

Extension to the cleaning contract

Housing Committee - Tuesday, 28 September 2021

Report of: Executive Head of Communities

Purpose: For decision

Publication status: Open

Wards affected: All

Executive summary:

In November 2018 the Council awarded the contract for the cleaning of housing estates, void properties and the Council Office. The three-year contract commenced on the 1 April 2019 and included an option to extend for a further period of two years. The successful contractor was Wettons Cleaning Services Limited.

Wettons have proved to be a very good and reliable cleaning contractor in an industry that has high staff turnover and low levels of customer satisfaction. They have also been excellent in supporting the Council's response to the Covid-19 crisis.

The existing three-year contract is due to come to an end on the 31 March 2022. Officers are requesting Members approval to extend the contract for a further two years with effect from the 1 April 2022 until the 31 March 2024.

This report supports the Council's priority of:

Creating the homes, infrastructure and environment we need.

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Recommendation to Committee:

That the existing cleaning contract with Wettons Cleaning Services Limited be extended for a further period of two years with effect from the 1 April 2022 until the 31st March 2024.

Reason for recommendation:

It is important that the communal areas of Council estates are kept clean and tidy. This prevents vermin problems, reduces complaints, protects the asset value of the properties and ensures our estates are places where residents want to live and work.

The cleaning of void properties in accordance with the Council's letting standard is essential to ensure that properties are safe, clean and tidy prior to letting.

It is important the Council office is kept clean tidy for health and safe reasons and, to promote a pleasant working environment for the occupants of the building.

Introduction and background

- 1 The largest proportion of the cleaning contract is for estate cleaning. The purpose of this is to ensure that all communal areas including refuse / recycling areas, communal laundries and lounges are kept clean and tidy. The cleaning regime covers walls, floors, staircases, light fittings and the glass to entrance doors and communal windows. Depending on the size and occupancy of the buildings cleaning of the communal areas is done weekly, fortnightly or monthly. Communal windows are cleaned every six months.
- 2 Void properties are cleaned once all the building work and statutory compliance tests have been completed. This is an important process to ensure the property is safe and clean before letting.
- 3 The Council contract provides cleaning for the Council Offices throughout the working week, ensuring we provide a clean and safe environment for everyone that uses the building.

Contract Review

- 4 Built into the contract are key performance indicators which monitor:
 - Performance to budget
 - Resident satisfaction
 - Site management
 - Health & Safety
 - Responses to complaints

- 5 Under normal circumstances regular inspections and quarterly meetings would have been conducted. Unfortunately, due to Covid-19 less inspections have occurred over the past 18 months. However, despite the restrictions and staff shortages during this time Wettons management and performance has remained satisfactory. The recorded number of complaints have been low and where these have arisen they have been dealt with promptly. Wettons also have a good health and safety record.
- 6 Wetton's provide a good, reliable standard of cleaning. Their management provide a good level of communication and have been excellent during the pandemic providing informative solutions, support and responsive solutions in Covid-19 cleaning

Key implications

Comments of the Chief Finance Officer

- 7 The total annual value of the contract is in the region of £190,500 and this is the amount which is included in the Budget 2021/22. There are 2 parts of the contract, i.e. £129,900 relates to Housing Revenue Account (estate cleaning) and £60,800 relates to the General Fund (Council Offices cleaning).
- 8 The cost of estate cleaning is recovered via rents and leasehold service charges. Void cleaning is paid from either the revenue or capital void budgets. The cost of the Council Office cleaning if relating to a tenant area has been considered and recovered in the lease agreements we have with the tenants. The remaining costs will be borne by the Council within the General Fund revenue account.
- 9 Beyond the agreed annual BCIS inflationary increase, no other financial implications are envisaged by extending the existing contract.

Comments of the Head of Legal Services

- 10 This report seeks the Committee's approval to the contract extension with Wettons for a period of up to two years, as further detailed in this report.
- 11 The contract was procured using the Hyde Group Grounds Maintenance and Cleaning Framework. This is a fully compliant OJEU framework and as the two year contract extension was included in the original procurement specification there is no requirement under Public Contract Regulations to re-tender.

- 12 If Members decide not to extend the contract, there is a possibility that the Council may struggle to obtain interest from other operators for a short-term contract of up to two years. This could put the Council in a precarious position being without an operator under the Health and Safety at Work Act 1974, and more specifically the Workplace (Health, Safety and Welfare) Regulations 1992. Accordingly, employers have a responsibility to ensure that the workplace is kept sufficiently clean and tidy. The Council has therefore a legal obligation to ensure premises are kept clean, safe and to provide a healthy ('hygienic') environment for all employees and workers, and must take their welfare needs into account.

Equality

- 13 The proposals within this report do not have the potential to disadvantage or discriminate against different groups within the community and therefore no preventative measures are required to mitigate any negative impact.

Climate change

- 14 There are no significant environmental / sustainability implications associated with this report

Appendices

None

Background papers

None

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