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**COVID-19 CLEANING**

**SERVICE LEVEL AGREEMENT**

**Estates Directorate**

**Cleaning Arrangements**

**12 June 2020**

1. Introduction

As part of the Estates Directorate’s response to the COVID-19 pandemic, and observing strictly to current government advice, the Estates cleaning team will adhere to the guidelines outlined in this document below, until further notice.

2. ‘Normal’ Cleaning Routines

All normal daily cleaning has now resumed. This includes the sanitising, washing, dusting and vacuuming of all teaching, office, leisure, communal and washroom areas.

In order to assist preparations for staff returning to work, this normal routine also included the complete disinfection of all surfaces using microfibre cloths and disinfection chemicals currently in use by the Health Trusts. This was completed in full across the campus on 25 May 2020.

3. Additional Cleaning Routines

In addition to the above and in line with the University ‘outbreak protocol’ (which was instigated on 4 March 2020 following a confirmed case of COVID-19, and continued through to 20 March 2020, resulting in no further cases on a fully operational campus), we will now be carrying out the additional services outlined below.

Additional disinfection will be provided by the Estates Cleaning team for common touch points (subject to the level of activity and adjusted to suit work patterns). Local kitchen areas will be disinfected as previously, though local areas should obtain products to supplement this if required. Materials will be ordered through a centrally identified supplier.

The increase in frequency and upgrading of the use of chemicals ensures we fully comply with Government guidelines for cleaning regimes in an educational setting. It is anticipated that this regime will continue until further notice.

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| Cleaning Task | Frequency | Cleaning Materials | Undertaken by |
| **Taps and washing facilities** | Twice daily | Outbreak specific microfibre cloth and biocidal disinfection chemical | Cleaning staff |
| **Toilet flush and seats** | Twice daily | Outbreak specific microfibre cloth and biocidal disinfection chemical | Cleaning staff |
| **Door handles, push plates and keypads** | Twice daily | Outbreak specific microfibre cloth and biocidal disinfection chemical | Cleaning staff |
| **Handrails on staircases and corridors** | Twice daily | Outbreak specific microfibre cloth and veridical disinfection chemical | Cleaning staff |
| **Lift controls** | Twice daily | Outbreak specific microfibre cloth and biocidal disinfection chemical | Cleaning staff |
| **Food service areas** | Twice daily | Outbreak specific microfibre cloth and biocidal disinfection chemical | Catering staff |
| **Eating areas: including chairs, door handles, vending machines etc.** | Twice daily | Outbreak specific microfibre cloth and biocidal disinfection chemical | Catering and Cleaning staff |
| **Office desks** | Once weekly providing desk is left clear for cleaning.Additional disinfectant wipes should be available in all offices for users.  | Outbreak specific microfibre cloth and biocidal disinfection chemical | Cleaning staff |
| **Reception desks** | Once per hour – disinfection wipes to be available for school departmental staff. | Outbreak specific microfibre cloth and biocidal disinfection chemical | School/Dept, and Cleaning staff |
| **Kitchenettes** | Once daily and additional cleaning products should be made available in areas for staff to use after themselves. | Outbreak specific microfibre cloth and biocidal disinfection chemical | Cleaning staff and users |
| **Meeting rooms/ Lecture Theatres (internally)** | Once daily by the cleaning team.Additional wipes will be available for all users to use before and after meetings. | Outbreak specific microfibre cloth and veridical disinfection chemical | Cleaning Team and users |
| **Telephone equipment** | Before and after use | Disinfectant wipes available in all offices  | Users |
| **Keyboards** | Once daily | Disinfectant wipes available in all offices and computer labs | Users |
| **Photocopiers and other office equipment** | Clean after each use | Disinfectant wipes available in all offices and computer labs | Users |
| **Rubbish collections and bins** | Twice daily | Outbreak specific microfibre cloth and biocidal disinfection chemical | Cleaning staff |

4. Further Developments

Should it be necessary, the Estates cleaning regime will be modified to take account of different working and rota patterns in the short or medium term, which may include a further late afternoon or evening service.

5. Specific Requests from Schools/Faculties/Directorates

There may be occasions when Schools, Faculties or Directorates require additional service for specific requests or to address an identified risk. In this instance, it is suggested that the School, Faculty or Directorate should make a request in advance using the Computer Aided Facilities Management System (CAFM), also known as Planon. Alternatively, and as indicated above, Schools or Directorates can avail of their departmental supply of disinfecting wipes and hand gel to address a more frequent or immediate risk. Local supplies of cleaning materials should be obtained by Schools/Directorates using their normal supplier or through a centrally identified contract arrangement to facilitate enhanced regimens.

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| Service | How to Request |
| **Soap, hand sanitiser (for wall-mounted units)** | Raise the request via Planon to the Estates Directorate. |
| **Bins** | Raise through Planon only for normal (non-COVID-19) bin requests. Otherwise this should be arranged through the Risk Assessment and Local Operational Recovery Team. |
| **Signage** | Raise through Planon only for normal (non-COVID-19) requests. Otherwise this should be arranged through the Risk Assessment and Local Operational Recovery Team. |
| **Screens** | Raise through Planon only for normal (non-COVID-19) requests. Otherwise this should be arranged through the Risk Assessment and Local Operational Recovery Team. |
| **Wall-mounted and mobile sanitiser dispensers** | Raise through Planon only for normal (non-COVID-19) requests. Otherwise this should be arranged through the Risk Assessment and Local Operational Recovery Team. |

6. Sterilisation

In the event that it is agreed that an entire area requires immediate and total disinfection, the Estates Cleaning team can provide a ‘whole room’ solution involving disinfection fogging units or hospital grade steam cleaning for certain suitable equipment or surfaces.