



Cleaning Policy

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Statement of intent

Under the Workplace (Health, Safety and Welfare) Regulations 1992 (as amended), the adequate cleaning of work premises is a legal requirement. This policy is designed to manage the cleaning and maintenance of **Friends Therapeutic Community Trust**.

Staff, Young People/Learners & Visitors have the right to expect a clean and safe environment. The Trust is dedicated to ensuring the highest possible standards of cleanliness. Cleanliness contributes to the provision of a pleasant environment for Staff, Young People/Learners & Visitors minimises the spread of infections and reduces the risk of infestations.

The main objectives of the cleaning policy are to:

- Enhance the appearance of the trust, ensuring a healthy and productive environment.
- Control the spread of infection.
- Reduce the risk of slips, trips and falls.
- Assist in the maintenance of machinery.
- Protect Trust property including fabrics, fixtures and fittings.
- Ensure warranties are not invalidated.

This policy is distributed to all cleaners working at the Trust when they begin their employment. It must not be viewed as a final job description; all cleaning staff can be called upon by their line manager to undertake additional tasks within their competence.

The main cleaning contractor used by Friends Therapeutic Community Trust is **Haverclean Ltd** supported by the Glebe House Staff Team in specified areas see appendix A.

Signed by: *Nigel Roberts*

Head of Safety & Site Services

Date: 17/05/2021

1. Legislative framework

1.1. This policy has due regard to legislation and guidance including, but not limited to, the following:

- The Health and Safety at Work etc. Act 1974
- The Workplace (Health, Safety and Welfare) Regulations 1992 (as amended)
- The Manual Handling Operation Regulations 1992 (as amended)
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013
- The Provision and Use of Work Equipment Regulations 1998
- (DfE) 'Advice on standards for school premises' 2015

1.2. This policy will be implemented in conjunction with the school's:

- **Health and Safety Policy**

2. Employers' duties

2.1. The employer has a duty to provide:

- A cleaning schedule that meets the statutory requirement for a clean and safe working environment.
- Appropriate training for staff.
- Additional training in the handling of cleaning chemicals and dangerous substances.
- Data sheets in line with the Control of Substances Hazardous to Health (COSHH) Regulations 2002.
- Appropriate protective clothing.
- Personal protective equipment (PPE)
- All equipment required to meet the requirements of the cleaning schedule.
- Secure storage for cleaning materials and equipment.

3. Employees' duties

3.1. Employees have a duty to:

- Work to the standards outlined in the cleaning schedule.
- Attend appropriate training as required.
- As necessary, wear any personal protective equipment (PPE) provided by the employer.
- Report incidents to the **Head of Safety & Site Services** as soon as possible.

4. Cleaning standards

- 4.1. Cleaning standards will be established in the cleaning schedule. This will establish the quality of cleanliness required and the legal requirements for compliance with health and safety regulations.
- 4.2. The cleaning schedule will outline the degree of cleaning appropriate to each area of the Trust, which may include:
 - Non-complex but labour-intensive cleaning (such as in Therapy Rooms Classrooms and Corridors).
 - Specialised cleaning of surfaces (such as high-storey windows and air conditioning ducts).
- 4.3. To ensure quality, when inviting new contractors to tender for cleaning work, the Trust will now request the following for comparison:
 - The number of staff that will be employed on site
 - The length of time the specified cleaning will take
 - The recruitment methods used
 - Types and levels of staff training, supervision and PPE
 - The supplier's health and safety policy
 - Details of the equipment and supplies to be used, and whether these are included in the price
 - The extent of the contractor's insurance cover
 - References from two similar clients

5. Work schedules

- 5.1. The cleaning schedule will ensure that:
 - Daily requirements are completed; these include the daily emptying of rubbish bins and the cleaning of WC's Living Areas and corridors/walkways.
 - Weekly requirements are completed; these include the vacuuming of all carpets.
 - Monthly requirements are completed; these include external window cleaning.
 - Specific cleaning is completed in 6-12 week cycles; these include the dusting of curtains, blinds, carpets and fabric cleaning, and the deep cleaning of kitchens and equipment.

6. Cleaning procedures

6.1. Cleaning staff should always:

- Work from the cleanest area to the dirtiest area.
- Refer to manufacturers' instructions.
- Use safe and appropriate equipment.
- Ensure equipment is clean and dry before starting a task.
- Plan their work route.
- Use hazard warning signs when the cleaning involves wet floor surfaces.
- Check all cleaning equipment for damage or wear.
- Report any defective or damaged equipment to **Head of Safety & Site Services**.
- Ensure all electrical equipment has been tested for safety.
- Perform necessary safety checks.
- Briefly test each machine after performing a safety check.
- Ensure cables are kept behind machines and do not present trip hazards.
- Avoid adjusting fittings on a machine that is plugged in.
- Wear appropriate PPE at all times.
- Ensure no mixing of cleaning agents.
- Ventilate any area where cleaning chemicals are being used.
- Add a cleaning agent to water, rather than adding water to the agent, to prevent the possibility of the agent being splashed into the eyes/onto skin.

7. Risk assessments

- 7.1. Health and safety risk assessments are a legal requirement. Risk assessments will be completed at the planning stage of all cleaning tasks, along with suitable work statements. The risk assessment will identify any risks or hazards that may be involved in the job.
- 7.2. All risk assessments should be reviewed on an annual basis, when a significant change is made or following any incident to ensure that they still adequately control all risks involved.
- 7.3. The level of detail in a risk assessment should be proportionate to the risk.
- 7.4. Contracted employees must be provided with information on the risks they may be exposed to whilst working on the premises.
- 7.5. If a contractor's activities may introduce new risks to the Trust's Young people/learners & staff, the **Head of Safety & Site Services** must be informed so that effective controls can be put in place.

8. Cleaning equipment

- 8.1. Cleaning staff will be provided with appropriate equipment to enable them to do their jobs effectively.
- 8.2. All cleaning equipment will be properly maintained in accordance with manufacturers' instructions.
- 8.3. Dirty and defective equipment will be disposed of in adherence with the Waste Electrical and Electronic Equipment (WEEE) Regulations 2013 (as amended in 2015).
- 8.4. Cleaning equipment will be kept in a secure, clean and tidy location.

9. COSHH

- 9.1. COSHH regulations are intended to protect individuals from hazardous substances. Cleaning staff will understand that chemicals can be harmful and can enter the body through:
 - Ingestion (eating and drinking).
 - Inhalation (gases, sprays and dust).
 - Absorption through the skin.
- 9.2. Staff will be trained to:
 - Read container labels and note any risks.
 - Understand that mixing chemicals is potentially dangerous.
 - Use chemicals only for their intended purpose.
 - Use PPE when handling chemicals.
 - Store chemicals in accordance with manufacturers' recommendations.
- 9.3. All cleaning chemicals will be labelled in accordance with Classification, Labelling and Packaging (CLP) regulations.
- 9.4. The school will be provided with data sheets from suppliers that detail:
 - The proper use of a substance.
 - Health risks and fire hazards.
 - How to use, transport and store the substance.
 - Emergency action and first-aid advice.
 - Other information, such as waste disposal requirements.
- 9.5. Where cleaning chemicals are being used, users of the building should be excluded from the immediate area whilst cleaning is in progress.

- 9.6. Cleaning chemicals, cleaning products and equipment will only be used by trained individuals.

10. Reporting

- 10.1. All accidents and incidents will be immediately reported to the **Head of Safety & Site Services**, who will follow the accident reporting procedure outlined in the Trust **Health and Safety Policy**.

11. Storage areas

- 11.1. Cleaning materials, equipment and chemicals will never be left unattended and will be locked away in secure cupboards when not in use.
- 11.2. Young people/Learners and unauthorised staff will not have access to the storage cupboard.

12. Use of containers

- 12.1. Cleaning materials are commonly supplied in large containers and decanted into smaller containers for ease of use. Where cleaning agents are decanted:
- It must be safe to do so.
 - Containers will be appropriately labelled (unlabelled containers will never be used).
 - The re-use of bottles will be avoided, particularly those that had a different previous usage (i.e. drinks bottles) to avoid accidents.

13. Infection control

- 13.1. To prevent an infection outbreak, higher standards of cleaning are essential in first aid rooms, kitchens and toilets, and following incidents involving bodily fluids.
- 13.2. Areas of this nature require a deeper than usual level of cleaning whereby surfaces are rendered microbiologically sterile through disinfection.
- 13.3. During an outbreak, cleaning standards may be increased in all areas of the Trust premises.

14. Hand washing

- 14.1. Cleaners play an important role in supporting effective hand washing by:
- Ensuring high standards of regular cleaning in toilets, bathrooms, and hand washing facilities.
 - Ensuring that liquid soap and disposable hand towel dispensers are clean and well-stocked.
 - Disposing of discarded towels.

15. Pest control

15.1. Staff to identify and report any signs of pests, including the following:

- Sightings
- Faeces and droppings
- Damage and gnaw marks to woodwork
- Holes in sacks and boxes
- Spillages around packages
- Feet and tail marks in dust
- Scratching or other noises

15.2. Effective pest control will be achieved by:

- Maintaining clean premises.
- Ensuring the appropriate storage of foodstuffs.
- Disposing of waste on a regular basis.
- A Contract with a recognised pest controller to inspect the Trust on a regular basis.

16. Graffiti

16.1. Graffiti will be removed as soon as possible with suitable detergent if possible.

16.2. More problematic graffiti will be removed using paint removers, bleaching and, where necessary, sanding/overpainting.

17. Chewing gum

17.1. The Trust operates a full ban on chewing gum. If removal of chewing gum is required, a dry steam machine may be hired to disintegrate the gum.

18. Toilets

18.1. Toilets, washrooms and showers will be kept clean and free from dirt at all times.

18.2. Cleaners will also be required to empty bins and replenish items such as toilet paper, soaps and towels.

18.3. Sanitary disposal units are provided in facilities used by female staff members or visitors. These units are serviced by an accredited provider.

18.4. Cleaners will report cracks, leaks and broken surfaces to the **Head of Safety & Site Services** as soon as possible and record in the maintenance file.

19. Kitchens

- 19.1. The Trust will ensure high levels of cleanliness in any kitchen environment. Surfaces where food is handled must be maintained in a good condition. They must be easy to clean and disinfect. They must also be made of materials that are smooth, washable, corrosion resistant and non-toxic.
- 19.2. A cleaning schedule will list daily, weekly, quarterly and annual cleaning tasks for all kitchen areas and appliances.
- 19.3. Mops, buckets, reusable gloves and cloths will be colour coded or otherwise labelled to ensure that equipment used in the kitchen is never used elsewhere in the Trust.
- 19.4. Mops, sponges and kitchen cloths should be kept clean and regularly replaced.
- 19.5. Kitchen Staff should take adequate precautions to prevent any contamination of foodstuffs by chemicals. Chemicals will be stored separately from food in a clearly labelled, locked cupboard. Manufacturers' instructions must always be followed.
- 19.6. Areas of damp, chipped plaster, broken tiles or chipped work surfaces should be reported to the **Head of Safety & Site Services** as soon as possible.

20. Computer equipment

- 20.1. When cleaning computers, staff should:
 - Use a vacuum to remove dirt, dust and hair from around the computer, on the casing and on the keyboard.
 - Turn off the computer before cleaning.
 - Be careful not to adjust any controls or disconnect any leads.
- 20.2. When cleaning computers, staff should never:
 - Cause any component inside the computer to become damp or wet.
 - Vacuum the inside of a computer.
 - Spray or squirt any liquid onto or into computer equipment.

21. Carpets

- 21.1. To avoid dirt being transferred to carpets, matting is placed for six to nine steps at all significant entrances to the building.
- 21.2. Work method statements for carpet cleaning will depend on levels of footfall and occupancy. The basic requirement is thorough weekly vacuuming to remove loose soil and debris and reduce pile crushing.

- 21.3. Where necessary, immediate spot cleaning of spillages will take place to prevent their spread.
- 21.4. Dust bags will be changed when they are two-thirds full.
- 21.5. Where required, wet extraction cleaning will take place every 6-12 months.

22. Windows

- 22.1. Window cleaning is contracted to **Sawston Cleaning**.
- 22.2. The Trust and the contractor will ensure that employees have due regard to their Working at Height Policy.
- 22.3. A Working at Heights Risk Assessment is in place for all window cleaning.

23. First aid

- 23.1. First aid support will be called for in all instances where a member of staff or young person/learner inhales fumes from, ingests or comes into contact with a toxic cleaning substance.
- 23.2. If a corrosive cleaning agent is inhaled by a member of staff, staff should:
 - Immediately move the person to an area with fresh air.
 - Rinse the affected person's nose and mouth with water.
 - Call for medical attention if any discomfort continues.
 - If a young person/learner is involved, seek medical assistance in every instance.
- 23.3. If a corrosive cleaning agent is ingested, staff should:
 - Immediately remove the victim from the source of exposure.
 - Call for medical attention.
 - Rinse the affected person's mouth thoroughly.
 - Get them to drink plenty of water.
- 23.4. If a corrosive cleaning agent comes into contact with a person's skin, staff should:
 - Remove the affected person from the source of contamination.
 - Remove any contaminated clothing.
 - Wash the skin with soap and water.
 - Call for medical attention if the irritation persists after washing.
 - If a young person/learner is involved, seek medical assistance in every instance.

24. Slips and falls

- 24.1. Spillages will be immediately addressed and treated as a priority.
- 24.2. Staff will use warning signs or prevent access to any floor surface that poses slipping hazards, no matter how minor.
- 24.3. Cleaning staff will wear appropriate footwear with adequate grip.

25. Personal protective equipment (PPE)

- 25.1. PPE includes workwear, safety shoes and equipment such as gloves and goggles.
- 25.2. All cleaning staff will be issued adequate PPE and will be reminded of their responsibilities, including:
 - Only using the PPE provided at work.
 - Proper use of PPE.
 - Regularly inspecting PPE.

26. Powered equipment

- 26.1. Cleaning staff will be trained to check and maintain electrical equipment, including the following:
 - Request Site Maintenance Team to undertake electrical testing as required
 - Performing visual checks to identify damage
 - Checking the condition of plugs and cables
 - Removing defective equipment from use and labelling it as 'out of order'
 - Ensuring power cables are a suitable length
 - Ensuring power cables are not strained during use
 - Cleaning equipment after use

27. Measuring performance

- 27.1. The **Head of Safety & Site Services** is responsible for the continuous monitoring of school cleaners' performance.
- 27.2. The **Head of Care/Head of Safety & Site Services** will respond promptly to any reports or complaints of inadequate cleaning standards.
- 27.3. The **Head of Care/Head of Safety & Site Services** will carry out occasional no-notice inspections and regular monitoring to ensure the work schedule is being followed.

28. Training

- 28.1. Cleaning staff will be appropriately trained and supervised.
- 28.2. Training will be conducted in-house and obtained from a number of external providers as required.
- 28.3. New staff will be given induction training, which will include all the information needed to safely and effectively begin their duties.
- 28.4. All cleaning staff will be made aware of health and safety procedures and arrangements, prior to beginning work.
- 28.5. Health and safety training for staff would include the following:
 - Manual handling
 - COSHH regulations and handling chemicals
 - Fire safety arrangements
 - Emergency procedures
- 28.6. All staff training will be recorded, with particular emphasis placed on COSHH.
- 28.7. Training programmes will be backed by appropriate auditing systems to ensure cleaning is undertaken to the expected standards.

29. Productivity

- 29.1. The **Head of Safety & Site Services** is responsible for ensuring cleaning contractors meet the expected standards of productivity.
- 29.2. When determining expected standards, the following factors will be taken into account:
 - The standard of cleanliness required
 - The composition of floor surfaces
 - The density of areas
 - The quality of surfaces

30. Assisting cleaning staff

- 30.1. All trust staff are required to help keep the trust clean and tidy. Trust staff should liaise with cleaning staff to ensure that cleaning can be completed efficiently with minimal clutter to move.
- 30.2. Trust Staff ensure that litter is picked up and by reminding young people/learners of the need to keep the Trust clean and tidy.

31. Environmentally friendly cleaning

31.1. The Trust ensures that cleaning services are environmentally friendly by:

- Avoiding the use of toxic chemicals in cleaning products as far as reasonable practicable.
- Using biodegradable products whenever possible.
- Ensuring cleaning products are procured from local suppliers.
- Supporting waste recycling and minimal waste schemes.

32. Policy review

32.1. This policy is reviewed every **two years** by the **Head of Safety & Site Services**.

The scheduled review date for this policy is;

May 2023

Appendix A

Haverclean

Areas of Accountability

- **David House**
- **Bungalow 1**
- **Theatre & Games Room**
- **Education Block**
- **Main Building excluding the following areas WHICH HAVE Milieu/Clinical Team Accountability;**
 - Back Office Floor
 - Laundry
 - 1st Floor Milieu Office
 - Top Floor Office
 - Kitchen
 - Cellar
 - Grounds
 - Bungalow 2
 - Workshops
 - Vehicles
 - Young person's/learners rooms