

## **Communal Cleaning Service Standard Report April 2011**

### **Introduction**

The role of the Housing Regulation Panel is to monitor the standards of Housing Services to ensure they are quality services which give value for money. It monitored the Communal Cleaning Standard during the period January 2011 to March 2011 and then evaluated the results and made recommendations for improvement. The communal cleaning standard is described in the CCC leaflet “Cleaning service standards”.

### **Monitoring**

Information was collected from the following sources:

- Minutes of meetings June 2010 to February 2011
  - Robert at Home
  - South Side Partnership
  - Joint Robert at Home and South Side Partnership
- Estate Performance Reports August 2010 to January 2011
- Open Door survey Autumn 2010
- Housing Regulation Panel site inspections

These were carried out by HRP members working in 3 teams of 2. The locations were selected randomly from the Cleaning Schedules provided by CCC Streets and Open Spaces and which were shared between the 3 teams. Where possible, inspections were done at each location the morning or afternoon following the scheduled cleaning. The communal cleaning service is delivered at 55 locations; 17 in the North and 38 in the South. HRP members inspected the communal cleaning at 58% of the locations.

### **Evaluation**

- The standard of cleaning is inconsistent across the city. Bracondale is an example of a location where the standard of cleaning is excellent. It is also good in some of the locations in Cherry Hinton and Trumpington inspected by HRP members. The standard of cleaning at Hawkins Road is unacceptable.
- There is an accumulation of dirt and grime in some older blocks of flats. These blocks need a deep clean.
- The cleaning notices give useful information to residents (the name of the cleaner and the cleaning day). The notices are not displayed at all locations.
- There is little or no evidence of graffiti.
- In many of the locations there are obstructions on upper and ground floor walkways and in stairwells (bicycles, buggies, furniture, refrigerators and other discarded items), which prevent the cleaner from fully completing the cleaning to the agreed standard

### **Recommendations for improvement**

- The standard of communal cleaning needs to be consistent across the city.
- The cleaning notices should be displayed in all locations.
- The cleaners should make full use of the equipment they are provided with.
- A deep clean at Hawkins Road must be done.
- When cover is needed for sickness and annual leave, the cleaning should be done to meet the agreed service standard.
- The procedure for cleaners to report issues (obstructions and damage) which prevent them from carrying out their duties in full should be used much more robustly and monitored.

### **Proposals for future consideration**

- Provision made for storage of bicycles and buggies in locations where there are no sheds.
- Named resident volunteers willing to be the contact for cleaning issues in their block.
- Co-ordination of the inspections carried out by City Homes and Streets and Open Spaces to avoid unnecessary duplication.
- The cleaners' reporting procedure to be extended to include reporting damage which requires repair e.g. broken stair rail.

Housing Regulation Panel

Stan Best (Chair)

Anna Vine-Lott (Vice Chair)

Trevor Ealey

Faiza El-Neil

Archie Ferguson

Lewis Wilbur

## Housing Regulation Panel

## Communal Cleaning Service Standard

Recommendations For Improvements	SMART Requirements for Improvements	How this will be evidenced to HRP by Oct 2011
Communal Cleaning Service Standard is consistent across the City	Training for cleaners on the Service Standard	Streets and Open Spaces report to the HRP meeting on <b>11 October 2011</b> on the Service Standard training delivered
Cleaning notices displayed in all locations	Cleaning notices displayed where required	Notify the Chair by 5 July 2011 where the notices have been displayed so he can report to the HRP meeting on 12 July 2011
Cleaners make use of all equipment	Training for cleaners on use of equipment	Streets and Open Spaces report to the HRP meeting on <b>11 October 2011</b> on the equipment use training delivered
Deep clean needed at Hawkins Road	Deep clean carried out	Notify the Chair as soon as the deep clean has been done (by 5 July 2011 at the latest), so he can report to the HRP meeting on 12 July 2011
The cleaning service standard is maintained and has the same time allocation when there is cover for sickness/annual leave/other absence	Training on the Service Standard for cleaners and agency cleaners providing cover	Streets and Open Spaces report to the HRP meeting on <b>11 October 2011</b> on cover training delivered
Procedure for cleaners to report issues which prevent them from carrying out their duties in full to be used robustly and monitored	Cleaners report issues Streets and Open Spaces and City Homes record data to include issues reported and action taken	Joint evidence report form Streets and Open Spaces and City Homes to HRP at the meeting on <b>11 October 2011</b>

**SMART Improvements signed and agreed on 19 April 2011 by:-**  
**Streets and Open Spaces**

**City Homes**

**Housing Regulation Panel**