

Quest Prime 1 – Cleanliness and Hygiene



Guidance Notes

Module Outcome

- The level of cleanliness is visibly acceptable.
- There are high standards of hygiene in critical areas.
- Standards are in place to prevent injuries and ill health, increasing customer compliments.
- The centre cleanliness meets the expectations of its stakeholders, including customer expectations

Mystery Visit					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
How does the centre communicate the expected cleaning standards to its customers?	There is limited evidence of any commitment to cleanliness online or within the centre.	The centre demonstrates a basic commitment to cleanliness standards inside the centre.	Cleanliness and sanitise standards are in place for all critical areas of the building. There is a commitment to cleanliness online.	There is a strong commitment to cleanliness and hygiene inside the centre. Clear reference is made to additional steps being taken during Covid-19.	Best practice approaches are used to provide customer confidence of the cleaning, sanitise and disinfecting standards in place.
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
Is the centre clean and well presented?	Significant improvements need to be made to the level of cleanliness. Customers feel unsafe.	There is some areas of the centre where cleanliness is acceptable, however there are several opportunities for improvement.	Critical areas such as the changing room are to an acceptable standard. Aspects of cleanliness and clutter removal have been noted that have negatively impacted the visit to the centre.	The levels of cleanliness are to a very high standard. The centre looks, feels, and smells clean. Minimal clutter around the centre. A few opportunities for improvement have been noted.	The team are seen to be cleaning high touch points throughout the visit. Where applicable areas have been sectioned off for cleaning and sanitising
Challenge:	Unsatisfactory		Satisfactory		
Hand soap or hand sanitiser (containing at least 60% alcohol) stations are widely available for all staff and customers.	Hand soap or hand sanitiser is not available near one or more high contact/touch points.		Hand soap or hand sanitiser stations are available at all high touch points. This includes the entrance, reception desk, at the entrance to activity areas, and adjacent to toilets and changing areas. Wash hands signage is displayed at these locations of the building.		

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Challenge:	Unsatisfactory		Satisfactory		
Are spray and cloths and instructions/signage provided for users to wipe down each machine and equipment after use?	Spray and cloths with instructions not provided.		Spray and cloths with instructions provided.		
Challenge:	Unsatisfactory		Satisfactory		
Has action been taken to safely reduce the amount of touch points at the centre and equipment that cannot be cleaned after every use?	<p>Unnecessary touch points have been noted in high volume areas.</p> <p>Equipment that can not be cleaned after each use, such as soft furnishings which are difficult to clean have not been removed from use.</p> <p>The site has compromised safety whilst reducing touch points. For example, fire doors have been held open which require human interaction to close them.</p>		<p>Industry standards are being followed. The centre has taken action to reduce the number of touch points. Reasonably practicable improvements have been identified.</p> <p>Management systems are in place for goods for hire equipment. There has been careful consideration towards removing unnecessary touch points.</p>		
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
There is a visible commitment to cleaning and monitoring cleanliness and hygiene standards	There is limited evidence of a commitment to monitoring or team members seen to be monitoring cleanliness and hygiene levels.	There is commitment to inspection signage displayed and some evidence of front-line team members monitoring cleanliness and hygiene standards.	<p>There is evidence that the front-line team are regularly inspecting the centre to ensure cleanliness and hygiene standards are met.</p> <p>There is high presence of team members cleaning during the visit. This includes high touch points and objectives after each customer use such as tables and card machines</p>	<p>There is evidence that management are inspecting the centre on a regular basis to ensure cleanliness and hygiene standards are being met.</p> <p>Up to date cleaning schedules are visible to customers.</p>	<p>Proactive approach to monitoring cleaning standards which includes team members reminding customers to sanitise at key points of their visit.</p> <p>This includes at reception and before and after activities.</p>

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Plan					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
The centre has a clear understanding of the outcome it wants to achieve with effective communication in place.	The centre demonstrates limited evidence of the standards it aims to achieve.	The centre demonstrates a basic commitment to cleanliness standards.	<p>Cleaning standards are in place for all critical areas of the building.</p> <p>There is some evidence of them being communicated to team members.</p>	<p>Comprehensive cleaning and sanitising standards are in place for all areas of the building. These are quantitative and qualitative.</p> <p>There is comprehensive communication of standards to key stakeholders, particularly employees.</p>	The organisation can demonstrate that stakeholders, particularly front-line team members have a good knowledge of the standards.
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
Are there high-quality cleaning and hygiene plans in place to achieve expected outcomes?	There is limited evidence of any cleaning schedules or method statements in place.	There is evidence of a basic cleaning schedule and/or methods statements.	<p>Cleaning schedules are in place with responsibilities and regularity clearly defined.</p> <p>Schedules and method statements are tailored depending on the area of the centre being cleaned.</p> <p>Critical areas have been included in schedules. Touch points are referred to with regards to increased cleaning.</p> <p>Method statements are in place which consider health and safety critical aspects.</p>	<p>Comprehensive realistic schedules are in place. This includes daily, and periodic cleaning such as deep and high-level cleaning. Staff and customer areas have been included in schedules.</p> <p>Schedules and method statements have fully integrated good practice such as the British Institute of Cleaning Science and NGB guidance.</p> <p>Cleaning and sanitising is clearly referenced in the plans. There is a procedure for when a symptomatic individual has been in the building.</p>	<p>There is evidence of comprehensive integration of best practice within method statements and schedules.</p> <p>The organisation can demonstrate Stakeholders/Interested parties have influenced the standards in place and feedback has been sought.</p>

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Do					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
How are those who are required to clean trained to deliver cleaning and sanitising safely and effectively?	<p>There is limited evidence of documented training in relation to cleaning.</p> <p>Those interviewed do not recall any cleaning, sanitising or disinfecting training in relation to Covid-19.</p>	<p>There is evidence of generic health and safety related training such as equipment checks and COSHH.</p> <p>A limited number of team members have received basic cleaning and sanitizing update training in relation to Covid-19 requirements.</p>	<p>A comprehensive range of team members have received health and safety training in relation to cleaning as a part of their induction.</p> <p>Key team members have received basic cleaning and sanitizing update training in relation to the Covid-19 requirements.</p>	<p>A comprehensive range of team members have received site specific training for each chemical they use, cleaning schedules and method statements. This includes COSHH risk assessment controls.</p> <p>There is an ongoing training programme in place for all team members, which has included training on cleaning and sanitizing in relation to Covid-19 requirements.</p>	<p>Detailed training has taken place. The organisation has used competent trainers to bring about behavioural change. Training includes competency testing.</p> <p>Team members are seen interacting with customers championing cleaning. The team lead by example.</p>
Challenge	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
Are suitable and sufficient resources available to achieve cleanliness and hygiene standards?	<p>There is limited evidence of resources being allocated to meet the cleanliness and hygiene standards expected by interested parties.</p>	<p>Time has been specifically allocated to conduct cleaning.</p> <p>There is a basic provision of equipment, allowing for cleaning to take place. PPE is in place which reflects the requirements stated in the cleaning COSHH risk assessments.</p> <p>The site can demonstrate they have the resources to deal with a symptomatic individual using the centre.</p>	<p>Workforce resources have been allocated to enable enough time to complete deep cleaning and reflect the regularity of cleaning and sanitising requirements.</p> <p>There is evidence of investment in equipment to allow for more efficient and effective cleaning to take place.</p>	<p>Additional workforce resources are evident during busier times when more frequent sanitising is required.</p> <p>The provision of cleaning equipment meets the requirements of good practice.</p> <p>There has been careful consideration of what chemicals and equipment are required to clean, then sanitise/disinfect, depending on the area/surface.</p>	<p>The organisation seeks out insight and best practice. Best available technologies are being used to ensure cleanliness and hygiene is to the highest standards.</p> <p>The facility has considered the longevity of cleaning and sanitising regimes to avoid fatigue and complacency.</p>

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Measurement, Monitoring and Review					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
How does the organisation measure, monitor and review cleanliness and hygiene to ensure a continuous improvement?	The centre provides limited evidence as to how cleanliness and hygiene standards are monitored or measured.	There is some evidence of how cleanliness and hygiene levels are monitored. This is demonstrated through basic documented monitoring by employees and supervisors.	<p>Robust cleanliness and hygiene monitoring systems are in place, this includes stock checks with a particular focus on Covid critical items.</p> <p>There is evidence that the completion of schedules and check sheets are being reviewed.</p> <p>The centre can use customer feedback to review cleanliness satisfaction levels.</p> <p>The centre has evidence of action based on the National Leisure Recovery Fund (NLRF) customer experience survey results.</p>	<p>The centre has developed SMART methods to monitor cleanliness and sanitise standards.</p> <p>The centre is using an effective blend of qualitative and quantitative information to measure and review performance.</p> <p>There is an effective documented monitoring process for stock levels of cleaning products.</p>	<p>A comprehensive monitor, measure and review process is in place for cleanliness, the effectiveness of disinfecting and customer perceptions.</p> <p>Milestones/KPIs are used to track the progress towards a longer-term outcome. Therefore, the centre can demonstrate how outputs or activities link with the desired outcome.</p> <p>Performance is communicated to key stakeholders.</p>

Impact and Outcomes					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
Can the centre demonstrate that high standards are in place and the positive impact cleanliness and hygiene is having on the business?	The centre provides limited evidence as to how cleanliness and hygiene standards are improving or the positive impact they are having.	The centre is able to provide ad hoc evidence that it is meeting cleanliness and hygiene standards.	<p>The centre is able to evidence improvements that have been made to the cleaning and hygiene processes.</p> <p>The site can articulate the origins of the improvements.</p>	<p>Improvements made to the cleaning and hygiene processes can be linked to a wide range of stakeholder feedback.</p> <p>The site can articulate how standards have improved overtime.</p>	<p>The centre has a relentless continuous improvement process in place. The positive impact and outcome of cleaning and sanitising can be evidenced consistently over time using qualitative and quantitative data.</p> <p>The centre has developed a reputation for its high standards and can demonstrate this through not only high customer satisfaction levels but can also link this to footfall.</p>