

# Minutes

**Name of meeting: Meeting 3** Caretaking and Cleaning Focus Group

**Date:** Wednesday 18 October 18:30-20:30

**Venue:** Team Online

<b>Attendees</b>		
<b>Residents</b> Barbara Cliffe (BC), Michael Roberts (MR),		
<b>Milton Keynes City Council</b> Amanda Griffiths (AG), Brighton Eraki (BE), Catherine Arnold (CA) Lorril Bubb-Olukanmi (LBO), Bob Bridle (BB), Sebastian Kulig (SK)		
<b>Guests:</b> Shane Jones – Schofield and Ruth Holt		
<b>Apologies:</b> Lee Hall		
<b>Note taker:</b> Rahima Ahmed (RA)		
<b>1.</b>	<b>Welcome and Apologies</b> Apologies from Lee Hall. Minutes were approved.	<b>Action</b>
<b>2.</b> <b>2.1</b>	<b>Discussion Items</b> <b>Case Study- How does external cleaning work</b> Shane is Facilities Manager and Ruth is Operations Team Leader for Soft Services. They manage a cleaning contract on behalf of their client, MKCC that covers 64 sites including sheltered housing. The team needs to manage expectations from both MKCC and the Contractor. It took a considerable amount of time (around 18 months), resource and data to get to the stage they are now. Here are the main points:  Pre stage <ul style="list-style-type: none"> <li>• <b>Relationship management</b> required. For example, to establish from the client, what they needed, when they needed it and how. This helps to shape standard and frequency. Also treating the contractor more like a partner.</li> <li>• <b>Knowing your assets.</b> Documenting where all properties are, the size (m<sup>2</sup>) and floor type of every property. This helps with gauging how often they will need cleaning.</li> <li>• <b>Function.</b> Understanding how the area is used by the services helps to adapt the frequencies. Adhering to the British Institution of Cleaning Standards (BICs)</li> <li>•</li> </ul>	

	<p>Maintaining the quality</p> <ul style="list-style-type: none"> <li>• <b>Monthly meetings</b> to address any issues and KPI tracking.</li> <li>• <b>Regular audit</b> of properties 3 times a year and satisfaction surveys sent every year.</li> <li>• <b>Right resources</b> to deliver the job at the standard required.</li> </ul> <p>Contract Management</p> <ul style="list-style-type: none"> <li>• A meeting is set with the winning contractor 100 days into the contract. As they are the industry experts, they can recommend potential savings or a different way of cleaning for example, that could improve the quality and or save money?</li> <li>• The contract is an open book contract which means the buyer and seller of work/services agree on (1) which costs are remunerable and (2) the margin that the supplier can add to these costs. The project is then invoiced to the customer based on the actual costs incurred plus the agreed margin. Client needs to do their own due diligence too before paying.</li> <li>• Staff absences resulting in no cleaning is not financially penalised. Instead, the time is recorded and 'banked'. This can be used later. For a deep clean for example.</li> <li>• Staff retention is the biggest problem. To compete against other organisations and sectors, the contract states the national living wage will be paid and are a maximum of 16 hours, so they don't interfere with universal credit or benefits.</li> </ul> <p>Sheltered Housing</p> <p>Only clean communal areas 3 times a week. The residents do keep a close eye on standards and will report if they are not happy.</p>	
<p><b>3.</b></p> <p><b>3.1</b></p>	<p><b>Main Activities</b></p> <p><b>Draft MKCC Cleaning and Caretaking version</b></p> <p>The draft Cleaning and Caretaking document was shared with the group. General feedback was that it was too long.</p> <p>Structure:</p> <p>The important parts of the document are:</p> <ol style="list-style-type: none"> <li>a) Descriptions of what the standards look like</li> <li>b) What to do if not up to standard (escalation process)</li> <li>c) The complaints process.</li> </ol> <p>Content:</p> <ol style="list-style-type: none"> <li>a) Make the content concise.</li> <li>b) Where possible convert the text into visual representations. EG family tree to show hierarchy and flowcharts.</li> <li>c) Add the version control and caveat in case of organisational changes.</li> <li>d) Make the grade descriptions bullet points.</li> </ol>	

<p><b>3.2</b></p>	<p>Discussions points were:</p> <ul style="list-style-type: none"> <li>a) Whether to stick to four-tier or change to 3 tier grading, majority felt the former was more suitable.</li> <li>b) Escalation of complaints. How effective is My Council signposting. Whether it would be better to have a dedicated phone number. Needs clear accountability and expectation.</li> <li>c) New regulations state that customers can contact Housing Ombudsman at any time.</li> <li>d) Regular auditing.</li> <li>e) Consider having an image of the expected standard on the block notice board.</li> </ul> <p><b>ACTION</b></p> <p>SK and AG to make the suggested changes to the document. RA to circulate to the group before the meeting.</p> <p>Non – standard items – What additional cleaning activities do we need to consider?</p> <p>We need to consider deep cleaning and window cleaning.</p>	
<p><b>4</b></p>	<p><b>Next Steps</b></p> <p>Get to a final point with document. Consider Block charging out options. Think about the recommendations and wider consultation.</p>	
<p><b>Date of Next Meeting:</b> Wednesday 22<sup>nd</sup> November 18:00-18:10 Meeting at Civic</p>		