



Outsourced Cleaning Policy

Responsible for policy:

CC1 Finance, Audit, Resources and Premises

Contents

Definitions	3
1. Purpose	4
2. Scope.....	4
3. Legislative Framework	4
4. Contractor Responsibilities	4
5. Academy Responsibilities	5
6. Cleaning Standards and Schedules.....	5
7. Quality Assurance and Performance Monitoring	5
8. Health, Safety and Environmental Management.....	6
9. Incident Reporting and First Aid	6
10. Training and Supervision	6
11. Infection Control	6
12. Equipment, Materials and Storage	6
13. Environmental and Sustainability Standards	6
14. Monitoring and Review	7
15. Link to other policies.....	7

1. Definitions

In this **Outsourced Cleaning Policy**, unless the context otherwise requires, the following expressions shall have the following meanings:

- I. **'The Romero Catholic Academy'** means the Company named at the beginning of this **Outsourced Cleaning Policy** and includes all sites upon which the Company is undertaking, from time to time, being carried out. The Romero Catholic Academy includes; **Corpus Christi, Good Shepherd, Sacred Heart, SS Peter and Paul, St Gregory, St John Fisher, St Patrick, Cardinal Wiseman, Shared Services Term.**
- II. **'Romero Catholic Academy'** means the Company responsible for the management of the Academy and, for all purposes, means the employer of staff at the Company.
- III. **'Board'** means the board of Directors of the Romero Catholic Academy.
- IV. **'Chair'** means the Chair of the Board or the Chair of the Local Governing Body of the Academy appointed from time to time, as appropriate.
- V. **'Governance Professional'** means the Governance Professional to the Board or the Governance Professional to the Local Governing Body of the Academy appointed from time to time, as appropriate.
- VI. **'Chief Executive officer (CEO)'** means the person responsible for performance of all Academies and Staff within the Multi Academy Company and is accountable to the Board of Directors.
- VII. **'Diocesan Schools Commission'** means the education service provided by the diocese, which may also be known, or referred to, as the Birmingham Diocesan Education Service.
- VIII. **'Local Governing Body'** means the governing body of the School.
- IX. **'Governing Body Representatives'** means the governors appointed and elected to the Local Governing Body of the School, from time to time.
- X. **'Principal'** means the substantive Principal, who is the person with overall responsibility for the day to day management of the school.
- XI. **'School'** means the school or college within The Romero Catholic Academy and includes all sites upon which the school undertaking is, from time to time, being carried out.
- XII. **'Shared Services Team'** means the staff who work in the central team across the Company (e.g. HR/ Finance)
- XIII. **'Facilities Service Officer'** means the person responsible for the Site Services and the overall responsibility of cleanliness in each school within the Academy.
- XIV. **'School Office/Business Manager'** means the person responsible for the Admin Management of each school within the Academy.

1. Purpose

Under the Workplace (Health, Safety and Welfare) Regulations 1992, the Academy has a legal obligation to maintain clean and safe premises. By outsourcing cleaning services, the Academy remains committed to ensuring:

- A healthy and pleasant learning environment.
- Control and prevention of infection.
- Protection of property, fixtures, and fittings.
- Compliance with all relevant health and safety legislation.
- Adherence to the Catholic values of respect, stewardship, and care for creation.
- All contracted cleaning companies must demonstrate high standards of quality, reliability, and accountability in service delivery.

2. Scope

This Outsourced Cleaning Policy outlines the standards, expectations, and governance arrangements for contracted cleaning services across The Romero Catholic Academy (“the Academy”).

The policy applies to all outsourced cleaning contractors, subcontractors, and agency staff operating on Academy premises, covering all sites including Corpus Christi, Good Shepherd, Sacred Heart, SS Peter and Paul, St Gregory, St John Fisher, St Patrick, Cardinal Wiseman, and the Shared Services Team.

The purpose of this policy is to ensure that all cleaning activities carried out by external providers meet statutory requirements, uphold the Academy’s Catholic ethos, and ensure a clean, safe, and welcoming learning environment for pupils, staff, and visitors.

3. Legislative Framework

Contractors must operate in compliance with all current UK legislation and guidance, including but not limited to:

- Health and Safety at Work etc. Act 1974
- Workplace (Health, Safety and Welfare) Regulations 1992
- School Premises (England) Regulations 2012
- COSHH Regulations 2002
- Provision and Use of Work Equipment Regulations 1998
- Management of Health and Safety at Work Regulations 1999
- DfE Advice on Standards for School Premises (2015)

4. Contractor Responsibilities

The cleaning contractor shall:

- Provide a comprehensive cleaning schedule for each Academy site.

- Supply all cleaning materials, chemicals, PPE, and equipment necessary to meet contractual obligations.
- Ensure all cleaning chemicals comply with COSHH requirements and provide relevant data sheets to site management.
- Ensure staff receive appropriate training in COSHH, manual handling, PPE use, working at height, and safeguarding.
- Maintain up-to-date risk assessments and method statements (RAMS) for all cleaning activities.
- Maintain public liability and employer's liability insurance to the required limits.
- Provide a designated contract supervisor as the point of contact for the school and the Facilities Service Officer.
- Ensure all staff have completed enhanced DBS checks prior to deployment.
- Respect the Catholic character and ethos of the Academy in conduct, language, and behaviour.

5. Academy Responsibilities

The Romero Catholic Academy will:

- Monitor the performance of the cleaning contractor through the Facilities Service Officer (FSO) and School Office/Business Manager (SOBM).
- Provide secure storage areas for cleaning materials and equipment.
- Report any cleaning-related incidents, accidents, or damage to the contractor promptly.
- Ensure appropriate access to premises during agreed hours.
- Review contractor performance through periodic audits and annual contract reviews

6. Cleaning Standards and Schedules

Each contractor must adhere to the agreed Cleaning Schedule for each school, specifying the frequency and scope of cleaning activities (daily, weekly, termly, and annually).

Schedules must cover all key areas, including but not limited to:

- Classrooms and corridors
- Toilets and changing facilities
- Kitchens and food preparation areas
- Science and technology rooms
- Sports facilities and halls
- Offices and meeting rooms

The contractor must ensure:

- Compliance with infection control measures.
- Immediate response to spillages, bodily fluids, and hazardous waste.
- Regular high-level and deep cleaning as specified.
- Appropriate waste segregation and recycling practices.

7. Quality Assurance and Performance Monitoring

The FSO/SOBM will carry out regular inspections, including unannounced spot checks.

Contractors must participate in termly review meetings with site representatives.

The Academy reserves the right to deduct payment or request re-cleaning where standards are not met.

Persistent underperformance may result in contractual penalties or termination under the service agreement.

8. Health, Safety and Environmental Management

Contractors must:

- Comply with all site-specific health and safety rules.
- Display hazard signage during cleaning.
- Ensure cleaning areas are safely cordoned off when wet floors or chemicals are present.
- Manage waste responsibly and in line with environmental sustainability principles.
- Use environmentally friendly and biodegradable cleaning products wherever possible.

9. Incident Reporting and First Aid

All incidents, near misses, and accidents involving contractor staff must be reported immediately to the Facilities Service Officer or School Office/Business Manager and logged in accordance with the Academy's Health and Safety Policy.

The Academy's First Aid Policy applies to all persons on site, including contractors.

10. Training and Supervision

The contractor must ensure that all staff:

- Receive initial and refresher training in relevant health, safety, and cleaning procedures.
- Are supervised by an experienced on-site team leader.
- Maintain professional conduct in line with Academy standards.
- The Academy may request evidence of staff training records at any time.

11. Infection Control

In the event of an infection outbreak or pandemic, contractors must follow enhanced cleaning protocols as instructed by the Academy and in line with Public Health England or UKHSA guidance.

Priority areas include toilets, kitchens, classrooms, and medical rooms.

12. Equipment, Materials and Storage

Contractors must supply and maintain all cleaning equipment.

All equipment must be PAT tested and compliant with current regulations.

Materials and chemicals must be securely stored in the designated cleaning cupboards.

Equipment and products must never be left unattended in accessible areas.

13. Environmental and Sustainability Standards

The Academy encourages contractors to adopt environmentally responsible cleaning practices, including:

- Reducing the use of harsh or toxic chemicals.
- Implementing waste reduction and recycling initiatives.
- Using energy-efficient cleaning equipment.
- Supporting the Academy's sustainability and stewardship commitments.

14. Monitoring and Review

This policy will be reviewed biannually by CC1 Finance, Audit, Resources and Premises, in consultation with the Facilities Service Officers, School Business Managers, and contracted cleaning providers. Contractors will be notified of any updates or amendments.

15. Link to other policies

This Outsourced Cleaning Policy is linked to our;

- Health and Safety Policy
- First Aid Policy
- Environmental and Sustainability Policy
- Safeguarding and Child Protection Policy