Diocese of Norwich Education and Academies Trust

Cleaning Policy

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Our Christian Ethos and Values
All policies within the Diocese of Norwich Education and Academies Trust (hereafter referred to as "the Trust"), whether relating to an individual academy or the whole Trust, will be written and implemented in line with our Christian ethos and values.

We have high ambition for all, and we truly value the wider educational experience.

We walk and talk our Christian values. We put people at the centre of the organisation and want to see them flourish and grow. Our schools are inclusive, welcoming those of all faiths and none.

Overall accountabilities and roles
The Trust has overall accountability for all its academies and staff. Through a Scheme of Delegation it sets out the responsibilities of the Trust, its Executive Officers, the Local Governance Committee and the Principal / Headteacher. The Principal / Headteacher of each academy is responsible for the implementation of all policies of the Trust.

All employees of the Trust are subject to the Trust's policies.

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1. Statement of intent

Under the Workplace (Health, Safety and Welfare) Regulations 1992 (as amended), the adequate cleaning and general upkeep of work premises is a legal requirement. This policy is designed to manage the cleaning and maintenance of Whitefriars CoE Primary Academy hereafter known as The Academy.

Staff, pupils and parents have the right to expect a clean and safe environment. The Trust is dedicated to ensuring the highest possible standards of cleanliness. Cleanliness contributes to the provision of a pleasant environment for pupils and staff, minimises the spread of infections and reduces the risk of infestations.

The main objectives of the cleaning policy are to:

- Enhance the appearance of the academy, ensuring a healthy and productive learning environment.
- Control the spread of infection.
- Protect academy property including fabrics, fixtures and fittings.
- Ensure the academy is maintained to a high standard

This policy is distributed to all cleaners and maintenance staff working at the academy when they begin their employment or when updates occur. It must not be viewed as a final job description; all cleaning staff can be called upon by their supervisor to undertake additional tasks within their competence.

For subcontracted provision only

Not applicable.

2. Legislative framework

This policy has due regard to legislation and guidance including, but not limited to, the following:

- The Health and Safety at Work etc. Act 1974
- The Workplace (Health, Safety and Welfare) Regulations 1992 (as amended)
- The School Premises (England) Regulations 2012
- The Manual Handling Operation Regulations 1992 (as amended)
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013
- The Provision and Use of Work Equipment Regulations 1998
- (DfE) School Estates Management Standards 2025

This policy will be implemented in conjunction with the Trust:

- Health and Safety Policy
- COSHH Risk Assessment

3. Employers' and Employees' duties

The employer has a duty to provide:

- A cleaning schedule that meets the statutory requirement for a clean and safe working environment.
- Share all risk assessments and method statements with staff and ensure they are acknowledged and signed.
- Ensure all employed staff are appropriately trained for the role being undertaken.
- Provide safety data sheets for all chemicals used on site in line with the Control of Substances Hazardous to Health (COSHH) Regulations 2002.
- To supply Personal protective equipment (PPE) for all staff undertaking cleaning and maintenance roles.
- All equipment is required to meet the requirements of the cleaning schedule and is serviced at correct intervals.
- Secure storage for cleaning materials and equipment.

Employees have a duty to:

- Work to the standards outlined in the cleaning schedule.
- Attend and undertake appropriate training as required.
- As necessary, wear any personal protective equipment (PPE) provided by the employer.
- Report incidents to the site manager as soon as possible.
- Work within the parameters of all risk assessments ensure control measures are followed.

4. Cleaning standards

Cleaning standards will be established in the cleaning schedule. This will establish the quality of cleanliness required and the legal requirements for compliance with health and safety regulations.

The cleaning schedule will outline the degree of cleaning appropriate to each area of the school, which may include:

To ensure quality, when inviting contractors to tender for cleaning work, the academy/Trust will request the following for comparison:

- The number of staff that will be employed on site
- The length of time the specified cleaning will take
- The recruitment methods used
- Types and levels of staff training, supervision and PPE
- The supplier's health and safety policy
- Details of the equipment and supplies to be used, and whether these are included in

the price

- The extent of the contractor's insurance cover
- References from two similar clients

5. Work schedules

The cleaning schedule will ensure that:

- Daily requirements are completed; these include the daily emptying of rubbish bins and the cleaning of changing rooms, washrooms and corridors/walkways.
- Weekly requirements are completed; these include the vacuuming of all carpets.
- Monthly requirements are completed; these include the deep cleaning of sanitaryware, and external window cleaning at ground level.
- High level cleaning is completed in 6-12 week cycles; these include the dusting of venetian blinds, carpets and fabric cleaning, and the deep cleaning of kitchens and equipment.

6. Work method statements

Work method statements provide instructions to cleaning staff; they will include the following:

- What is to be cleaned
- The frequency of cleaning
- The method of cleaning
- The expected time required
- The expected quality of outcomes
- Any restrictions imposed
- The equipment to be used – outlining who will provide and maintain it
- Any materials and chemicals to be used
- Details of any risks associated with the tasks
- Any safety precautions that must be adopted, including the use of PPE and emergency procedures

If work method statements are not adhered to, it may cause manufacturers or suppliers' warranties to be invalidated.

7. Cleaning procedures

Cleaning staff should always:

- Refer to manufacturers' instructions for all products and equipment.
- Use safe and appropriate equipment supplied by the employer.
- Ensure equipment is clean and dry before starting a task.
- Plan their work route.
- Use hazard warning signs when the cleaning involves wet floor surfaces.
- Check all cleaning equipment for damage or wear and report defects to the

employer.

- Ensure all electrical equipment has been tested for safety before use.
- Briefly test each machine after performing a safety check.
- Ensure cables are kept behind machines and do not present trip hazards.
- Avoid adjusting fittings on a machine that is plugged in.
- Wear the appropriate PPE at all times for the designated tasks.
- Ensure no cleaning chemicals are mixed and ensure they are labeled and stored correctly.
- Ventilate any area where cleaning chemicals are being used.
- Add a cleaning agent to water, rather than adding water to the agent, to prevent the possibility of the agent being splashed into the eyes/onto skin.

8. Risk Assessments

Health and safety risk assessments are a legal requirement. Risk assessments will be completed at the planning stage of all cleaning tasks, along with suitable work statements. The risk assessment will identify any risks or hazards that may be involved in the job.

All risk assessments should be reviewed at correct intervals to ensure that they still adequately control all risks involved.

Contracted employees must be provided with information on the risks they may be exposed to whilst working on the premises. If a contractor's activities may introduce new risks to the academy staff, the contract manager must be informed so that effective controls can be put in place.

9. Cleaning equipment

Cleaning staff will be provided with appropriate equipment to enable them to do their jobs effectively.

All cleaning equipment will be properly maintained in accordance with manufacturers' instructions.

Dirty and defective equipment will be disposed of in adherence with the Waste Electrical and Electronic Equipment (WEEE) Regulations 2013 (as amended in 2015).

Cleaning equipment will be kept in a secure, clean and tidy location.

10. COSHH

COSHH regulations are intended to protect individuals from hazardous substances. Cleaning staff will understand that chemicals can be harmful and can enter the body through:

- Ingestion (eating and drinking).
- Inhalation (gases, sprays and dust).
- Absorption through the skin.

Staff will be trained to:

- Read container labels and note any risks.

- Understand that mixing chemicals is potentially dangerous.
- Use chemicals only for their intended purpose.
- Use PPE when handling chemicals.
- Store chemicals in accordance with manufacturers' recommendations.

All cleaning chemicals will be labelled in accordance with Classification, Labelling and Packaging (CLP) regulations.

The academy will be provided with data sheets from suppliers that detail:

- The proper use of a substance.
- Health risks and fire hazards.
- How to use, transport and store the substance.
- Emergency action and first-aid advice.
- Other information, such as waste disposal requirements.

All staff will be required to undertake COSHH training via iAM Compliant and should be allocated and tracked by the line manager.

Where cleaning chemicals are being used, users of the building should be excluded from the immediate area whilst cleaning is in progress.

Cleaning chemicals, cleaning products and equipment will only be used by trained individuals.

11. Storage areas

Cleaning materials, equipment and chemicals will never be left unattended and will be locked away in secure cupboards when not in use.

Pupils and unauthorized staff will not have access to the storage cupboard.

Storage cupboards should be clearly labeled, and any flammable items should be stored in a lock metal cupboard.

12. Use of containers

Cleaning materials are commonly supplied in large containers and decanted into smaller containers for ease of use. Where cleaning agents are decanted:

- It must be safe to do so.
- Containers will be appropriately labelled (unlabeled containers will never be used).
- The re-use of bottles will be avoided, particularly those that had a different previous usage (i.e. drink bottles) to avoid accidents.

13. Infection control

To prevent an infection outbreak, higher standards of cleaning are essential in first aid rooms, kitchens and toilets, and following incidents involving bodily fluids.

Areas of this nature require a deeper than usual level of cleaning whereby surfaces are rendered microbiologically sterile through disinfection.

During an outbreak, cleaning standards may be increased in all areas of the academy premises.

14. Pest Control

Cleaning staff will be trained to identify and report any signs of pests, including the following:

- Sightings
- Faeces and droppings
- Damage and gnaw marks to woodwork
- Holes in sacks and boxes
- Spillages around packages
- Feet and tail marks in dust
- Scratching or other noises

Effective pest control will be achieved by:

- Maintaining clean premises.
- Ensuring the appropriate storage of foodstuffs.
- Disposing of waste on a regular basis.
- Contracting a recognized pest controller to inspect the school on a regular basis.

15. Graffiti

Graffiti in the form of lipstick or chalk marks will be removed with detergent.

More problematic graffiti will be removed using paint removers and, where necessary, overpainting.

16. Chewing gum

The academy operates a ban on chewing gum. If removal of chewing gum is required, a dry steam machine may be hired to disintegrate the gum.

17. Toilets

Toilets, washrooms and showers will be kept clean and free from dirt at all times.

Cleaners will also be required to empty bins and replenish items such as toilet paper, soaps and towels.

Sanitary products and disposal units are provided in toilets for girls aged eight and over, and in facilities used by female staff members or visitors. Cleaners are required to replenish and dispose of sanitary products.

Cleaners will report cracks, leaks and broken surfaces to the site manager as soon as possible.

18. Kitchens

The academy will ensure high levels of cleanliness in any kitchen environment. Surfaces where food is handled must be maintained in good condition. They must be easy to clean

and disinfect. They must also be made of materials that are smooth, washable, corrosion resistant and non-toxic.

A cleaning schedule will list daily, weekly, monthly and annual cleaning tasks for all kitchen areas and appliances.

Mops, buckets, reusable gloves and cloths will be colour coded or otherwise labelled to ensure that equipment used in the kitchen is never used elsewhere in the school.

Mops, sponges, and kitchen cloths should be kept clean and regularly replaced.

Cleaning staff should take adequate precautions to prevent any contamination of foodstuffs by chemicals. Chemicals will be stored separately from food in a clearly labelled, locked cupboard. Manufacturers' instructions must always be followed.

Areas of damp, chipped plaster, broken tiles or chipped work surfaces should be reported to the line manager as soon as possible.

19. Computer equipment

When cleaning computers, staff should:

- Use a vacuum to remove dirt, dust and hair from around the computer, on the casing and on the keyboard.
- Turn off the computer before cleaning.
- Be careful not to adjust any controls or disconnect any leads.

When cleaning computers, staff should never:

- Cause any component inside the computer to become damp or wet.
- Vacuum the inside of a computer.
- Spray or squirt any liquid onto or into computer equipment.

20. Carpets

Work method statements for carpet cleaning will depend on levels of footfall and occupancy. The basic requirement is thorough weekly vacuuming to remove loose soil and debris and reduce pile crushing.

Where necessary, immediate spot cleaning of spillages will take place to prevent their spread.

Dust bags will be changed when they are two-thirds full.

Where appropriate, wet extraction cleaning will take place every 6-12 months as part of a deep clean.

21. First aid

First aid support will be called for in all instances where a member of staff or pupil inhales fumes from, ingests or comes into contact with a toxic cleaning substance.

If a corrosive cleaning agent is inhaled by a member of staff, staff should:

- Immediately move the person to an area with fresh air.
- Rinse the affected person's nose and mouth with water.
- Call for medical attention if any discomfort continues.

- If a child is involved, seek medical assistance in every instance.

If a corrosive cleaning agent is ingested, staff should:

- Immediately remove the victim from the source of exposure.
- Call for medical attention.
- Rinse the affected person's mouth thoroughly.
- Get them to drink plenty of water.

If a corrosive cleaning agent comes into contact with a person's skin, staff should:

- Remove the affected person from the source of contamination.
- Remove any contaminated clothing.
- Wash the skin with soap and water.
- Call for medical attention if the irritation persists after washing.
- If a child is involved, seek medical assistance in every instance.

22. Slips and falls

- Spillages will be immediately addressed and treated as a priority.
- Staff will use warning signs or prevent access to any floor surface that poses slipping hazards, no matter how minor.
- Cleaning staff will wear appropriate footwear with adequate grip.

23. Personal protective equipment (PPE)

PPE includes uniforms, safety shoes and equipment such as gloves and goggles.

All cleaning staff will be issued adequate PPE and will be reminded of their responsibilities, including:

- Only using the PPE provided at work.
- Proper use of PPE.
- Regularly inspecting PPE.

24. Powered equipment

Cleaning staff will be trained to check and maintain electrical equipment, including the following:

- Performing visual checks to identify damage
- Checking the condition of plugs and cables
- Removing defective equipment from use and labelling it as 'out of order'
- Ensuring power cables are a suitable length
- Ensuring power cables are not strained during use
- Cleaning equipment after use

25. Measuring performance

The line manager is responsible for the continuous monitoring of academy cleaners' performance.

The line manager will respond promptly to any reports or complaints of inadequate cleaning standards.

The line manager will carry out occasional no-notice inspections to monitor if the work schedule is being followed.

If the provision of outsourced regular meetings should take place with the contract manager to ensure KPI's are being met and the value for money is accurate.

26. Training

Cleaning staff will be appropriately trained and supervised.

Training will be conducted in-house and via iAM Compliant using HS21 as guidance.

New staff will be given induction training, which will include all the information needed to safely and effectively begin their duties.

All cleaning staff will be trained in the academy's health and safety procedures and arrangements, prior to beginning work.

Health and safety training will include the following:

Supervisory staff will undertake formal training as necessary. All staff training will be recorded, with particular emphasis placed on COSHH, manual handling, working at height and lone working.

27. Assisting cleaning staff

All academy staff are required to help keep the academy clean and tidy. Academy staff should liaise with cleaning staff to ensure that chairs are stacked or placed on top of desks at the end of the school day.

Academy staff can also assist cleaning staff by ensuring that litter is picked up and by reminding pupils of the need to keep the academy clean and tidy.

28. Environmentally friendly cleaning

In line with the Church of England's goal of achieving Net Zero by 2030 The academy ensures that cleaning services are environmentally friendly by:

- Avoiding the use of toxic chemicals in cleaning products.
- Using biodegradable products whenever possible.
- Ensuring cleaning products are procured from sustainable sources.
- Supporting waste recycling and minimal waste schemes