

Lancaster Council Housing Tenants Scrutiny Panel

**Communal Cleaning
Contract Action Plan**



RECOMMENDATIONS AROUND PROVIDING MORE INFORMATION

THERE WAS A GENERAL LACK OF INFORMATION AROUND WHEN BLOCKS ARE CLEANED, HOW OFTEN THEY SHOULD BE CLEANED AND WHAT THE CLEANERS ARE MEANT TO CLEAN WHEN THEY ARE IN THE BLOCKS. THIS HAS LED TO DISSATISFACTION AMONGST SOME RESIDENTS AND MAKES IT DIFFICULT FOR THE RESIDENTS TO KNOW WHETHER THEY ARE GETTING THE SERVICE THAT THEY ARE PAYING FOR. THE PANEL RECOMMENDED THAT MORE INFORMATION IS MADE EASILY AVAILABLE TO TENANTS. THERE WERE ALSO SOME SPECIFIC RECOMMENDATIONS AROUND NOT ALL BLOCKS HAVING A POWER SUPPLY FOR THE CLEANERS TO USE, WHAT EQUIPMENT THE CLEANERS USE AND THE AMOUNT OF TIME SPENT IN EACH BLOCK. ALSO, A COMMON THEME THAT THE PANEL FOUND WAS TENANTS WANTING TO KNOW WHO THEIR CLEANERS ARE.

ACTION REQ'D	RESOURCES REQ'D	TASK LEADS	TARGET DATE	JANUARY 2026 UPDATE	CURRENT STATUS
For a poster to be designed and displayed in each communal block. This will have a link on it to the Council's website that will clearly display the cleaning schedule for each block, the frequency that each block is cleaned and the details of what should be cleaned on each visit.	For a new poster to be designed and then delivered and displayed in each communal block. Will investigate these being on sticky back plastic to ensure they are secured to the walls / doors.	Emily Turbitt with support from the digital team to design the poster and Alison to support with getting the posters displayed.	By the end of October 2025	All posters up in blocks thanks to Alison.	Completed
To also provide a link on the website to the full contract.	n/a	Emily Turbitt with support from the digital team.	By the end of October 2025	New website created so people can see what is cleaned, when and can provide feedback. Instead on the full contract it has been broken down to be more user-friendly for residents Communal Cleaning - Lancaster City Council	Completed
To include on the website that we get pictures from LCD with before and after pictures when they have cleaned a block as this was not something that the panel were aware of.	n/a	Emily Turbitt and the digital team	By the end of October 2025	New website created so people can see what is cleaned, when and can provide feedback Communal Cleaning - Lancaster City Council we have updated the website to confirm that our Cleaning Supervisor gets photos every time our contractors clean one of our communal blocks. New wording:	Completed

To help ensure high cleaning standards in our blocks, our contractors send through pictures to our building cleaning supervisor after each clean.

The following recommendations were discussed, and it was agreed that although they are not currently possible due to how the current contract is written, they would be looked at as part of the new contract when we go out to tender.

- As it is not currently possible for a small number of blocks to have a power supply that the cleaners can use due to the expense of moving the power supply; we will investigate whether we can stipulate that in these blocks the cleaners need to have cordless vacuum cleaners.
- To have in the contract clearer guidelines around how much time the cleaners need to be spending in each block.
- To investigate whether the cleaners need to be using steam mops rather than standard mops and whether this would lead to a better clean.

RECOMMENDATIONS AROUND IMPROVING COMMUNICATION:

IF BLOCKS CAN'T BE CLEANED ON THEIR SCHEDULED DAY DUE TO OPERATIONAL REASONS OR DUE TO BANK HOLIDAYS, RESIDENTS ARE NOT BEING INFORMED AND THEREFORE DON'T KNOW WHEN THE CLEANERS WILL BE COMING. THE RECOMMENDATION WAS THAT THERE NEEDS TO BE MORE COMMUNICATION WITH RESIDENTS IN THESE CIRCUMSTANCES.

ACTION REQ'D	RESOURCES REQ'D	TASK LEADS	TARGET DATE	JANUARY 2025 UPDATE	CURRENT STATUS
To ensure that when we know that a block will be cleaned on a different day due to bank holidays that messages are sent to the residents in those blocks to let them know as well as social media posts.	To ensure we have up to date contact details for as many tenants as possible. We will continue to highlight the benefits and importance of having up to contact details for people through the monthly Newsletter and Social Media posts.	Emily Turbitt and Christian Horrocks. Alison Ducie to provide details to Emily and Christian of those blocks where the cleaning schedule will	To commence by the End of October 2025	Whenever LCD let Alison know of changes to cleaning schedules, we are trying to get messages out to those affected (this will be easier from October 2026 when we are on the new system as currently a very manual process, but this has been done)	Completed



		change due to bank holidays			
To ensure that when we are made aware that the cleaners will not be able to get to a block / blocks on the correct day due to operational reasons that this information is being sent to the residents affected.	To ensure we have up to date contact details for as many tenants as possible. We will continue to highlight the benefits and importance of having up to contact details for people through the monthly Newsletter and Social Media posts.	Emily Turbitt with Alison Ducie ensuring that this information us being provided to the council by our cleaning contractors.	To commence by the End of October 2025	Whenever LCD let Alison know of changes to cleaning schedules, we are trying to get messages out to those affected (this will be easier from October 2026 when we are on the new system as currently a very manual process, but this has been done)	Completed

RECOMMENDATIONS AROUND BEING ABLE TO EASILY REPORT ISSUES WHEN THEY OCCUR.

IT WAS FELT THAT WE NEED TO HAVE AN EASY WAY FOR RESIDENTS TO REPORT ISSUES WHEN THEY OCCUR AND TO GIVE TENANTS THE OPPORTUNITY TO PROVIDE FEEDBACK.

ACTION REQ'D	RESOURCES REQ'D	TASK LEADS	TARGET DATE	JANUARY 2025 UPDATE	CURRENT STATUS
To create an online reporting form that can either be filled in by the residents. A link to the survey will be via a QR code on the poster; or residents can ring up Customer Services who will complete the	The digital team to create the survey and to provide reports on a regular basis of how many forms have been completed and whether there are any themes etc.	Emily Turbitt with the digital team.	End of October 2025 as this will start once the posters are in the blocks	Form is built https://lancastercc-self.achieveservice.com/service/block_cleaning_survey QR code on posters to website and survey We have a dashboard so can report monthly now on surveys and the feedback we are getting. Slow response so far so we are planning to send out a bulk text message to encourage people to give us feedback.	Completed – ongoing to improve survey uptake



survey on their behalf.					
To monitor how many forms are being completed and for those blocks where feedback has been low to send out a feedback survey quarterly.	The digital team to provide regular updates of amount of forms completed and the demographics of where the feedback is coming from.	Emily Turbitt with the digital team	Ongoing once survey and posters live	We have a dashboard so can report monthly now on surveys and the feedback we are getting. Slow response so far so we are planning to send out a bulk text message to encourage people to give us feedback.	Completed- ongoing to improve survey uptake

It was reported by Alison Ducie that she already gets before and after pictures from our cleaning contractors for each block that they clean. Alison will continue to ensure that she receives these.

RECOMMENDATIONS AROUND THE TENDERING PROCESS FOR THE NEW CONTRACT

THE PANEL HAS RECOMMENDED THAT TENANTS ARE MORE INVOLVED IN THE TENDERING PROCESS TO ENSURE THAT THEY ARE GETTING THE SERVICE THAT THEY WANT; WHILST ENSURING VALUE FOR MONEY.

ACTION REQ'D	RESOURCES REQ'D	TASK LEADS	TARGET DATE	JANUARY 2025 UPDATE	CURRENT STATUS
To ensure that the tender document is shared with our engaged tenants to ensure that it covers as many of the points raised by the scrutiny panel as possible.	For the Community Engagement Team to work with Catherine Cunliffe to ensure we get feedback during the tendering process	Catherine Cunliffe	April 2026	The quality questions were shared with the Scrutiny Panel before finalisation of the tender document. As requested, the Tender includes a face-to-face presentation by the winning company – yet to be confirmed who this is as scoring is ongoing. One or Two members of the Scrutiny Panel will be invited to attend the presentation.	Ongoing

