

Residences Cleaning Service Level Agreement and KPI's

Introduction

Monthly site walk rounds should occur with the Regional FM (RFM) and Accommodation Manager (AM) to monitor AM and operational staff performance. The results should be formally recorded on the below SLA and KPI document.

Monthly Targets

- The methodology of the service performance measurement is based on an objective assessment of the performance data through internal audit, where performance scores are awarded if a KPI is met (1), and not awarded if it is not met (0). A basic pass or fail method
- The Service Performance Measure for each KPI is set out below, in the service level agreement and KPIs

Key Activity		No's of KPIs
1	Routine cleaning - prestige and hygiene	1
2	Routine cleaning - office, corridor and exterior	1
3	Window cleaning	1
4	Pest Control	1
5	Compliance with agreed method statements	1
6	Reactive cleaning service	1
7	Waste management	1
8	Monthly reports to agreed content	1
9	Customer Satisfaction	1

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KEY ACTIVITIES	PERFORMANCE LEVEL	KEY PERFORMANCE INDICATOR	COMMENTS (Pass/ fail)
<p>Routine Cleaning Services</p> <p>1. Provide a routine and periodic cleaning service to social space and communal areas and hygiene designated areas</p> <p>Typical areas include reception spaces, meeting areas, front entrance areas, plus WC's, bathrooms, showers, student kitchens and pantries</p>	<p>The areas shall be cleaned to the highest standards be clean at all times, and supplied with agreed quality and quantity of consumables</p> <p>Areas shall be continually assessed and cleaned as required to meet the acceptable performance standard as identified in the cleaning specification - Cleaning Service Standards</p>	<ul style="list-style-type: none"> 95% of all areas inspected in the month demonstrate the standard is achieved for social communal and hygiene spaces, and service standards as stated are met 	
<p>2. Provide a routine and periodic cleaning service to offices and exterior areas with structured routine daily and periodic schedules of cleaning service to designated areas</p>	<p>The areas shall be cleaned to the highest standards be clean at all times, and supplied with agreed quality and quantity of consumables</p> <p>Areas shall be continually assessed and cleaned as required to meet the acceptable performance standard as identified in the cleaning specification - Cleaning Service Standards</p>	<ul style="list-style-type: none"> 90% of all areas inspected in the month demonstrate the standard is achieved and meet service standards as stated 	
<p>3. Provide window cleaning services for internal and external glazing through external contractor</p>	<p>The appearance of the building is maintained. Window cleaning service standards are identified in 'the cleaning specification' – Cleaning Service Standards</p>	<ul style="list-style-type: none"> Compliance with agreed schedule 	

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4. Provide pest control services through external contractor	Regular inspections (minimum x times per year) for evidence of pests, provision of a call out service via site services Response to infestations or outbreaks of pests within specified period	<ul style="list-style-type: none"> ▪ Compliance with agreed inspection schedule ▪ Treatment of infestations and outbreaks within agreed timescale and to agreed standard 	
5. Deliver cleaning services to the agreed Cleaning Service standards and comply with structure and procedures identified within the statements	Cleaning services are provided in accordance with the Cleaning Service standards without omission or alteration unless agreed in advance in writing by the University	<ul style="list-style-type: none"> ▪ 100% compliance with written, University agreed Cleaning Service standards 	
Reactive Cleaning Services 6. Provide a reactive cleaning service for emergencies, urgent incidents, and routine services such as replacement of consumables and other sundries	Response in accordance with the defined classifications as identified in the service specification provided the correct reporting method has been followed	<ul style="list-style-type: none"> ▪ 100% of all requests for emergency and urgent cleaning service responded to immediately and problem rectified within 1 hour in normal working hours ▪ 100% of all requests for routine cleaning response rectified within 24 hrs 	

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<p>Waste Management</p> <p>7. Ensure that sufficient waste and recycling receptacles and liners are supplied maintained and checked regularly. All signage and recycling information clearly displayed and maintained</p>	<p>Waste Management services are provided in accordance with standards agreed with the University Sustainability unit to minimise waste and increase recycling rates</p>	<ul style="list-style-type: none"> ▪ Targeted increase in recycling rates for recyclable items and reduction in total landfill waste and non recyclable items in agreement with Sustainability unit 	
<p>Monthly reports</p> <p>8. Reports are provided by Accommodation Managers (to Residential Facilities Managers) with relevant content and to agreed format</p>	<p>Monthly reports as a minimum provide details of:</p> <ul style="list-style-type: none"> ▪ reports on SLA's and KPI's (by exception); year to date performance and year on year performance ▪ achievements including unexpected problems and emergencies resolved by cleaning staff ▪ areas of concern in the services with corresponding remedial actions ▪ potential areas for improvement, including proposals for improved performance, value for money and cost savings ▪ summary of any proposed changes, including the following attachments: sub-contractors, equipment, key staff ▪ details of training (induction and ongoing) and recruitment planned and undertaken. ▪ staffing levels including any shortfalls 	<ul style="list-style-type: none"> ▪ Monthly management report produced to agreed content ▪ Monthly management report produced to agreed schedule, 5 working days in advance of the monthly management meeting 	

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	against contracted hours <ul style="list-style-type: none"> ▪ health, safety and environmental issues including any unresolved issues and risk assessments undertaken and any accidents or near miss reporting. ▪ financial statement related to the services to date in the financial year including forecast to year-end, identifying variations 		
Customer Satisfaction 9. Undertake student and staff satisfaction surveys	Customers are aware of standards of service delivery and cleaning services are delivered in accordance with the standards outlined in the Cleaning Services specification	<ul style="list-style-type: none"> ▪ 90% of respondents in the surveys rate the cleaning service as “good” or higher (e.g. “very good” or “excellent”) 	