



Ross-on-Wye Town Council Toilet Cleaning Specification

Raising the Standard

1. Introduction

This specification sets out the requirements required to ensure that the Town's Public Toilets are cleaned to the highest standards.

2. Locations and Facilities

Ross-on-Wye Town Council's two (2) Public Toilets covered in this specification are located as follows:

Red Meadow Toilets

Red Meadow Car Park,
Kyrle Street,
Ross-on-Wye
HR9 7EG

Ladies
Gentlemen
Disabled

Wye Street Toilets

Wye Street
Ross-on-Wye
HR9 7BU

Ladies
Gentlemen
Disabled

3. Minimum Cleaning Frequency

Frequencies are laid down in the Specification Schedule A for cleaning and must be strictly adhered to unless the prior approval of the Operations Manager or a nominated representative has been obtained.

The frequency schedule represents the minimum requirement which is considered necessary by the Town Council to achieve the required standard. The Contractor must ensure that the frequency is adhered to unless otherwise agreed or instructed.

It may be necessary to increase the frequency of cleaning at any of the locations from time to time because of increased public usage, e.g., Bank Holiday Weekends, other events, etc., The Contractor will be advised by the Operations Manager of any additional need and shall be required to make suitable arrangements to carry out any extra work on the basis of an agreed hourly rate.

4. Disposal of Waste

The Contractor shall make appropriate arrangements for the removal and collection of all rubbish/litter from the toilets. All waste must be removed from site at each visit and all bin liners replaced. No waste is permitted to be left on site or placed in public bins or disposed of via the Town Council's staff. The Contractor must have the appropriate Waste Carriers Licence in place.

No rubbish generated in any toilet block shall remain but must be cleared by the end of the shift.

5. Attendance and Cleaning Requirements

All toilets are to be visited, inspected, and cleaned in accordance with the following schedule:

Monday to Sunday throughout the year (except Christmas Day), twice daily visit. Each toilet shall be visited, inspected, and cleaned in accordance with the programme of works and as specified in this Contract.

During visits, the Contractor shall ensure that necessary work is carried out in order to keep the facilities in a clean and well-maintained condition in accordance with this Specification and ensure adequate supply of toiletries are available to visitors.

All cleaning products must be approved in advance by the Operations Manager who will be given copies of the COSHH Data Sheets.

6. Opening Times

Toilets are normally kept locked between the hours of 18:00 and 07:00. Toilets will be unlocked by the Contractor at 07:00 each day and then locked at 18:00, unless advised by the Operations Manager in advance, this will also include opening and closing of the height restriction barrier at Red Meadow Car Park in Kyrle Street.

7. Maintenance Responsibilities

The Contractor shall be responsible for general cleaning.
Provision of electricity, water supplies, and all other maintenance of the toilet blocks remains the responsibility of the Town Council.

(a) All items requiring repair or replacement, including electric / water supplies, cracked or broken glazing; WC bowls; hand basins; urinals; cisterns; door panels, door entry systems shall upon discovery be reported to the Operations Manager without delay.

(b) Graffiti removal within the toilets; will be the responsibility of the Contractor.

8. Quality of Service

Complaints, liaison with the public and issues necessitating remedial action by the operative must be dealt with promptly and the Operations Manager informed.

The Cleaner shall advise the Operations Manager of any problems throughout the day that will delay cleaning and any incidents where it is considered that any member of the public may make a complaint.

The Contractor will follow best practice cleaning methodology; always start from the least dirty then move on to the dirtiest leaving the cleaning and mopping of the “traffic areas” until last.

To prevent cross contamination all equipment will be changed / cleaned between each toilet block and site.

Monitoring

Toilets will be monitored regularly as part of a documented inspection procedure.

A cleaning audit checklist should be completed by the Contractor, dated and signed and be available for inspection by the Town Council on request, on completion of contracted specification. A cleaning audit checklist must be completed for each site.

Spot independent audit inspections will be carried out after the Contractor has completed their contract specification cleaning. Any areas found to be below standard will be reported to the Contractor for rectification.

The Cleaner on receiving a rectification notice will have six hours (or the start of the following day) to return to site and complete the work to the required quality of service. This rectification then requires “signing off” by the Amenities Supervisor or the Operations Manager.

Safety

The Contractor is responsible for their own Health and Safety and members of the public that may be using the public toilets while they are carrying out contract specification cleaning.

The Contractor is responsible for supplying and placing all signage and guarding while they are on site.

Contractor should follow all COSHH Regulations and ensure the correct use and storage of detergents and chemicals.

All cleaning materials should be out of reach and stored locked away from contact with toilet users.

Commercial brands are advocated over 'home mixed' products in bottles or containers as they can readily become contaminated during the 'topping up' process.

Wastewater must not be poured into urinals or toilets. If permitted, bleach can be used where there is a known infection risk, only after ensuring that all Health and Safety, including COSHH issues, have been addressed.

Any "Sharps" that are found on site must be removed in accordance with the Contractors Risk assessment and disposed of as clinical waste. The cost of this will be included in the tender price submission.

9. Specification for Cleaning

The standards and methods of working given below are a minimum to be achieved. Whilst any cleaning is taking place, all necessary temporary protection and warning notices shall be displayed. Protective clothing and identification badge must be worn at all times.

| Inspection and Essential Daily Clean Time to be agreed (13:00 – 14:00) | |
|--|---|
| Floors | <ol style="list-style-type: none">1. Pick up and dispose of all litter.2. Sweep out floors (including entrance porch) to remove all debris, dust, and other accretions from the floor surface. |
| Sanitary Ware | <ol style="list-style-type: none">1. Inspect all WC pans and urinals2. Clean the inside of the WC pans and urinals where required using a WC brush and germicidal detergent.3. Clean the outside of the WC pans and urinals and the seats, cisterns and handles where required4. Inspect the surfaces and taps of wash basins including splash backs and where required clean using appropriate cloths/brush using a germicidal detergent (diluted as necessary) using sufficient pressure to assist the cleaning. Rinse off, damp wipe to leave a clean surface. If the detergent is insufficient, then mildly abrasive cleansing cream or paste may be used.7. Clean door bolts/handles light switches and all “touch surfaces with approved germicidal detergent. Rinse off and wipe dry. |
| General | <ol style="list-style-type: none">1. Replenish toilet paper, paper towels, soap, etc. as necessary.2. Empty litter bins and dispose of litter.3. Inspect interior of building and remove graffiti by normal cleaning methods where possible. If normal cleaning methods fail to remove graffiti please advise the Operations Manager.4. Report all defects and vandalism to the Operations Manager.5. Clean all external surfaces of towel and toilet paper dispensers with detergent, rinse and wipe dry.6. Empty, clean, sanitise and replace as necessary litter containers and hygienically dispose of contents. Replace plastic liners as required.7. Sanitary disposal units should be inspected and where required cleaned externally with approved germicidal detergent. Rinse off and wipe dry.8. Inspect and where required clean all external and internal surfaces of Baby Changing table using a germicidal detergent (diluted as necessary). Rinse with clear water to leave a clean surface and dry wipe. |

| Detailed Daily Clean Time to be agreed (17:00 – 19:00) | |
|--|--|
| Floors | <ol style="list-style-type: none"> 1. Pick up and dispose of all litter. 2. Sweep out floors (including entrance porch) to remove all debris, dust, and other accretions from the floor surface. Remove all other deposits using an approved technique and chemical, as necessary. 3. Thoroughly wash floor using an approved detergent. Rinse with clear water/disinfectant and mop dry to leave a clean, dry surface. |
| Sanitary Ware | <ol style="list-style-type: none"> 1. Clean all surfaces of urinals together with cisterns, flush pipes and all fittings using an appropriate cloth brush/mop using a germicidal detergent (diluted as necessary). Rinse with clear water to leave a clean surface and dry wipe. If necessary, to comply with the definition of clean, the above work may be supplemented with the use of an approved mild abrasive cleaning cream or paste. 2. Clean the inside of the WC pans using a WC brush and germicidal detergent. Particular attention should be paid to the WC traps and flushing rims. Rinse with water to leave the pan in a clean condition. 3. Clean the outside of the WC pans and the seats, cisterns and handles using appropriate cloth/mop, using germicidal detergent (diluted as necessary). Rinse off and give a dry wipe to leave a clean, dry surface. Particular attention must be given to the rear of the WC pan and the seat hinges. 4. Clean the surfaces and taps of wash basins including splash backs using appropriate cloths/brush using a germicidal detergent (diluted as necessary) using sufficient pressure to assist the cleaning. Rinse off, damp wipe to leave a clean surface. If the detergent is insufficient, then mildly abrasive cleansing cream or paste may be used. 5. Clean all mirrors using appropriate cleaning material. 6. Clean doors, walls and cubicle partitions using detergent, as necessary. Wall are to be cleaned to ceiling height. All sills, ledges, frames, and protruding edges (up to six feet) to be cleaned using a germicidal detergent (diluted as necessary). Rinse with clear water to leave a clean surface and dry wipe. 7. Clean door bolts/handles light switches and all “touch surfaces with approved germicidal detergent. Rinse off and wipe dry. |
| General | <ol style="list-style-type: none"> 1. Replenish toilet paper, paper towels, soap, etc. as necessary. 2. Empty litter bins and dispose of litter. |

| | |
|--|--|
| | <p>3. Inspect interior of building and remove graffiti by normal cleaning methods where possible. If normal cleaning methods fail to remove graffiti, please advise the Operations Manager.</p> <p>4. Report all defects and vandalism to the Operations Manager.</p> <p>5. Clean all external surfaces of towel and toilet paper dispensers with detergent, rinse and wipe dry.</p> <p>6. Empty, clean, sanitise and replace as necessary litter containers and hygienically dispose of contents. Replace plastic liners as required.</p> <p>7. Sanitary disposal units should be emptied and disposed of and cleaned externally with approved germicidal detergent. Rinse off and wipe dry.</p> <p>8. Clean all external and internal surfaces of Baby Changing table using a germicidal detergent (diluted as necessary). Rinse with clear water to leave a clean surface and dry wipe.</p> |
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| Weekly | |
|----------------|---|
| General | <p>1. Clean and polish all copper work, chrome, and brass fittings with metal polish.</p> <p>2. Clean all doors, partitions, glazed tiles and walls with germicidal detergent, rinse off and damp wipe.</p> <p>3. Dust to remove cobwebs from ceiling, light fittings and horizontal surfaces ledges and windowsills.</p> <p>4. Wall horizontal surfaces ledges, windowsills, light fittings, frames, and protruding edges are to be cleaned to a ceiling height. Rinse off and wipe dry.</p> <p>5. Clean skirting boards with approved germicidal detergent. Rinse off and wipe dry.</p> |

| Periodically three times a year | |
|--|--|
| General | <p>1. To be completed within one month of commencement of the Contract and thereafter during the first full week in March, July, and November throughout the contract period.</p> <p>a. WC Bowls – Descale, clean and remove all deposits from internal and external parts of the fitment to include flushing rim, seat, seat lids, hinges, S and P traps and cleaning of exterior of flushing tank.</p> <p>b. Urinals – Descale, clean and remove all deposits from the whole of the face, to include outlet traps, immediate pipework, domical grating, sparge pipes and exterior of flushing tank.</p> <p>c. Wash Basins and Sinks – Descale, clean and remove all deposits from the entire areas, to include the underneath.</p> |

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| | <p>d. Miscellaneous Units – Gullies, open channels, soap dispensers, trough, etc. to be treated in the same manner as other units, to result in complete restoration. Any defects are to be reported to the Operations Manager within 24 hours.</p> <p>e. Floors – Specific attention to sides, corners and behind sanitary ware should be applied. Elimination of accretion in these areas is essential.</p> <p>f. All windows to be wiped over to remove any finger marks.</p> |
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10. Submission

Contractors wishing to submit tenders for submission must complete both sections of the Submission Document (Appendix 1 & 2) as part of their proposal bid. Tender applications will be judged against the completed documentation and the required certificates, records, and assessments. All prices in the tender submission will include the supply of all materials, labour, travel and disposal of waste.

Appendix 1 – Schedule of Rates

| Item | Frequency | Rate | Cost |
|---|------------------------------|------|------|
| Unlock Red Meadow height barrier | 364 days (not Christmas Day) | | |
| Unlock Red Meadow toilets | 364 days (not Christmas Day) | | |
| Inspection and Essential Daily Clean – Red Meadow | 364 days (not Christmas Day) | | |
| Detailed Daily Clean – Red Meadow | 364 days (not Christmas Day) | | |
| Lock Red Meadow toilets | 364 days (not Christmas Day) | | |
| Lock Red Meadow height barrier | 364 days (not Christmas Day) | | |
| Weekly additional clean – Red Meadow | 52 – once per week | | |
| Periodically additional cleaning – Red Meadow | 3 | | |
| | | | |
| Unlock Wye Street toilets | 364 days (not Christmas Day) | | |
| Inspection and Essential Daily Clean – Wye Street | 364 days (not Christmas Day) | | |
| Detailed Daily Clean – Wye Street | 364 days (not Christmas Day) | | |
| Lock Wye Street toilets | 364 days (not Christmas Day) | | |
| Weekly additional clean – Wye Street | 52 – once per week | | |
| Periodically additional cleaning – Wye Street | 3 | | |

Appendix 2 – Contractor Questionnaire

Health and Safety Assessment Questionnaire

To be completed by the contractor in all cases. Failure to do so may result in the contractor being removed from the company's approved selected list.

General

| | |
|----------------------------------|--|
| Name of Company: | |
| Telephone number: | |
| Contact for further information: | |
| Email address: | |
| Trade/Activity: | |

Please complete this questionnaire as part of our contractor review process.

| | |
|---|-----------------|
| Please supply a copy of your Health and Safety Policy/Statement | Attached YES/NO |
| What is the nature of your business? | |
| Approximately how many people are directly employed by your company? | |
| Total no. of persons indirectly working under your control at any one time? | |
| Please provide copies of your Employers' & Public Liability Insurance and, if applicable, Professional Indemnity Insurance | Attached YES/NO |
| Please provide contact details of the individual in your company responsible for coordinating Health and Safety matters | |
| Attach, your latest Company accident statistics. | Attached YES/NO |
| During the past 3 years has any person, not being an employee or person working under your control, for example, a member of the public, been injured as a result of your work activity? If YES, please provide details | |

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|--|---|
| How does your organisation ensure that plant, equipment, and vehicles for use are kept in a safe condition and good state of repair? | |
| Has your company or individuals employed by your company been prosecuted for breaches of health and safety within the last 5 years? If YES, please provide details | |
| Who acts as your company Health and Safety Advisor/supervisor or any other organisation acting in that capacity on your behalf? | Name: Address: Telephone: Details of safety qualifications held: |
| Do you employ sub-contractors or agency staff? If YES please provide contact details. | |
| Does your company assess the health and safety competence of companies with whom you place contracts? If YES, please give details | |
| Please provide copies of relevant Risk Assessments, Method Statements and Safe Systems of Work. | Attached YES/NO |
| Please provide COSHH assessments for materials that you will be using on site | Attached YES/NO |

Declaration

I hereby declare that the above information is true to the best of my knowledge and belief, and I understand that if false information has been given, this will be deemed grounds to terminate any contract that may be entered into.

Signed:

Print name:

Date:

Title/Position:

For (Company):

Please ensure you have provided up to date copies of the following:

| <u>Checklist</u> | (please tick) |
|--|----------------------|
| Health and Safety Policy/Statement | |
| Employers' & Public Liability Insurance and, if applicable, Professional Indemnity Insurance | |
| Latest company accident statistics | |
| Accident Reporting/Investigating Procedure | |
| Relevant Risk Assessment for tasks being carried out | |
| Relevant Method Statement for tasks being carried out | |
| Certificate of Competency | |
| COSHH Assessment | |
| Covid-19 procedure | |
| Safe Systems of Work | |
| | |