



**Cleaning Service Level Document
Cleaning Specification Outcome Criteria
2007 to 2010**

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1.1 Introduction

This specification is set out in the format of a cleaning outcome criteria which is used to determine

- What is acceptable upon completion of cleaning task
- What is acceptable between cleaning task

The Outcome Criteria set out in this section are the cleaning standards required under the Contract. The Outcome Criteria shall be used as the basis for measuring performance when carrying out inspections.

It is possible to carry out inspections in an objective way, because the Outcome Criteria are clear, predefined, unambiguous measuring points.

The new cleaning contract make allowances for daily checks in order for the Estates Division to be satisfied regarding the required labour to maintain the suitable standards between cleans which will be dictated by the footfall in each building.

These are the levels of cleaning all LSE staff, students & visitors should expect in the areas specified.

1.2 Area/Room Type

Cleaning Outcome Criteria	
Number	Area / Room Type
1	Educational Facilities Areas
	Lecture / Teaching Rooms
	Study Rooms
	Lecture Theatres
	Computer Laboratories
	Workshops
2	Circulation / Traffic Areas
	Prayer Rooms
	Library Areas
	Sports Halls
	Changing Areas & Locker Rooms
	Pubs/Socials Clubs Front of House Areas
	Public Circulation/Entertainment Areas
	Lifts / Escalators
	Corridors / Staircases
	Storage Areas
	Restroom/Staffroom Areas
	Public Seating Areas
	Waiting Room Areas
	Public Refreshment Area
	Public Counter/Enquiry Point
	Kitchenette Areas
	Lounge Areas
	Emergency Exit Areas
	Retail - Front of House
	Retail - Back of House
Reprographic Areas	
Post Room	

Cleaning Outcome Criteria	
Number	Area / Room Type
3	Washroom Areas
	Public-Staff Washroom Areas
	Shower rooms
	Changing Areas
4	Office Areas
	Offices
	Meeting Rooms
5	Conference Rooms
	External Areas
	Vestibules
	Car Parks & Bays
	Pavements & Kerbsides
6	Waste Confinement Areas
	Smoking areas
7	Medical Areas
	Clinical
8	Catering Areas
	Front of House
8	Back of House
	Sustainable Waste Management
	Landfill Waste Bins
8	Recyclable Waste Bins
	Other Waste

1.3 Outcome Criteria

01 - Educational Facilities Areas

Elements	Task	Acceptable on completion of task	Acceptable between cleaning task	Inspection Points
Furniture: Desks/Tables Work/Drawing tables Chairs/Stools/Benches Cabinets - High/Low Cupboards-Built In Podium Trolley tables Bookcases	Dust	Free from visible loose debris, dust and cobwebs.	Some debris and light dust arising from usage between cleans.	Vertical/horizontal surfaces. Edges & Ridges. Legs/Arms. Seats. Underside edges. Under keyboards, telephones, etc; Drawer handles. Table frames. Reposition all chairs & tables to the furniture layout drawing in each room.
	Damp wipe/Wash	Free from impacted debris, dust, cobwebs and removable stains. Dry & smear free and of uniform appearance.	Some debris, light dust and stains arising from usage between cleans.	
	Polish / burnish	Free from removable stains, spillages and debris. Dry & smear free with a bright even sheen.	Some debris, light dust and marks arising from usage between cleans.	
Fixtures & Fittings: Window sills Sockets / Switches Radiators Cupboards-Built in White/Blackboards Overhead projector	Dust	Free from visible loose debris, dust, foreign matter and cobwebs.	Some debris and light dust arising from usage between cleans.	Edges & Corners. Behind radiators. White/Blackboard pens, chalk, acetate rolls, flip charts & paper towels replaced.
	Damp wipe/Wash	Free from impacted debris, foreign matter, dust, cobwebs and removable stains. Dry & smear free and of uniform appearance.	Some debris, light dust, marks and stains arising from usage between cleans.	
Vertical surfaces: Walls Doors & glass Partitions, incl; glass	Dust/Damp wipe/wash	Free from impacted debris, dust, cobwebs, removable stains & marks. Dry, smear free and of uniform appearance.	Some debris, light dust, marks and stains arising from usage between cleans.	Door frame edges. Inner side of door. Vision panels. Door handles, hand & kick plates & door returns. Fitments. Corners. Floor & steps edge treads.
Edges & Ridges: Door frames Pipe work & tubing Skirting edges Cable Trunking Whiteboard top edges	Detail Clean	Free from impacted debris, dust, cobwebs, removable stains & marks. Dry, smear free and of uniform appearance.	Some debris, light dust, marks and stains arising from usage between cleans.	

01 - Educational Facilities Areas/ continued

Elements	Task	Acceptable on completion of task	Acceptable between cleaning task	Inspection Points
Floors: Hard Terrazzo Vinyl Safety Thermoplastic Wood Quarry Tile Concrete Rubber Raised floor tiles	Damp mop/wash	Free from dust, spillage, removable stains, superficial marks & loose debris. Dry & of uniform appearance.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	Surface dust removed prior to cleaning task. Marks/staining on walls, skirting and surrounding surfaces. Edges & corners. Behind bins & doors. Under display units. Under moveable items, i.e. furniture, mats, etc;
	Detail Clean	Free from dust, spillage, removable stains, ingrained dirt, scuff marks & impacted debris. Dry & of uniform appearance.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	
	Full Vacuum	Free from visible loose debris, dust, fluff & lint. An overall even appearance.	Some debris & light dust arising from usage between cleans.	
	Burnish/Polish	Free from dust, spillage, removable stains, superficial marks & debris. Dry & of uniform appearance with an even sheen.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	
Floors: Soft Carpet Barrier Matting	Spot clean	Free from visible loose debris, dust, fluff & lint. Free from removable stains & matter.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	Edges & Corners. Behind bins & doors. Under desks/tables, other furniture, mats etc;
	Full Vacuum	Free from visible loose debris, dust, fluff & lint. An overall even appearance.	Some debris & light dust arising from usage between cleans.	
	Detail Clean	Free from impacted debris, dust, fluff, lint & removable stains. An overall bright even appearance. Odour free.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	
Other various: Landfill & Recyclable Waste Bins Fire appliance & stand. Lamp/Desk Lamp Telephones	Dust	Free from visible dust, loose litter, & debris.	Some Litter, debris and light dust arising from usage between cleans.	Bins: Internal & external surfaces. Ear, mouthpiece & handset cradle.
	Damp wipe/Wash	Free from impacted debris, dust, removable stains & marks. Dry & smear free.	Some debris, light dust, marks and stains' arising from usage between cleans.	
FINAL PRESENTATION		White/Blackboard pens, chalk, acetate rolls, flip charts & paper towels replaced. Fix following day booking sheets to all rooms where applicable. Reposition all chairs & tables to the furniture layout drawing in each room.		
N.B. All waste bins must be emptied daily				

02 - Circulation / Traffic Areas

Elements	Task	Acceptable on completion of task	Acceptable between cleaning task	Inspection Points
Furniture: Tables/Desks Chairs/Seats/Benches Cupboards/Cabinets-High/Low/Built in Wall Furniture, e.g. Pictures Fixtures & Fittings: Gallery spectator seats Window sills Shelving/Racking Lockers Sockets / Switches Wall lights Radiators Cookers/Ovens Sinks incl; Taps Counter tops/work surface Information display stands Coat hooks/stands Mirrors Soft Furnishings: Curtains Blinds Fabric covered surfaces	Dust	Free from visible loose debris, dust and cobwebs.	Some debris and light dust arising from usage between cleans.	Vertical/horizontal surfaces. Edges & Ridges. Legs/Arms. Seats & seat fittings. Underside edges. Under keyboards, telephones, etc; Drawer handles.
	Damp wipe/Wash	Free from impacted debris, dust, cobwebs and removable stains. Dry & smear free and of uniform appearance.	Some debris, light dust and stains arising from usage between cleans.	Edges & Ridges. Corners. Rails. Fittings. Behind radiators. Sink drain points & outlets. Taps (& tap to sink edges-scale). Base/underside of gallery seating. Counter vertical surfaces. All sides of elements.
	Detail Clean	Free from spillage, removable stains, ingrained dirt, scuff marks & impacted debris. Dry & of uniform appearance.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	
	Polish/burnish	Free from removable stains, spillages and debris. Dry & smear free with a bright even sheen.	Some debris, light dust and marks arising from usage between cleans.	
	Vacuum clean	Free from visible loose dust and cobwebs.	Some debris, light dust arising from usage between cleans.	Both sides of curtains & blinds. Underneath cushions.
Vertical surfaces: Walls / Lift walls Doors incl; glass/Lift doors Partitions, incl; glass	Dust/Damp wipe/wash	Free from impacted debris, dust, cobwebs, removable stains & marks. Dry, smear free and of uniform appearance.	Some debris, light dust, marks and stains' arising from usage between cleans.	Inner side of door. Vision panels. Door handles, hand & kick plates & door returns. Fittings. Surfaces under dispensers. Surfaces surrounding sinks & waste bins. Corners.

02 - Circulation / Traffic Areas

Elements	Task	Acceptable on completion of task	Acceptable between cleaning task	Inspection Points
Edges & Ridges: Door frames/Channels Handrails/Balustrades Stairs Pipe work & tubing Cable Trunking Skirting edges	Detail Clean	Free from impacted debris, dust, cobwebs, removable stains & marks. Dry, smear free and of uniform appearance.	Some debris, light dust, marks and stains' arising from usage between cleans.	Door frame edges. Door returns. Fitments. Curtain/blind rails. Stairs tread edges. Lift door channels.
Floors: Hard Ceramic Vinyl Safety Terrazzo Rubber Wood	Damp mop/wash	Free from dust, spillage, removable stains, superficial marks & loose debris. Dry & of uniform appearance.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	Surface dust removed with dust control mop, prior to cleaning task. Marks/staining on walls, skirting and surrounding surfaces. Edges & corners. Behind bins & doors. Under moveable items, i.e. furniture, mats, etc;
	Burnish/Polish	Free from dust, spillage, removable stains, superficial marks & debris. Dry, of uniform appearance with an even sheen.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	
	Spot clean	Free from visible loose debris, dust, fluff & lint. Free from removable stains & matter.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	
	Detail Clean	Free from impacted debris, dust, fluff, lint & removable stains. An overall bright even appearance. Odour free.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	
Floors: Soft Carpet Barrier Matting	Full Vacuum	Free from visible loose debris, dust, fluff & lint. An overall even appearance.	Some debris & light dust arising from usage between cleans.	
	Dust	Free from visible dust, loose litter & debris.	Some litter, debris and light dust arising from usage between cleans.	
Other various: Landfill & Recycling Waste bins Electrical appliances Telephones Vending machines Fire appliance & stand Television casing & screen Lamps/Lighting Ashtrays	Damp wipe	Free from impacted debris, dust and removable stains. Dry & smear free and of uniform appearance.	Some debris, light dust and stains arising from usage between cleans.	Bins: Internal & external surfaces. Handsets: Ear & mouth pieces. Keypad. Appliances: Inner surfaces, where possible & outer surfaces. Ashtrays: Should be free from debris, tar & nicotine stains. Inner & outer surfaces: Microwaves, Fridges etc;
	Detail Clean	Free from impacted debris, dust fluff, lint & removable stains. An overall bright even appearance. Odour free.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	
	Dust	Free from visible dust, loose litter & debris.	Some litter, debris and light dust arising from usage between cleans.	

03 - Washroom Areas

Elements	Task	Acceptable on completion of task	Acceptable between cleaning task	Inspection Points
Sanitary Fittings: Toilet pans Toilet seat, hinges, crevices Cisterns & Flush device	Damp wipe/Wash	Free from impacted debris, dust, cobwebs, removable stains, body fats & fluids. Odour free. Dry, smear free and of uniform appearance with no visible waterline.	Some debris, light dust and stains arising from usage between cleans.	Outer/lower & inner surfaces of fittings. Flushing device. U bends & under rims. Seat, cover, hinges & crevices. Overflows, Outlets, plugs, drainage points.
Water Free Urinals* Washbasins Taps Shower Installation Shower tray Bath	Detail Clean	Free from impacted debris, dust, cobwebs, removable stains, body fats & fluids, scale and verdigris. Odour free. Dry, smear free and of uniform appearance with no visible waterline.	Some debris, light dust and stains arising from usage between cleans.	Undersides of tap outlet & lower edge at basin. Shower heads descaled. All surfaces of shower installation unit. Debris springs.
Fixtures & Fittings: Window sills Shelving Light Switches Wall lights Radiators Coat hooks/stands Dispensers Mirrors Hand driers Vending machines Vanity Unit/Counter tops Shower cubicle	Dust/Damp wipe/wash	Free from impacted debris, dust, cobwebs, removable stains, body fats & fluids. Odour free. Dry, smear free and of uniform appearance.	Some debris, light dust and stains arising from usage between cleans.	Underside/Base of all dispensers. Underside/Base of hand driers. Soap outlets & contact points. Tops & vertical surfaces of vending machine.
	Detail Clean	Free from impacted debris, dust, cobwebs, removable stains, body fats & fluids, scale and verdigris. Odour free. Dry, smear free and of uniform appearance.	Some debris, light dust and stains arising from usage between cleans.	Edges & ridges & vertical surfaces of cubicles. Vertical surface & behind radiators.
	Polish/burnish	Free from removable stains, spillages and debris. Dry & smear free with a bright even sheen.	Some debris, light dust and marks arising from usage between cleans.	
Vertical surfaces: Walls Doors & vision panels Partitions	Dust/Damp wipe/wash	Free from impacted debris, dust, cobwebs, removable stains, body fats & fluids. Odour free. Dry, smear free and of uniform appearance.	Some debris, light dust and stains arising from usage between cleans.	Walls at critical points: near urinals, toilet pans, basins, under hand-driers & dispensers. Partition vertical & top edges. Critical contact points of door. Door frames, handles, hand & kick plates & door returns.

03 - Washroom Areas/continued

Elements	Task	Acceptable on completion of task	Acceptable between cleaning task	Inspection Points
Edges & Ridges: Door frames Pipe work & tubing Partitions Skirting edges.	Detail Clean	Free from impacted debris, dust, cobwebs, removable stains, body fats & fluids. Odour free. Dry, smear free and of uniform appearance.	Some debris, light dust and stains arising from usage between cleans.	Soil pipes behind toilet pan. Pipes leading from toilets basins & radiators. Fitments. Edges & Corners. Curtain/blind rails.
Floors: Hard Quarry/Ceramic tiles Vinyl Safety Terrazzo Rubber Wood	Damp mop/wash	Free from dust, spillage, removable stains, superficial marks & loose debris. Dry & of uniform appearance.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	Surface dust removed with Dust control mop, prior to cleaning task. Behind sanitary fittings, bins, doors. Edges & corners. Marks/staining on walls, skirting and surrounding surfaces. Floor drain-away points. Under slip mats.
	Detail Clean	Free from dust, spillage, removable stains, ingrained dirt, scuff marks & impacted debris. Dry & of uniform appearance.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	
	Burnish/Polish	Free from dust, spillage, removable stains, superficial marks & debris. Dry & of uniform appearance with an even sheen.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	
Other various: Waste Bins Sanitary waste units Toilet brush & holder	Dust/Damp wipe/wash	Free from impacted debris, dust and removable stains. Free from visible dust, loose litter & debris. Dry & smear free and of uniform appearance.	Some debris, light dust and stains arising from usage between cleans. Litter & debris arising from usage between cleans.	Internal & external surfaces of waste bins, including lids. Top surfaces of sanitary bin.
Consumables: Soap Hand towels Toilet tissue Facial tissues Sanitary disposal bags	Replenish	Filled to capacity. Free running from dispenser with no obstruction.	Decreased amount of products arising from usage between replenishing. Some snagging from dispenser.	Check for obstructions; ensure all dispensers are free running. Congealing of soap, replace old soap after a given time.

There are various washrooms & toilet facilities located on campus which are more heavily used throughout the daytime during term time.

03 - Washroom Areas/continued

Additional cleaning frequencies are required for these specific areas. This only applies during the LSE Term Time.

The table below provides the location, room number & cleaning frequency throughout the day.

BUILDING PREFIX	AREAS / BUILDINGS	ROOM NUMBER	CLEANING FREQUENCY
R	<p style="text-align: center;">TOILETS</p> <p style="text-align: center;">STUDENT ACCESSIBLE AREAS ONLY</p>	<ol style="list-style-type: none"> 1. R041 2. R046A 3. R047A 4. R1 5. R2 6. R3 7. R116 8. R119A 9. R120A 10. R210 11. R213A 12. R214A 13. R313 14. R316A 15. R317A 	<ul style="list-style-type: none"> • 2 TIMES/ DAY • 7 TIMES/DAY • 7 TIMES/DAY • 13TIME/DAY • 2 TIMES/DAY • 12 TIMES/DAY • 2 TIMES/DAY • 7 TIMES/DAY • 8TIMES/DAY • 3TIMES/DAY • 7TIMES/DAY • 7 TIMES/DAY • 2 TIMES/DAY • 7 TIMES/DAY • 7 TIMES/DAY
E	<p style="text-align: center;">TOILETS & CHANGING ROOMS</p>	<ol style="list-style-type: none"> 1. E34 2. E35 3. E172 	<ul style="list-style-type: none"> • 5 TIMES/DAY • 5 TIMES/ DAY • 5 TIMES/DAY
A	<p style="text-align: center;">TOILETS & SHOWER ROOM</p>	<ol style="list-style-type: none"> 1. A08 2. A010 	<ul style="list-style-type: none"> • 5 TIMES/DAY • 5 TIMES/DAY

04 - Office Areas

Elements	Task	Acceptable on completion of task	Acceptable between cleaning task	Inspection Points
Furniture: Desks/Tables	Dust	Free from visible loose debris, dust and cobwebs.	Some debris and light dust arising from usage between cleans.	Vertical/horizontal surfaces. Edges & Ridges. Legs/Arms. Seats. Underside edges. Under keyboards, telephones, etc; Drawer handles.
Chairs Bookcases Cabinets - High/Low	Damp wipe/ Wash	Free from impacted debris, dust, cobwebs and removable stains. Dry & smear free and of uniform appearance.	Some debris, light dust and stains arising from usage between cleans.	
Coat stands Pictures	Polish/ burnish	Free from removable stains, spillages and debris. Dry & smear free with a bright even sheen.	Some debris, light dust and marks arising from usage between cleans.	
Soft Furnishings: Curtains	Vacuum clean	Free from visible loose dust and cobwebs.	Some light dust arising from usage between cleans.	
Blinds Fabric covered surfaces	Dust	Free from visible loose dust and cobwebs.	Some light dust arising from usage between cleans.	All sides of elements.
Fixtures & Fittings: Window sills	Dust	Free from visible loose debris, dust and cobwebs.	Some debris and light dust arising from usage between cleans.	Edges & Ridges. Corners. Rails. Inner side of door. Vision panels. Door handles, hand & kick-plates & door returns. Fittings. Behind radiators.
Shelving Sockets / Switches Wall lights Radiators	Damp wipe/ Wash	Free from impacted debris, dust, cobwebs and removable stains. Dry & smear free and of uniform appearance.	Some debris, light dust and stains arising from usage between cleans.	
Coat hooks Partitions Doors Mirrors	Polish/ burnish	Free from removable stains, spillages and debris. Dry & smear free with a bright even sheen.	Some debris, light dust and marks arising from usage between cleans.	
Vertical surfaces: Walls Doors & glass Partitions, incl; glass	Dust/ Damp wipe/ wash	Free from impacted debris, dust, cobwebs, removable stains & marks. Dry, smear free and of uniform appearance.	Some debris, light dust, marks and stains' arising from usage between cleans.	
Edges & Ridges: Door frames Pipe work & tubing Skirting edges.	Detail Clean	Free from impacted debris, dust, cobwebs, removable stains & marks. Dry, smear free and of uniform appearance.	Some debris, light dust, marks and stains' arising from usage between cleans.	Surfaces under dispensers. Surfaces surrounding waste bins. Corners. Curtain/blind rails.

04 - Office Areas/continued

Elements	Task	Acceptable on completion of task	Acceptable between cleaning task	Inspection Points
Floors: Hard Tiled Vinyl Wood	Damp mop/wash	Free from dust, spillage, removable stains, superficial marks & loose debris. Dry & of uniform appearance.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	Surface dust removed with dust control mop, prior to cleaning task. Marks/staining on walls, skirting's and surrounding surfaces. Edges & corners. Behind bins & doors. Under desks/tables, other furniture, mats, etc;
	Detail Clean	Free from dust, spillage, removable stains, ingrained dirt, scuff marks & impacted debris. Dry & of uniform appearance.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	
	Burnish/ Polish	Free from dust, spillage, removable stains, superficial marks & debris. Dry & of uniform appearance with an even sheen.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	
Floors: Soft Carpet Barrier Matting	Spot clean	Free from visible loose debris, dust, fluff & lint. Free from removable stains & matter.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	Edges & corners. Behind bins & doors. Under desks/tables, other furniture, mats, etc;
	Full Vacuum	Free from visible loose debris, dust, fluff & lint. An overall even appearance.	Some debris & light dust arising from usage between cleans.	
	Detail Clean	Free from impacted debris, dust, fluff, lint & removable stains. An overall bright even appearance. Odour free.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	
Office equipment: Table lamps Television casing & screen Telephones	Dust	Free from visible loose dust.	Some debris and light dust arising from usage between cleans.	Handsets: Ear & mouth pieces. Keypad.
	Damp wipe	Free from impacted debris, dust and removable stains. Dry & smear free and of uniform appearance.	Some debris, light dust and stains arising from usage between cleans.	
Other various: Landfill & Recyclable Waste Bins Cup recycling bins Cooling fans casing	Dust	Free from visible dust, loose litter & debris.	Some Litter, debris and light dust arising from usage between cleans.	Bins: Internal & external surfaces.
	Damp wipe	Free from impacted debris, dust and removable stains. Dry & smear free and of uniform appearance.	Some debris, light dust and stains arising from usage between cleans.	
N.B. Cleaners will not clean or attempt to clean any desk(s) that are filled with personal papers &/or cluttered. It is the office occupant's responsibility to ensure their desk is cleared of item mentioned above .				

05 - External Areas

Elements	Task	Acceptable on completion of task	Acceptable between cleaning task	Inspection Points
Grounds: Parking bays Pavements & kerbing Vestibules & entrances Waste confinement area	Litter pick	Free from removable debris.	Some debris arising from usage between cleans.	Behind doors. Under & behind waste containers.
	Sweep	Free from removable dust, dirt & debris.	Some debris, dirt & dust arising from usage between cleans.	
	Detail Clean	Free from spillage, removable stains, superficial marks & loose or impacted debris.	Some debris, dust, marks, spillages and stains arising from usage between cleans.	
Vertical surfaces: Walls Doors Door glass	Dust/Damp wipe/wash	Free from impacted debris, dust, cobwebs, removable stains & marks. Dry, smear free and of uniform appearance.	Some debris, light dust, marks and stains arising from usage between cleans.	Door frame edges Inner side of door. Vision panels. Door handles, hand & kick plates & door returns. Fitments. Corners.
Edges & Ridges: Door frames Pipe work & tubing Barriers External signage	Detail Clean	Free from impacted debris, dust, cobwebs, removable stains & marks. Dry, smear free and of uniform appearance.	Some debris, light dust, marks and stains arising from usage between cleans.	
Other various: Landfill Waste Bins Recyclable Waste Bins Compactor(s) Ashtrays Flower tubs/boxes	Dust	Free from visible dust, loose litter, & debris.	Some Litter, debris and light dust arising from usage between cleans.	
	Damp wipe/Wash	Free from impacted debris, dust, removable stains & marks. Dry & smear free.	Some debris, light dust, marks and stains arising from usage between cleans.	

06 - Clinical Areas

Elements	Task	Acceptable on completion of task	Acceptable between cleaning task	Inspection Points
Patient Equipment: Including but not limited to: Commodes Weighing scales Manual Handling equipment Intravenous Infusion pumps Drip stands Pulse oximeter Patient washbowls Oxygen & suction connectors Re-usable earphones & earpiece Patient call bell Patient fans Alcohol hand wash container Clipboards/notice boards Notes & drugs trolley Linen trolley	Damp wipe/ Wash	Visibly clean. Free from impacted debris, dust, cobwebs, removable stains, blood, body substances & fluids, adhesive pads or tape. Odour free. Dry, smear free and of uniform appearance. Patient wash bowls should be cleaned between uses & stored clean, dry & inverted. Alcohol gel container holder & bottle should be clean, dust free and without build up around the nozzle.	Some debris, light dust and stains arising from usage between cleans.	All parts of equipment including underneath. Fans: Blades/fins & underside. Alcohol hand wash container, holder & nozzle. All parts including wheels, underneath & framework of trolley.
	Detail Clean	Visibly clean. Free from impacted debris, dust, cobwebs, removable stains, blood, body substances & fluids, adhesive pads or tape. Odour free. Dry, smear free and of uniform appearance. Patient wash bowls should be decontaminated between patients use & stored clean, dry & inverted. Alcohol gel container holder & bottle should be clean, dust free and without build up around the nozzle.	Some debris, light dust and stains arising from usage between cleans.	

06 - Clinical Areas/ continued

Elements	Task	Acceptable on completion of task	Acceptable between cleaning task	Inspection Points
Furnishings / Fixtures & Fittings: Beds / frames / mattresses Lockers Tables Desks Cupboards: High - Low File cabinets Chairs Hand wash basins Taps Window sills Shelving Bench tops & cupboards Switches / Sockets Data points Audio visual systems Light fittings, desk lamps. Curtains / Blinds Radiators Coat hooks/stands Hand care lotion, soap, Alcoholic Gel, Hibiscrub dispensers. Towel Dispensers Landfill Waste Bins Recycling Waste Bins Sluice hopper Macerators Bed pan washers Electrical fixtures/appliances Cookers / Microwaves	Dust/Damp wipe/wash	Visibly clean. Free from impacted debris, dust, cobwebs, scale, verdigris, removable stains, blood, body substances & fluids, adhesive pads or tape. Odour free. Dry, smear free and of uniform appearance. Soap dispenser should be clean, dust free and without build up around the nozzle. Towel dispenser should be clean, dust free and free running without snags.	Some debris, light dust and stains arising from usage between cleans.	All upper & lower bed parts. Underside edges of bed frames, under mattress & fire blanket. All surfaces including underside / base of lockers, chairs & tables. Underside / base of all dispensers. Underside / base & edges of hand wash basins. Soap outlets & hand contact points. Vertical surfaces & behind radiators. Waste bins must have the correct colour coded bags in situ as per local policy.
	Detail Clean	Visibly clean. Free from impacted debris, dust, cobwebs, scale, verdigris, removable stains, blood, body substances & fluids, adhesive pads or tape. Odour free. Dry, smear free and of uniform appearance. Soap dispenser should be clean, dust free and without build up around the nozzle. Towel dispenser should be clean, dust free and free running without snags.	Some debris, light dust and stains arising from usage between cleans.	

06 - Clinical Areas/continued

Elements	Task	Acceptable on completion of task	Acceptable between cleaning task	Inspection Points
Pest control devices	Visual Check	Some evidence of pest, vermin, animals or birds, dead insects & light dust arising from exposure between services. Any evidence of vermin, e.g. Rats, animals or birds etc; should be reported immediately.		Under kitchen cupboards. Signs of chewing, sawdust visible, faeces / excrement.
Nurses Station equipment: Telephones Computer equipment & peripherals	Dust/Damp wipe/wash Detail Clean	Cleaned, disinfected, free from impacted debris, dust, removable stains & fluids. Odour free. Dry, smear free and of uniform appearance.	Some debris, light dust and stains arising from usage between cleans.	Telephone handset, body and cable.
Vertical surfaces: Walls Doors & vision panels All glazing & partitions	Dust/Damp wipe/wash	Visibly clean. Free from impacted debris, dust, cobwebs, adhesive tape or pads, removable stains, blood, body substances & fluids. Odour free. Dry, smear free and of uniform appearance.	Some debris, light dust and stains arising from usage between cleans.	Walls at critical points: near patient beds/furniture, basins, under dispensers. Partition vertical & top edges.
Edges & Ridges: Door frames Curtain Rails Pipe work & tubing Partitions Skirting edges.	Detail Clean	Visibly clean. Free from impacted debris, dust, cobwebs, adhesive tape or pads, removable stains, blood, body substances & fluids. Odour free. Dry, smear free and of uniform appearance.	Some debris, light dust and stains arising from usage between cleans.	Critical hand contact points of door & handles. Door frames, hand & kick plates & door returns.

06 - Clinical Areas/continued

Elements	Task	Acceptable on completion of task	Acceptable between cleaning task	Inspection Points
Floors: Hard Quarry/Ceramic tiles Linoleum Vinyl Safety Terrazzo Rubber Wood	Damp mop/wash	Free from spillage, removable stains, superficial marks, dust & loose debris. Dry & of uniform appearance.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	Surface dust removed with dust control mop, prior to cleaning task. Behind furniture, fittings, bins, doors. Edges & corners. Marks/staining on walls, skirting and surrounding surfaces from burnishing machine. Under furniture, fittings, slip, barrier mats etc; Edges & Corners.
	Detail Clean	Free from dust, spillage, removable stains, ingrained dirt, scuff marks & impacted debris. Dry & of uniform appearance.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	
	Burnish/Polish	Free from dust, spillage, removable stains, superficial marks & debris. Dry & of uniform appearance with an even sheen.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	
Floors: Soft: Carpet Barrier Matting	Spot clean	Free from visible loose debris, dust fluff & lint. Free from removable stains & matter.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	
	Full Vacuum	Free from visible loose debris, dust fluff & lint. An overall even appearance.	Some debris & light dust arising from usage between cleans.	
	Detail Clean	Free from impacted debris, dust fluff, lint & removable stains. An overall bright even appearance. Odour free.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	

06 - Clinical Areas/continued

Elements	Task	Acceptable on completion of task	Acceptable between cleaning task	Inspection Points
<p>High Levels:</p> <p>Surfaces above 2m</p> <p>Ceilings & walls</p> <p>Air vent grilles / extract & inlets</p>	<p>Vac/Dust/ Damp wipe/wash</p>	<p>Free from impacted debris, dust and removable stains. Free from visible dust, loose litter & debris. Dry & smear free and of uniform appearance.</p>	<p>Some debris, light dust and stains arising from usage between cleans. Litter & debris arising from usage between cleans.</p>	<p>Visible cobwebs. Ceiling / wall corners. Edges, ridges & ledges TV wall/ceiling mounts. Curtain / Blind rails. Window side of curtains / blinds. Window frames.</p>
<p>Lower Levels:</p> <p>Surfaces below 2m</p>	<p>Vac/Dust/ Damp wipe/wash</p>	<p>Free from impacted debris, dust and removable stains. Free from visible dust, loose litter & debris. Dry & smear free and of uniform appearance.</p>	<p>Some debris, light dust and stains arising from usage between cleans. Litter & debris arising from usage between cleans.</p>	
<p>Consumables:</p> <p>Soap</p> <p>Hand towels</p> <p>Toilet tissue</p> <p>Facial tissues</p> <p>Sanitary disposal bags</p> <p>Hand care lotion</p> <p>Alcoholic Gel</p> <p>Hibiscrub dispensers.</p>	<p>Replenish</p>	<p>Filled to capacity. Free running from dispenser with no obstruction.</p>	<p>Decreased amount of products arising from usage between replenishing. Some snagging from dispenser.</p>	<p>Check condition of dispensers, report any broken or damaged dispensers for replacement. Check for obstructions; ensure all dispensers are free running. Congealing of soap, replace old soap after a given time.</p>
<p>Other various:</p>	<p>Dust</p>	<p>Free from visible dust, loose litter, & debris.</p>	<p>Some Litter, debris and light dust arising from usage between cleans.</p>	<p>Internal & external surfaces. Relevant colour coded sack in place.</p>
<p>Landfill Waste Bins</p> <p>Recyclable Waste Bins</p>	<p>Damp wipe/Wash</p>	<p>Free from impacted debris, dust, removable stains & marks. Dry, odour & smear free.</p>	<p>Some debris, light dust, marks and stains arising from usage between cleans.</p>	

06 - Clinical Areas/continued

Elements	Task	Acceptable during & after cleaning tasks
<p>Cleaning equipment:</p> <p>Mops & buckets</p> <p>Cloths</p>	<p>Dust/Damp wipe/wash</p>	<p>During & after use, all cleaning equipment should be visibly clean with no blood or body substances, dust, dirt, debris or moisture.</p> <p>All parts including underneath & framework of trolley & refuse container should be clean & free from impacted debris, dust and removable stains. Free from visible dust, loose litter & debris.</p>
<p>Trolley</p> <p>Warning signs</p> <p>Refuse bag/container</p>	<p>Storage / Launder / Dispose</p>	<p>All cleaning equipment should be thoroughly cleaned after use, well maintained and stored in a locked area.</p> <p>Buckets should be rinsed in clean water, dried & stored upside down. Mops should be rinsed in clean water, wrung out & stored upside down to air dry or laundered or disposed off as per local policy states. Cloths should be rinsed in clean water, wrung out & hung vertically to air dry or laundered or disposed off as per local policy states.</p>

07 - Catering Areas

Elements	Task	Acceptable on completion of task	Acceptable between cleaning task	Inspection Points
<p>Furniture:</p> <p>Tables</p> <p>Chairs/Seats/Benches</p> <p>Cupboards/Sideboards -High/Low/Built in</p> <p>Wall Furniture, e.g. Pictures – Mirrors</p> <p>Fixtures & Fittings:</p> <p>Ledges</p> <p>Window sills</p> <p>Shelving/Racking</p> <p>Brass Fittings</p> <p>Sockets / Switches</p> <p>Wall lights</p> <p>Radiators</p> <p>Water Fountain</p> <p>Servery Fronts</p> <p>Bar Front</p> <p>Info; display stands</p> <p>Coat hooks/stands</p> <p>Shutters</p> <p>Extract Canopy</p> <p>Extract Filter</p> <p>Soft Furnishings:</p> <p>Curtains</p> <p>Blinds</p> <p>Books</p> <p>Upholstered surfaces</p>	Dust	Free from visible loose debris, dust and cobwebs.	Some debris and light dust arising from usage between cleans.	Vertical/horizontal surfaces. Edges & Ridges. Legs/Arms. Seats & seat fittings. Underside edges. Under keyboards, telephones, etc; Drawer handles.
	Damp wipe/Wash	Free from impacted debris, dust, cobwebs and removable stains. Dry & smear free and of uniform appearance.	Some debris, light dust and stains arising from usage between cleans.	Edges & Ridges. Corners. Rails. Fitments. Behind radiators. Sink drain points & outlets.
	Detail Clean	Free from spillage, removable stains, grease, ingrained dirt, scuff marks & impacted debris. Dry & of uniform appearance.	Some debris, light dust, marks, grease, spillages and stains arising from usage between cleans.	Taps (& tap to sink edges-scale). Base/underside of gallery seating. Counter vertical surfaces. All sides of elements. Fountain outlet & tray
	Polish/burnish	Free from removable stains, spillages and debris. Dry & smear free with a bright even sheen.	Some debris, light dust and marks arising from usage between cleans.	
	Vacuum clean	Free from visible loose dust and cobwebs.	Some debris, light dust arising from usage between cleans.	Both sides of curtains & blinds. Underneath cushions.
<p>Vertical surfaces:</p> <p>Walls / Lift walls</p> <p>Doors incl; glass/Lift doors</p> <p>Partitions, incl; glass</p>	Dust/ Damp wipe/wash	Free from impacted debris, dust, grease, cobwebs, removable stains & marks. Dry, smear free and of uniform appearance.	Some debris, light dust, marks, grease and stains' arising from usage between cleans.	Inner side of door. Vision panels. Door handles, hand & kick plates & door returns. Fitments. Surfaces under dispensers. Surfaces surrounding sinks & waste bins. Corners.

07 - Catering Areas/continued

Elements	Task	Acceptable on completion of task	Acceptable between cleaning task	Inspection Points
Edges & Ridges: Door frames Pipe work & tubing Partitions Skirting's	Dust/ Damp wipe/ wash	Free from impacted debris, dust, grease, cobwebs, removable stains & marks. Dry, smear free and of uniform appearance.	Some debris, light dust, marks, grease and stains' arising from usage between cleans.	Door frame edges. Door returns. Fitments. Curtain/blind rails. Stairs tread edges.
Floors: Hard Quarry/Ceramic tiles Linoleum Vinyl Safety Terrazzo Rubber Wood	Damp mop/ wash	Free from spillage, removable stains, grease, superficial marks, dust & loose debris. Dry & of uniform appearance.	Some debris, light dust, marks, spillages, grease and stains arising from usage between cleans.	Surface dust removed with dust control mop, prior to cleaning task. Use Degreasing agent on hard floors. Behind furniture, fittings, bins, doors. Under sinks, fittings & other equipment. Edges & corners. Marks/staining on walls, skirting and surrounding surfaces from burnishing machine. Under furniture, fittings, slip, barrier mats etc; Edges & Corners.
	Detail Clean	Free from dust, spillage, removable stains, grease, ingrained dirt, scuff marks & impacted debris. Dry & of uniform appearance.	Some debris, light dust, marks, spillages, grease and stains arising from usage between cleans.	
	Burnish/ Polish	Free from dust, spillage, removable stains, grease, superficial marks & debris. Dry & of uniform appearance with an even sheen.	Some debris, light dust, marks, spillages, grease and stains arising from usage between cleans.	
Floors: Soft: Carpet Barrier Matting	Spot clean	Free from visible loose debris, dust fluff & lint. Free from removable stains & matter.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	
	Full Vacuum	Free from visible loose debris, dust fluff & lint. An overall even appearance.	Some debris & light dust arising from usage between cleans.	
	Detail Clean	Free from impacted debris, dust fluff, lint & removable stains. An overall bright even appearance. Odour free.	Some debris, light dust, marks, spillages and stains arising from usage between cleans.	
Other various: Landfill Waste Bins Recyclable Waste Bins	Dust	Free from visible dust, loose litter & debris.	Some Litter, debris and light dust arising from usage between cleans.	Bins: Internal & external surfaces.
	Damp wipe	Free from impacted debris, dust and removable stains. Dry & smear free and of uniform appearance.	Some debris, light dust and stains arising from usage between cleans.	

Please note the majority of catering facilities operate Monday to Friday (the exception being the Plaza Café in the John Watkins Plaza) and the seating area is cleaned ONLY on these days.

08 – Sustainable Waste Management

Elements	Task	Acceptable on Completion of Task	Acceptable between daily task	Inspection Points
Landfill Waste Bins	Empty bins. Removed from designated collection point & disposed of in compactor. Replace waste bag	Free from odour, visible dust, loose litter, impacted debris, graffiti, stickers, removable stains & marks. Dry & smear free. Clean colour coded waste sack in place.	Some light debris, dust, litter, stains & marks arising from usage between cleans.	Bins: Internal & external surfaces.
Cardboard	Collect cardboard. Removed from designated collection point & disposed of in compactor.	Area clear of cardboard & free from debris.		
Paper & cardboard Recycling Bins	Empty bins. Removed from designated collection point & disposed of through the bailer.	Free from odour, visible dust, loose litter, impacted debris, graffiti, stickers, removable stains & marks. Dry & smear free. Clean colour coded waste sack in place.	Some light debris, dust, litter, stains & marks arising from usage between cleans.	
Plastic & Cans Recycling Bins	Empty bins. Removed from designated collection point & taken to waste confinement area.	Free from odour, visible dust, loose litter, impacted debris, graffiti, stickers, removable stains & marks. Dry & smear free. Clean colour coded waste sack in place.	Some light debris, dust, litter, stains & marks arising from usage between cleans.	
Glass Recycling Bins	Empty bins. Removed from designated collection point & taken to waste confinement area.	Free from odour, visible dust, loose litter, impacted debris, graffiti, stickers, removable stains & marks. Dry & smear free. Clean colour coded waste sack in place.	Some light debris, dust, litter, stains & marks arising from usage between cleans.	
Printer Cartridges Electrical Goods & Furniture	Removed & taken to waste confinement area.	Collection area clear & free from debris, & dust.		
Hazardous Waste / Body Spills	Contain & clear using the appropriate body spill kit. Remove to secure waste receptacle for collection from approved contractor.	Free from evidence stains, smears & odours. Area cleaned & disinfected.		Body spill kit replaced.

08 – Sustainable Waste Management/continued

Waste Confinement Area Compactor Bailer	Sweep ground	Free from removable dust, dirt & debris.	Some debris, dirt & dust arising from usage between cleans.	Under & behind: waste containers & compactor. Evidence of vermin, e.g. Rats, animals or birds etc; should be reported immediately. Any faults with equipment must be reported immediately.
	Litter Pick			
	Detail Clean	Free from spillage, removable stains, superficial marks & loose or impacted debris.	Some debris, dust, marks, spillages and stains arising from usage between cleans.	

NOTE

- **All office waste bins & food waste (landfill) to be emptied every other day e.g. Mon/Wed/Fri.**
- **All office recycling bins to be emptied Monday & Wednesday only (or upon request if full before collection date).**
- **All areas which require DAILY cleaning all waste bins MUST be emptied (recycling/landfill).**
- **The contractor must ensure that all waste is disposed of in accordance with the LSE waste license and complies with the Environmental Protection act 1990.**
- **All waste sacks are provided by the LSE.**

