

Team Cleaning

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Presentation Outline

- Reasons for team cleaning
- Edinburgh ABM
- Benefits
- Challenges
- Process
- Teams & duties
- Introducing team cleaning

Reasons for Introducing Team Cleaning

- Reduction in available resources
- Make required efficiency savings
- Improve value for money
- Standardise quality of service

Edinburgh ABM Process

- 20% cut in service cost
- 3 main work streams
- Competitive dialogue process
- Public sector comparator
- Council recommendation
- Elected members' decision

Benefits of Team Cleaning

- Standardised outcomes
- Productivity increases
- Attendance
- Quality of service
- Quality assurance
- Equipment requirements

More Benefits

- Minimise materials
- Reduced storage
- Energy savings
- Security
- Reduced supervision
- Increased customer satisfaction
- Team Spirit

Challenges

- Team duties and composition
- Resistance to change
- Individual customers fearful of losing “their” cleaner
- Introduction of rucksack vacuums
- Not always getting it right first time

Process

- Planning – building profile
- Size/composition of teams
- Weekly speciality
- Job Rotation
- Materials and equipment
- Standardise cleaning procedures

Planning – building profile

- Measurement
- Layout
- Specification
- Duties specific to each building profile

Size of Teams

- Size of team specific to individual buildings
 - Typically teams of 3 or 4 cleaners in Edinburgh

Starter Duties

- Duties may include:
 - Picking up large items of debris
 - Emptying & cleaning waste bins
 - High level cleaning
 - Stair cleaning
 - Planned periodic tasks
 - Checking washroom tasks

Maintainer Duties

- Duties may include:
 - Checking starter's duties
 - Damp dusting medium & low level furniture, fixture & fittings
 - Suction cleaning floors
 - Planned periodic tasks

Washroom Cleaner

- Duties may include:
 - Full clean of washroom areas
 - Glass cleaning
 - Planned periodic tasks

Finisher Duties

- Duties may include:
 - Checking maintainer's work
 - Completing detailed work
 - Mopping/spray cleaning/buffing hard floors
 - Planned periodic tasks
 - Disposing of rubbish bags
 - Putting off lights and securing area

Job Rotation

- Speciality rotated weekly to prevent fatigue & complacency
- Consider rotating vacuuming duties more frequently if using rucksack vacuums

Introducing Team Cleaning

- Key Stages:
 - Secure customer agreement
 - Identify a team cleaning champion
 - Assess unit for optimum team composition
 - Procure appropriate equipment & materials
 - Communicate/Educate/Train/Review