

# Quest 2016 - Operations 1

## Cleaning and Housekeeping

### Guidance Notes

Issue 5 August 2016



#### Outcomes

- The level of cleanliness is visibly acceptable, taking due account of customer expectations.
- There are high standards of hygiene in critical areas.
- Standards are in place to prevent injury and inconvenience, increasing customer compliments.
- The facility is presented in a fit, clean and tidy state, reflecting general pride by the organisation, staff and customers.

MV
<b>Standards of Cleanliness</b>
<b>EXAMPLES OF BEST PRACTICE</b> <ul style="list-style-type: none"><li>• Reception area clean and tidy</li><li>• Toilets facilities clean, tidy and smell fresh</li><li>• Changing areas clean</li><li>• Activity area clean and tidy</li><li>• Circulation areas clean and tidy</li></ul>
<b>SUGGESTED GUIDANCE</b> <p>Reception Area</p> <ul style="list-style-type: none"><li>• Are leaflet dispensers tidy</li><li>• Are the reception desk and work surfaces clear of clutter and clean</li><li>• Are the areas behind the reception counter clean and tidy</li></ul> <p>Toilet Facilities</p> <ul style="list-style-type: none"><li>• Are they litter free</li><li>• Are toilets flushed and clean, both internally and externally, behind and under toilet seats</li><li>• Are urinals clean and clear of debris</li><li>• Are all surfaces, fixtures and fittings clean and not smeared or stained</li><li>• No stale smells are evident</li></ul> <p>Changing Areas</p> <ul style="list-style-type: none"><li>• Are cubicles clear of litter, walls free from smears and stains, legs clear of debris and tops of cubicle walls free of dust</li></ul>

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- Are changing room floors clean and clear of litter, including skirting and edges between walls and floors
- Are lockers clear of litter and clean both internally and externally
- Are the shower surfaces and heads free from dirt, lime scale and body fat

### Activity Areas

- Are the floors and playing surfaces free from debris
- Is the equipment clean, for example fitness equipment free from dried sweat stains? Is a sanitising product available for gym users to utilise pre- and post-use of the equipment?

### General/Circulation

- Are all areas clear of litter and graffiti
- Are the floors, walls and ceilings clean and mark free
- Bins not overflowing and no unpleasant smells and odours evident
- Are all internal and external glazing and windows clean and smear free

### High level

- Are high level areas free from dust, such as tops of cubicles and ledges
- Are light fittings clean and free from debris, for example flies and bugs
- Are extract grills free of dust and staining

## Presentation

### EXAMPLES OF BEST PRACTICE

- Notice boards well managed
- Well-presented facility

### SUGGESTED GUIDANCE

#### Notice boards

- Are well displayed
- Are appropriately located
- Do they draw attention
- Are headers and logos in place
- Is the information displayed accurate, relevant and up-to-date
- Is there a planned approach

#### General presentation

- Are pictures displayed appropriately
- Are planters clean and do they look cared for

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### Monitoring

#### EXAMPLES OF BEST PRACTICE

- Is there a visible commitment to maintaining cleanliness

#### SUGGESTED GUIDANCE

- The visible commitment may take the form of one or more of the following:
  - Are standards or pledges clearly displayed in appropriate locations
  - Is there a commitment to inspection signage displayed
  - Are monitoring check sheets displayed and consistently signed off in a timely manner
- Is there evidence of staff patrolling, inspecting and monitoring
- Are customers and staff advised about cleaning in progress

### Housekeeping

#### EXAMPLES OF BEST PRACTICE

- Housekeeping
- Slips, trips and falls
- Safe access & egress
- Storage
- Safety signage
- Access around circulation and activity areas safe

#### SUGGESTED GUIDANCE

- Chemicals are not left unsupervised
- Is there a first aid point or room clearly identified
- Is the management of trailing cables in place
- Is equipment safely and appropriately stored
- Are storage areas locked and are plans displayed
- Are staff only areas locked
- Is there clear and effective safety signage is in place, for example no diving, depth signage, no unauthorised access, hot water, drinking water, no violence towards staff
- Is equipment or furniture appropriately stored
- No evidence of fall, trip or slip hazards

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Fire Safety
<b>EXAMPLES OF BEST PRACTICE</b> <ul style="list-style-type: none"><li>• Firefighting equipment</li><li>• Fire safety signage</li><li>• Fire escape routes</li></ul>
<b>SUGGESTED GUIDANCE</b> <ul style="list-style-type: none"><li>• Are fire extinguishers located on wall brackets or stands</li><li>• Are fire exits clear, well signed and accessible</li><li>• Fire doors are not wedged open</li><li>• Fire exits are not blocked by equipment</li><li>• Are external fire exit routes clear, with safe egress, for example no sudden drops or obstructions evident</li><li>• Do fire escape routes have provision of emergency lighting</li><li>• Is the assembly point evident</li><li>• Are the external bin compounds secured and stored at an adequate distance away from buildings</li></ul>
PLAN
How does the facility plan to ensure a clean and well-presented facility?
<b>EXAMPLES OF BEST PRACTICE</b> <ul style="list-style-type: none"><li>• Standards</li><li>• Procedure and policy systems</li><li>• Business plan objectives</li><li>• Schedules and programmes</li><li>• Responsibilities defined</li><li>• Cleaning champion</li><li>• Best practice</li><li>• Cleaning contractor specification</li></ul>
<b>SUGGESTED GUIDANCE</b> <ul style="list-style-type: none"><li>• Have acceptable and measurable cleaning standards been defined in accordance with good practice, which may present itself through a cleaning specification</li><li>• Are procedures and policies clearly developed, defined and documented as part of an integrated or quality management system for staff and where appropriate customers</li><li>• Has a business plan objective been established that sets out what needs to be achieved from the delivery of high standards; ensuring that resources are</li></ul>

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available

- Have all areas of the facility been built into an integrated cleaning programme, for example daily, weekly, monthly, high level and deep cleaning tasks
- Are responsibilities to perform cleaning duties clearly defined and documented
- Is there a dedicated cleaning improvement member of staff who can assist in the planning, application of and monitoring cleaning standards in order to generate ownership
- Has best practice been integrated into the cleaning processes, for example, the National Health Service (NHS) standards and/or the British Institute of Cleaning Science (BICS)
- Is there a clear and defined cleaning specification in place, if external cleaning contractors are employed

### DO

**How are staff kept informed of the standards and procedures to keep the facility clean and tidy? (Challenge for the operational staff)**

#### EXAMPLES OF BEST PRACTICE

- Standards/procedures
- Cleaning schedules
- Good cleaning and housekeeping practices
- Monitoring of contract cleaners
- Proactive culture

#### SUGGESTED GUIDANCE

- Are guidance and clear written standards or procedures, such as method statements, provided for the staff that perform cleaning duties
- Do staff have access to all planned cleaning and housekeeping schedules
- Do staff share good cleaning and housekeeping practices to encourage ownership and accountability
- Where the facility uses contract cleaners, is there a suitable and sufficient monitoring regime in place to ensure standards are met
- Is there a proactive culture evident of dealing with cleaning and housekeeping issues

**How are staff trained to deliver cleaning and housekeeping tasks safely? (Challenge for the operational staff)**

#### EXAMPLES OF BEST PRACTICE

- Control of Substances Hazardous Health (COSHH)
- Cleaning equipment
- Electrical cleaning equipment
- Procedure and policy systems
- Support from chemical suppliers and training organisations

#### SUGGESTED GUIDANCE

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- Is essential COSHH data and assessment documentation provided for all cleaning chemicals currently in use and staff trained in COSHH
- Staff have been trained on how to use all cleaning equipment
- Are the staff provided with clear instructions on how to check the electrical cleaning equipment safely and made aware of their responsibility to check electrical equipment prior to use
- Do management ensure that staff are inducted and trained on any relevant procedures and policies; when policy changes are made, are staff informed
- Has the chemical supplier provided training to staff on how to get the best results from each of the cleaning chemicals

### What resources are allocated to deliver the cleaning and housekeeping standards? (Challenge for the operational staff)

#### EXAMPLES OF BEST PRACTICE

- Sufficient resources
- PPE
- Chemical dispensing instruction/guidance displayed in cleaning stores
- Colour coded equipment
- Cleaning machines
- Storage
- High and deep cleaning tasks
- Allocation of duties and staff rotas
- Cleaning omissions
- Back-up system

#### SUGGESTED GUIDANCE

- Are sufficient resources allocated to meet the cleaning standards and programme, including staff and materials
- As a result of COSHH requirements is adequate Personal Protective Equipment (PPE) available for appropriate staff
- Is the dispensing and/or allocation of chemicals well managed and closely monitored with instructions available on how to do so
- Is there adequate storage in place for equipment and chemicals; are the cleaning stores tidy, well organised, replenished, clearly signposted and secure.
- Is cleaning equipment colour coded to reduce cross contamination
- Have cleaning machines been considered to maximise the effectiveness of the human resource
- Are cleaning chemicals stored safely including the segregation of acids and alkalis; are chemical bottles clearly labelled
- Are contractors used for specific high and deep level cleaning tasks
- Do the staff rotas include time for staff to carry out cleaning and housekeeping duties
- Is there a process in place to pick up cleaning tasks that are not completed or missed
- Is there an adequate back-up system in place in the event of cleaning staff being absent

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MEASURE
<b>How do you measure?</b>
<b>EXAMPLES OF BEST PRACTICE</b> <ul style="list-style-type: none"><li>• Customer feedback</li><li>• Customer satisfaction surveys</li><li>• Mystery visits and audits</li><li>• Customer forums</li><li>• Management spot checks</li><li>• Cleaning check sheet completion</li><li>• Management counter signing</li><li>• Cleaning contractor monitoring process</li></ul>
<b>SUGGESTED GUIDANCE</b> <ul style="list-style-type: none"><li>• Is customer feedback welcomed and the opportunity to provide feedback made available</li><li>• Are customer comments and customer satisfaction surveys on cleanliness analysed and measured regularly to evaluate that the standards are being met</li><li>• How are the findings of external mystery visits and audits analysed and measured to determine whether the desired standards are being met from a different perspective</li><li>• Are regular meetings and forums held with customers and stakeholders to determine whether the desired expectations are being met</li><li>• Do managers complete spot checks on cleaning task completion and standards</li><li>• Has an appropriate level of check sheet completion been identified and is the check sheet completion measured for trends</li><li>• Is the level of managerial counter signing adequately measured and analysed for trends</li><li>• Where contract cleaners are used, is there a robust and thorough monitoring process in place, which can be measured for completion effectiveness</li></ul>
REVIEW
<b>How do you review what you measure?</b>
<b>EXAMPLES OF BEST PRACTICE</b> <ul style="list-style-type: none"><li>• Review trends</li><li>• Staff review/meetings</li><li>• Cleaning schedules</li><li>• Benchmarking</li><li>• Procedure and policy systems</li><li>• Mystery visits and audits</li></ul>



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### SUGGESTED GUIDANCE

- Is there a quantifiable review process in place which takes into account the results from the inspection check sheet completion rate and feedback from customers and stakeholders
- Is the review process completed regularly by the staff, including management and frontline operatives
- Are the frequency of the cleaning and housekeeping tasks reviewed in line with changes to the activity programme and customer footfall
- Are customer satisfaction surveys, such as National Benchmarking Service (NBS) and Association of Public Sector Excellence (ASPE) surveys, used to benchmark cleaning and housekeeping standards with other organisations
- Do management have processes in place to regularly review and update relevant procedures and policies
- Are the findings of external mystery visits and audits analysed to determine whether the desired standards are being met from a different perspective, with actions completed and/or added to any improvement plan

### IMPACT

Has what you have done made a difference?

### EXAMPLES OF BEST PRACTICE

- Customer compliments
- Customer satisfaction
- Listening to customers
- Customer testimonials
- Resources
- Environmental impact
- Increase in staff satisfaction
- Review process
- Cleaning contractors

### SUGGESTED GUIDANCE

- Are customers complimenting the centre on the standard of cleanliness and housekeeping would be an indication of success
- Is there evidence that increased customer satisfaction will deliver further recommendations, less complaints and reduce lengthy management time in dealing with these issues
- Does the management/staff promptly address specific customer concerns in relation to cleaning and housekeeping issues that may prevent the cancellation of memberships
- Are there testimonials from customers regarding the cleaning and housekeeping standards achieved
- Is the planned and controlled use of resources such as rotas, chemicals and equipment used to assist in managing expenditure
- Has removing aerosols, reducing paper waste, waste water protection, chemical dispensers had a positive impact on environmental standards

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- Can staff demonstrate ownership of the cleaning and housekeeping programme, proactively resolving any issues and bringing forward new ideas and suggestions to improve the process
- Does the outcome of a review enable management to allocate additional resource(s) and do trends indicate that current products are not adequate to deliver standards
- Is the monitoring of the cleaning contractors showing an improvement in standards of cleaning and housekeeping