



## Service Level Agreement

### Memorandum of Agreement

<b>Service Title:</b>	CATERING & CLEANING SERVICES
<b>Head of Service</b>	MANDY A SNAITH
<b>SLA ID Number:</b>	SCHOOL INTERNAL BUILDING CLEANING - 2010/11
<b>Agreement Date:</b>	1 April 2010
<b>Between:</b>	
<b>The School:</b>	
<b>Name of School:</b>	«Site_Name»
<b>Address:</b>	«Address_1» «Address_2» «Address_3» «Address_4»
<b>Headteacher:</b>	«name_»
and	
<b>Service Provider</b>	CATERING & CLEANING DIVISION
<b>Service Title:</b>	RESOURCES GROUP
<b>Address:</b>	SEACROFT RING ROAD DEPOT LEEDS LS14 1NZ
<b>Business Manager:</b>	JULIE CASCARINO
<b>Contact Number :</b>	0113 21 49543

## Conditions of the Agreement

### **Purpose of the Agreement:**

The Purchaser wishes to engage the Service Provider in the provision of **Building Cleaning Services** in accordance with the terms of this agreement.

The Service Provider shall provide the services as set out in the specification of work.

### **Length of the Agreement:**

The provision of the services shall commence from 1 April 2010 to 31 March 2011 for a period of 12 months.

### **Method of Payment**

The method of payment for the Service Level Agreement will be by recharge journal.

### **Variations**

Both parties may jointly agree to omit any part of the service, or provide additional services, or vary temporarily or permanently any part of the service. Any modifications will be valued where applicable according to the prices set out in the agreement.

### **Confidentiality**

Neither party shall disclose to any other party any information in connection with the provision of the service or any information contained in the agreement other than in compliance with the agreed information format specified in compliance with the provisions of the Data Protection Act 1998.

### **Statutory Requirements**

Both parties shall comply with all statutory requirements relating to the provision of the service and where applicable national Codes of Practice or British Standard Specifications.

The Cleaning Services cleaning schedule is in line with BICS standards and specifications.

## **Indemnity and Insurance**

The Service Provider shall be liable for and shall indemnify the Purchaser against any liability, loss, claim or proceedings arising under any statute or at common law in respect of any damage to property or persons; any injury to persons including injury resulting in death; and any claim from a service user, or any other person acting on behalf of the service user, except where this is due to any act or neglect on the part of the Purchaser or of any person for whom the purchaser is responsible. The Provider shall insure fully against its liability in such sum and on such terms as the Purchaser may reasonably require.

## **Assignment & Subcontracting**

The Service Provider shall not transfer or assign this agreement and shall not subcontract the provision of the service without the prior written permission of the Purchaser, such permission to be not reasonably withheld.

## **Monitoring & Liaison**

The parties to this agreement will be required to jointly implement and maintain a system for monitoring this agreement. The purchaser shall nominate an Authorised Officer to act in its name for the purpose of the agreement and the service provider shall similarly appoint a contract manager.

## **Compliments and Complaints**

For compliments and complaints:

**Contact:** Mandy A Snaith  
**Tel. No:** 0113 214 9541  
**e-mail:** mandy.a.snaith@leeds.gov.uk  
**Address:** Seacroft Ring Road Depot  
Seacroft Ring Road  
Leeds  
LS14 1NZ

## **Notice Period/Termination of the Agreement**

Either party may terminate the agreement by six months in writing. Neither party shall have claims against the other arising out of the termination of the agreement.

Schools not wishing to renew their annual Service Level Agreement at the end of the financial year are required to give the same notice of six months prior to the termination date.

## Specification of Work

### Context

Education Leeds is a company wholly owned by Leeds City Council and delivers a wide variety of Education related services to the 267 schools, 108,550 pupils, 13,004 teachers and other school based staff.

### Services to be Provided

The Cleaning Service is part of the Catering and Cleaning Division within the Department of City Services.

We provide a cleaning service to all types of educational establishments from nurseries to secondary schools. Working in partnership with school site staff we are able to tailor the service to meet individual establishment needs.

**Our portfolio within Education includes: -**

- A turnover of £3.3 million annually
- 500 staff in primary, secondary and SILC's
- 116 Education buildings cleaned daily

**Our objective is simple - to Provide Excellent Customer Service. We think we can do this by: -**

- Listening to our customers and acting on their suggestions
- Providing daily support to our staff involved in the delivery of your service
- Maintaining the relationship chain between our staff and staff in school

### Description of Service

The Cleaning Service will work directly with educational establishments to determine their requirements and design tailored packages to accommodate those needs. Our cleaning teams range from a single member of staff to a full team who can provide daily coverage or one off cleans. Schools who may not be contracted to the Cleaning Agency can request a one off clean of specific areas during non term time. Our cleaning staff are fully trained and regularly assessed by an Area Manager on not only their cleaning skills, but also how they deal with customers, order stocks and adhere to health and safety procedures.

We employ local staff and our Managers are based centrally and can easily respond to schools requirements. All our staff are trained to a proficiency standard which includes health and safety, customer care, environmental awareness, cleaning tasks and procedures and quality assurance systems.

## Method Statement

Under the SLA: -

- The Cleaning Service will continue to provide a quality assured cleaning operation based on the arrangements currently specified. We are prepared to discuss changes to the cleaning arrangements on a regular basis.
- The Cleaning Service agrees to provide sufficient and appropriate levels of staff, materials and equipment with which to carry out the agreed services.
- The Cleaning Service will provide professional advice in respect of all cleaning materials including specialist cleaning as required.
- The Cleaning Service will provide comprehensive staff training including customer care.
- The Cleaning Service will provide personnel and payroll services for staff including recruitment and induction and payment of wages.
- The Cleaning Service will ensure staff are CRB checked at enhanced level.
- The Cleaning Service will provide all cleaning equipment and arrange the repair and maintenance of the equipment.
- The Cleaning service will be provided at the agreed daily times and frequencies.

## Performance

The Catering and Cleaning Division uses the Comprehensive Performance Assessment Model for service assessment and development.

We are accredited to EMAS, the Environmental Management System, and are committed to ensuring that all waste materials are disposed of in the correct manner so as not to cause any damage to the environment.

As an Investor in People organisation the importance of individual and team contributions are recognised as critical to the ongoing success of the organisation. The Agency also works to ISO 9000: 2000 procedures.

We take the responsibility of health and safety extremely seriously and the service is accredited to RoSPA level 2.

Our service operates a Complaints and Compliments System. Comments can be made in writing, in person, by telephone or email. Records of all comments, compliments and complaints are kept and analysed for trends and prompts for improvements to service.

The generic customer service standards for Catering and Cleaning are in Appendix A.

## **Monitoring**

We are available to meet with the customers on a regular basis (at a time to suit the customer) to jointly monitor progress.

Spot checks may be undertaken by customers at any time. A rectification period will be allowed which will give the Cleaning Service time to improve on poor performance without any additional cost.

Disputes should be referred in the first instance to the Council's Legal Services Approved List and Procurement Decisions Group

As part of the ISO 9001:2000 quality assurance procedures regular monitors and audits of the cleaning operation are undertaken by our managers. This is in addition to frequent visits to sites for routine checks.

## **Service provider requirements of the School**

Under the Service Level Agreement the school will be responsible for:-

- Nominating an officer as a point of contact and to act as a monitoring officer.
- Informing the Cleaning Service of any circumstances within the school that may affect their ability to deliver the services detailed in this Agreement (e.g. building works, school events).
- Receiving and distributing any correspondence, newsletters, pay slips, cleaning materials, equipment etc that may be sent to the school for cleaning staff.
- Ensuring that all buildings are open for access and closed at the agreed times and to ensure free access to all areas requiring a cleaning service.
- Providing lockable storage areas to the Cleaning Service for securing equipment and materials.
- The use of the telephone for business calls for which no charge will be made other than for personal calls.

## **Pricing Schedule**

An indication of costs for the financial year 2010/11 will be enclosed with individual SLA's. The price will be based on the area to be cleaned and the frequency of the cleaning service.

## **Additional Services Available include the following:-**

- **One Off Cleans including high level cleaning**

We are also able to offer a range of services which involve specialist cleaning and which are available to schools in down time such as holidays. We are able to provide a service outside of school hours to facilitate extra curricular activities.

- **Floor Maintenance Programmes**

We offer carpet and upholstery cleaning programmes using a Hot Water Extraction System.

- **Graffiti and Chewing Gum Removal**

Is carried out during non-term time periods to clean up schools before a new term starts.

- **Computer Equipment Cleaning**

Outside of this Service Level Agreement we are able to provide a specialist team who can carry out computer cleaning in line with customer's frequency requests.

- **Litter Picking**

We are able to tailor contracts to include litter picking or carry out this service as a one off to suit customers requirements.

- **Builder's cleans, including clean up after fire and/or flood damage.**

If site has had any refurbishment / building work carried out we are able to arrange one off cleans outside of the Service Level Agreement which can bring areas back up to standard.

- **Work Experience Placements**

We are able to offer students a range of work placement schemes. These give students the opportunity to work with HR, Finance, IT, and in managerial and clerical roles.

- **Satisfaction Surveys**

We would welcome the opportunity to run satisfaction surveys amongst teaching and non teaching staff. This enables us to gain a fuller picture of the service we offer and continually improve the service to schools and staff.

- **Site Specific Requirements**

We would be happy to discuss and price up specific requests for individual sites not covered in the above.

# Appendix A

## Catering and Cleaning Services

### Service Standards

- We will ensure that regular site visits are made to schools by our Area Officers and Assistants.
- We will always use environmentally friendly cleaning materials and ensure our service complies with environmental standards.
- We will ensure staff are CRB checked prior to commencing their cleaning position.
- We will ensure replacement equipment is provided for obsolete/condemned items.
- We will ensure all our staff are fully trained and qualified.
- We ensure that our on site staff receive support and guidance on a regular basis.
- Our Business Manager will meet with customers on a regular basis to review service and standards.
- We will ensure that all our equipment is serviced, checked and repaired on a regular basis.
- We will keep health and safety at the forefront of everything we do and ensure our staff are trained in this area.

**Education Leeds Service Level Agreements 2010 - 2011  
RESPONSE FORM**

I agree to the cost of the Service Level Agreement as specified above to be charged directly to my school Account by Journal Transfer.

**Service:** Education Internal Building Cleaning

**School:** «Site\_Name»

**Number of Standard Cleaning Weeks:** «Wks»

**Total Annual Costs:** «Cost\_»

**Address:** «Address\_1»  
«Address\_2»  
«Address\_3»  
«Address\_4»

Signature.....Headteacher.....

Expenditure Code.....

Please send the completed form to the service provider at the address below and send one copy to your School Finance Officer

**Name of Service:** CATERING AND CLEANING DIVISION

**Address:** RESOURCES GROUP  
SEACROFT RING ROAD DEPOT  
SEACROFT RING ROAD  
LEEDS  
LS14 1NZ  
Faxback on: 0113 214 9545  
Please return as soon as possible