad weather or the time of year means that floors are more soiled than usual.
- 18.7 When the conveniences become inoperable for any reason, the Services Manager should be contacted immediately. The conveniences may be temporarily closed if inoperable with the agreement of the Services Manager until necessary repairs have been carried out.
- 18.8 During severe weather the Contractor will ensure that doors and windows are secured to prevent storm damage.

19. SPECIFIC CLEANSING OPERATIONS

19.1 At each and every visit:

- 19.1.1 Floors will be swept.
- 19.1.2 Litter will be removed from inside the facility.
- 19.1.3 Bins will be emptied.
- 19.1.4 All stains and dirt will be removed from toilet bowls, seats, urinals, walls, doors, or other finishes so as to leave them clean, dry and streak free.
- 19.1.5 **Using a different cloth from those used to clean the toilets and urinals,** remove all dirt and stains from wash hand basins, taps, mirrors, sanitary fittings, tiles, hand dryers using a suitable cleansing agent and disinfectant.
- 19.1.6 Wherever possible graffiti will be removed.
- 19.1.7 Install and replace toilet paper, soap, air freshener blocks and urinal blocks.
- 19.1.8 Urinal traps and drainage channels will be cleared of any accumulation of debris.
- 19.1.9 Thoroughly wash floors with hot water using appropriate cleansing agent and disinfectant to leave floors clean.
- 19.1.10 Disabled persons grab rails will be cleaned using a germicidal detergent.
- 19.1.11 Report any damage, vandalism, defects or other faults to the Services Manager.
- 19.1.12 Check the building and equipment including hand dryers, wash hand basin chains and plugs, cistern chains and handles for defects. Any such defects that cannot be repaired on site by the cleansing operative will be reported to the Services Manager immediately.
- 19.1.13 To remove litter in an area immediately around the exterior of the building.

19.2 Every four weeks, the Contractor shall:

- 19.2.1 Remove all cobwebs from the building.
- 19.2.2 Wash with clean water and a suitable cleansing agent with disinfectant all ledges, sills, doors, woodwork or other smooth surface, bins, walls, gratings, windows and stay arms, handrails and light fittings.

19.3 Every quarter, the Contractor shall:

- 19.3.1 Descale all toilet bowls and seats, traps and wash hand basins.
- 19.3.2 Descale and clean all pipework and grates.
- 19.3.3 Remove sludge and dirt from waste outlets, tap pillars, stopcocks and waste pipes.