

ACT Education Directorate

School Cleaning Report 2018

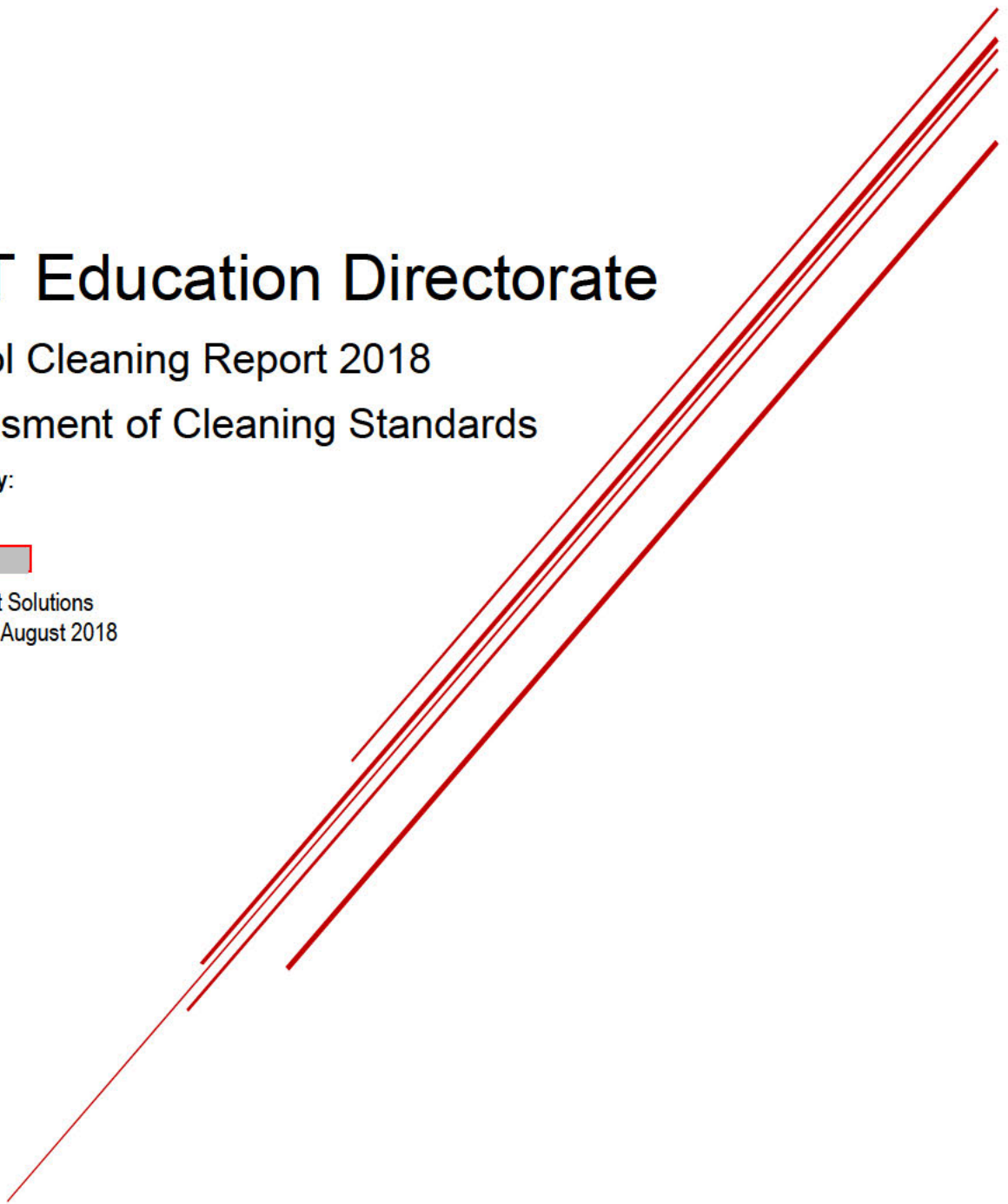
Assessment of Cleaning Standards

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FM Contract Solutions
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Table of Contents

Contents

EXECUTIVE SUMMARY	4
CLEANING AUDIT OUTCOMES	4
1. Cleaning Inspection Outcomes	4
1.1 Overview of Inspections	4
2. Outcomes by School Groupings	5
2.1. Early Childhood Schools, Pre-Schools and Primary Schools	5
2.2 Specialist Schools	9
2.3 P-10 Schools, High Schools and Colleges	13
3. Audit Outcomes by Contractor	19
3.1 [REDACTED]	19
3.2 [REDACTED]	20
3.3 [REDACTED]	20
3.4 [REDACTED]	21
4. Cleaning Rooms Safety & Hygiene Audit Summary	22
5. Building Hygiene Risks	22
5.1 Cross Contamination of Cleaning Cloths.....	22
5.2 Cleaning of Recovery Tanks in Wet Vacuuming Equipment.....	23
6. Suggested Changes to Scope of Works.....	23
7. Suggested Equipment Upgrades.....	24
7.1 Lightweight Commercial Upright Vacuums for weekly area vacuuming.....	24
8. Audit Scale Improvements ACT Education Directorate School cleaning Contract	24
Appendix 1 – Cleaning Storage areas Inspections - Summary Table	27
Appendix 2 – Sample 1-10 Cleaning Audit Scale.....	28
Appendix 3 – Sample of Cleaning Scope with Task Outcomes	30

EXECUTIVE SUMMARY

ACT Education Directorate has appointed FM Contract Solutions as an independent third party to review the delivery of cleaning services in a cross-section of ACT Schools. The assessment provides a systematic and objective evaluation of how well the cleaning services are being performed and identifies any shortfalls that need to be addressed to achieve the desired outcomes. It also assesses the adequacy of the current cleaning plan, cleaning processes and scope of works.

The school cleaning audits forms described in the contract specifications were used to assess cleaning outcomes. The Audit and Reporting platform utilised was CIMAS Contract Management Software. Audits were conducted between 6 am and 10am on school days. Corridors, toilets and classrooms were audited prior to the start of classes. The Auditors used Ultra Violet torches to highlight soap scum, urine residues and organic soil build up in toilets, kitchens and shower areas. The Auditors could only complete 28 school Audits in the allotted time as there was no one in attendance at two schools, despite appointments being confirmed.

An assessment of accessible Clearing Storage areas identified numerous hygiene, safety and compliance issues. Safety inspections were not in the project scope. However, the Auditors have a legal requirement to immediately report safety issues found during inspections, regardless of the scope. The safety issues included out of date Test and tags, leads and equipment with no test and tag, damaged leads, missing SDS and hygiene risks.

This report has been prepared without prejudice to the Education Directorate and the respective contractors.

CLEANING AUDIT OUTCOMES

1. Cleaning Inspection Outcomes

1.1 Overview of Inspections

Figure 1 provides an overview of cleaning inspections for all schools. The overall outcomes are inconsistent with considerable variation in standards between schools.

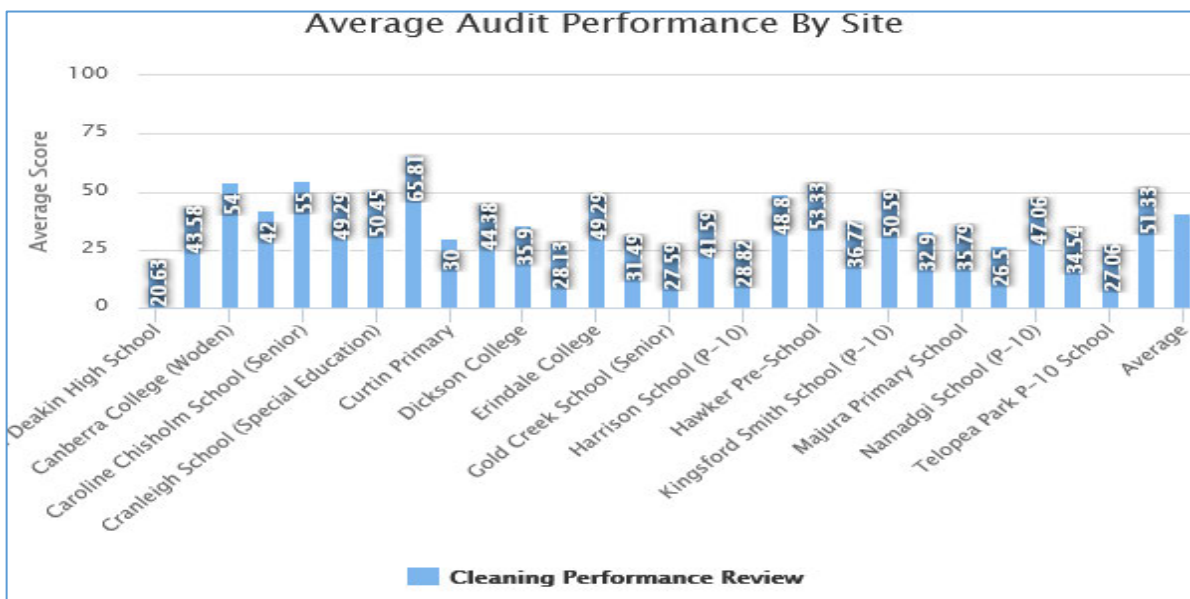


Figure 1: Cleaning Performance Audit by third party Auditors all sites May-June 2018. Scores are percentages

Analysis of inspections indicates that cleaning outcomes were generally of a low standard, with service deficiencies in all areas inspected. The cleaning practices of all contractors were of a similar nature with

noticeable tasks in Staff toilets, kitchens and office areas like basins, taps, mirrors, toilet pans, eye level ledges and surfaces and bin emptying being performed regularly.

This was a different story in the Student areas, with minimal evidence of daily cleaning of high- touch points and floor cleaning being performed regularly in audited schools. Weekly Cleaning tasks, including dusting, wiping of desks and furniture, sills and ledges and floor vacuuming, washing and buffing were found lacking in most schools

Student toilets were of a particularly poor standard with very few tasks being done to an acceptable standard leaving them in an unhygienic state.

Staff kitchens showed similar outcomes, with shortfalls in service delivery on most tasks and with staff at many schools saying that they have to keep benches and equipment clean themselves. The audits indicated that hard floors were not being cleaned with required attention to detail or with correct processes and, in the case of Curtin Primary, it was doubtful that mopping had taken place the night before the inspection. Vacuuming was below standard and the build-up of dust on chair pedestals and low sills and furniture rungs indicated that carpets had a high dust content.

Tasks in Halls Gymnasiums and Pool areas were not being done to the required frequency, especially floor cleaning and buffing. Floor buffers were not found in many of the schools audited.

Bins in all areas of all facilities are of particular concern, although in the majority of cases they are being emptied and the liners changed only if dirty and there was no evidence that internal and external surfaces of bins are being cleaned on a regular basis. This is of great concern as these are highly accessible touch point for smaller children and could be a cause gastric infection.

2. Outcomes by School Groupings

2.1. Early Childhood Schools, Pre-Schools and Primary Schools

Seven Preschools and Early Childhood Schools were inspected using the Education Directorate’s Audit tool. The highest score was 65.8% Curtin North Pre-School, and the lowest score was 28% for Duffy Primary School. The

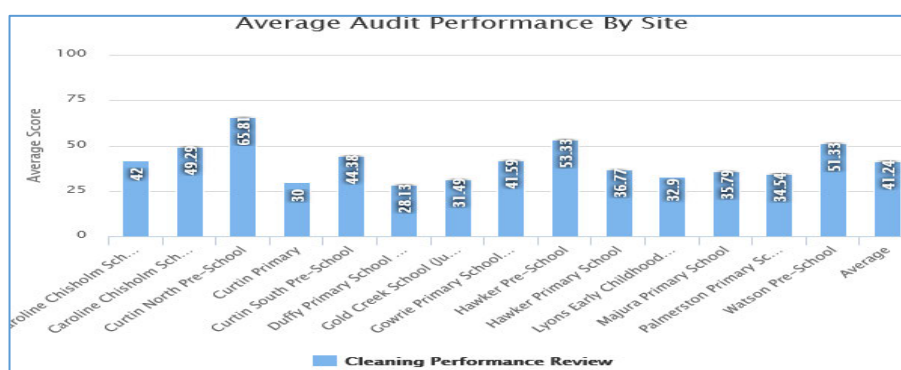


Figure 2: Audit summary - Pre-schools and early childhood schools

average score for this category was 41%.

The breakdown of these schools by Service provider can be found in figure 3 below.

Cleaning Inspections - Early Childhood, Pre-school and Primary Schools					
Date	ID	Site	Audit	Service Provider	Score
21/06/18 17:20	51	Curtin North Pre-School	Cleaning Performance Review		65.81
31/05/18 09:29	17	Hawker Pre-School	Cleaning Performance Review		53.33
22/06/18 12:25	62	Watson Pre-School	Cleaning Performance Review		51.33
30/05/18 09:56	9	Caroline Chisholm School Pre-School	Cleaning Performance Review		49.29
21/06/18 17:31	52	Curtin South Pre-School	Cleaning Performance Review		44.38
30/05/18 09:37	8	Caroline Chisholm School (Junior)	Cleaning Performance Review		42
30/05/18 12:58	12	Gowrie Primary School & Pre-school	Cleaning Performance Review		41.59
31/05/18 09:27	16	Hawker Primary School	Cleaning Performance Review		36.77
22/06/18 12:26	63	Majura Primary School	Cleaning Performance Review		35.79
20/06/18 16:07	41	Palmerston Primary School & Preschool	Cleaning Performance Review		34.55
20/06/18 08:06	33	Lyons Early Childhood School	Cleaning Performance Review		32.9
01/06/18 10:15	26	Gold Creek School (Junior)	Cleaning Performance Review		31.49
21/06/18 18:05	55	Curtin Primary	Cleaning Performance Review		30
21/06/18 17:47	53	Duffy Primary School & Pre-School	Cleaning Performance Review		28.13

Figure 3: Inspection Outcomes by score ranking

The majority of areas inspected in these facilities were found to be below the standards required under the contract. Cleaning standards in offices, children’s toilets, staff amenities, staff toilets and kitchenettes are of particular concern due to potential health risks to children and staff. Poor sweeping and vacuuming, cobwebs, soiled bins, food residues in bins and issues with cleaning of toilets and sinks were evident in most facilities.

High Touch Points

The NHMRC classifies high ‘Touch Points’ as high-risk surfaces due to the potential of transmission of disease causing organisms and recommends that areas with high levels of skin contact be cleaned more frequently than surfaces with minimal hand contact.¹ The audits found that cleaning of high touch points, including door handles, door push plates, tap ware, food preparation surfaces, light switches, children’s tables and toilets was inconsistent, including areas where recent cleaning was not evident or were poorly cleaned. Curtin North Primary was the only school where these surfaces were scored as 3 (Acceptable). The remaining schools were scored as 1 – (Poor) for high touch surfaces. Teachers at several schools advised that they clean the desks each day as they cleaners rarely clean them.



Figure 4: L -R Door Handle Hawker Primary; Sink - Caroline Chisholm; Door Push-plate Lyons Early Childhood school

¹ <https://www.nhmrc.gov.au/book/australian-guidelines-prevention-and-control-infection-healthcare-2010/b1-4-2-routine-environme>

Dust & Cobwebs

According to the US Centre for Disease Control (CDC), build-up of indoor dust and allergens, relating to poor cleaning practices, contribute to increased Asthma and respiratory symptoms amongst children and adults² with asthma as one of the leading causes of school absenteeism³.

The majority of schools in the sample had significant levels of dust on surfaces, carpets, sills and ledges, chair pedestals and fixtures. A heavy build-up of dust and cobwebs was evident on windows, sills and blinds of Caroline Chisholm Pre-School and there was minimal evidence of ongoing cleaning of dust and marks from blinds sills and skirtings in many schools.



Figure 5: L-R: Cobwebs on interior window Caroline Chisholm Pre-School; Dust on Blinds Caroline Chisholm Pre-School, Dust on sills Curtin Primary

Floor Sweeping, mopping and Vacuuming

Sweeping of hard floors and daily vacuuming was generally of a poor standard. Vacuuming was generally haphazard particularly on corners edges and under children’s furniture and there were areas that appeared not to have been vacuumed. Sampling of hard floor surfaces in classrooms, kitchens and toilets with damp swabs indicated a significant build-up of soil and detergent residues on most surfaces. Cleaning of corners and edges was particularly poor and dark ‘tide marks’ from contact with dirty mops were visible where the floor and wall surfaces met in toilets.



² National Research Council. (2006). Green schools: Attributes for health and learning. Washington, DC: The National Academies Press. 192 pages.

³ Akinbami, L.J. (2006). The state of childhood asthma, United States, 1980–2005. Advance Data from Vital and Health Statistics 381, 1–24.

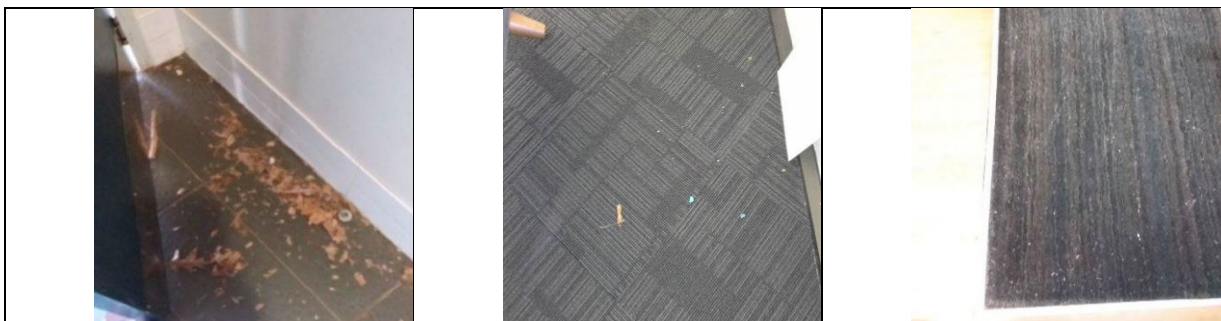


Figure 6: L-R Top: Dirt build-up on flooring Curtin **Primary**; Toilet floor Majura Primary; Corners & edges Caroline Chisholm; Bottom row L-R: Unswept floor Curtin Primary; Poor vacuuming Hawker Primary; Mat not vacuumed at Duffy Primary

Bins and Rubbish

There were bins in classrooms and kitchen areas in Gold Creek Junior School, Hawker primary and Majura Primary containing food residue and other rubbish that had not been emptied. Soiling on internal and external surfaces was observed on all bins in all schools, and floors and walls adjacent to bins were frequently marked by spillages and waste residue.

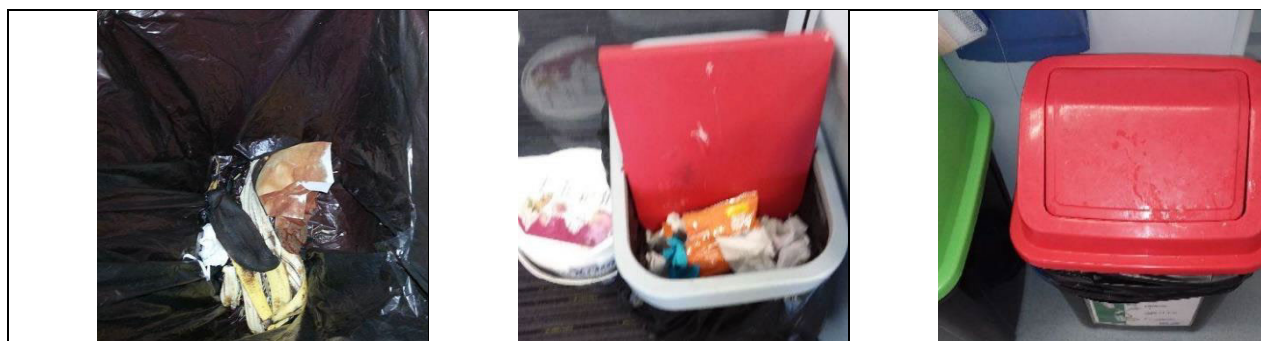


Figure 7: L - R: Food residues in Bin Gold Creek Junior School; Overflowing bin Majura Primary; External surfaces of bin at Curtin South Pre-school

Toilets

Cleaning of children's toilets and staff toilets was generally very poor. Examination of high touch points on sinks, toilet seats, dispensers and walls under dispensers with UV light found urine stains and soap residues, which indicated that recent cleaning of these services had not occurred. Urine streaks were observed on external surfaces of toilet bowls, on floors around the base of toilets, on petitioning and walls surrounding and adjacent to toilets and urinals. Soap and paper dispensers and hand dryers were generally not cleaned and walls below and adjacent to dispensers had visible streak marks and soap runs. Odour was present in many of the toilets inspected.



Figure 8: L-R: Faecal residue on toilet rim Gowrie Pre-school; Build-up on base of taps and sink drain & Urinal Palmerston North Primary

Kitchens

Cleaning issues were evident in kitchens and food handling areas of most schools. Sinks, cupboards, benchtops and high points on refrigerator and microwave doors were the most common issue, as well as dirt on floors and on and around bins.

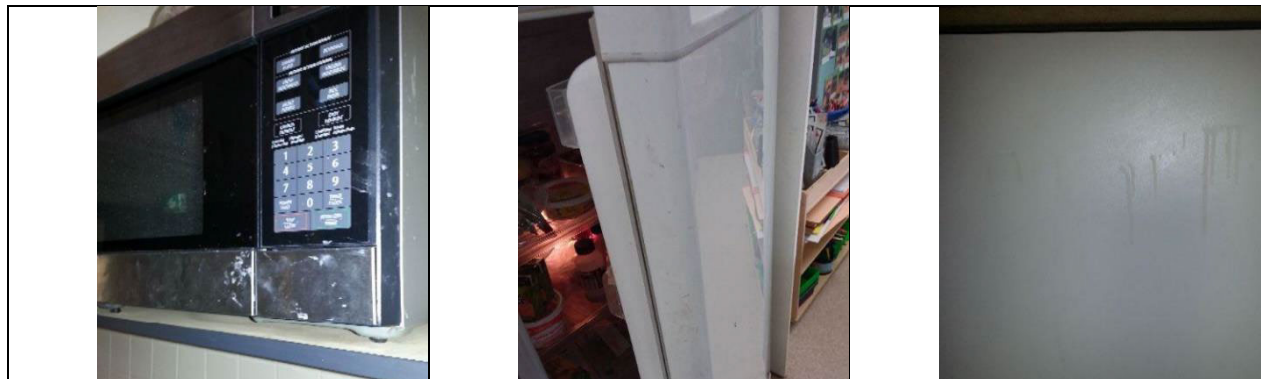


Figure 9: L-R: Microwave Lyons Early Childhood School; Grime on fridge door Gowrie Pre-school; Stains on cupboard doors Lyons Early Childhood School

2.2 Specialist Schools

Two Specialist Schools were included in the Audits. Standards both schools were below benchmark requirements of the contract.

Cleaning Inspections - Specialist Schools						
Date	ID	Site	Audit	Area (Form)	Service Provider	Score
20/06/18 10:29	39	Malkara School (Special Education)	Cleaning Performance Review	SPECIALIST SCHO		33
31/05/18 11:51	20	Cranleigh School (Special Education)	Cleaning Performance Review	SPECIALIST SCHO		50.45

Figure 10: Cleaning outcomes for Specialist schools

High Touch Points

There was minimal evidence of regular cleaning of high touch points in toilets, offices and class rooms of each school. Fingerprints, dust and grime was found on door handles, entry glass, push plates, light switches and surfaces frequently touched by staff and students.



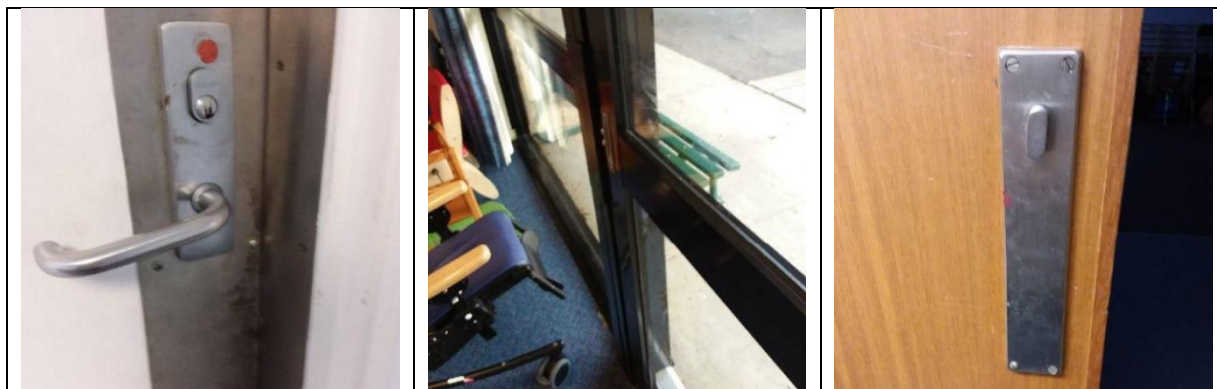


Figure 11: Top L-R: Light switch Malkara; Door Handle Cranleigh; Light Switch Malkara. Bottom L-R: Door Handle Cranleigh; Entry Glass (Finger-marks, grime on glass and frame) Malkara; Door handle Cranleigh;

Bins and Rubbish

A number of bins at Cranleigh Specialist School had not been emptied. Bins at both Specialist Schools required cleaning on internal and external surfaces and on surrounding walls and floor areas to remove spill marks, food residue and grime. Some bins at Cranleigh were not fitted with bin liners.



Figure 12: Top L-R: Bins at Cranleigh had not been emptied and liners were not fitted. Bottom L – R: Soiled Bin (not emptied - no liner, internal and external not cleaned) Cranleigh; Soiled bin and surrounds Malkara; Waste bin in toilet Cranleigh was soiled.

Floors and Carpets

The approach to the sweeping and mopping of hard floors was inconsistent in both schools. Sample swabs of hard floors areas in classrooms, toilets, kitchen and common areas indicated that mopping of floors required attention. Detail mopping of corners and edges was required.

There were areas within both schools where carpets had not been vacuumed, particularly in corners, edges and under and behind furniture.



Figure 13: Top L-R: soil build-up on edges and corners (Note soil Buildup on Door track) Malkara; Buildup of grime on vinyl Cranleigh; Floor not swept in classroom Malkara; Bottom L-R: Class room floor Malkara; Toilet cubicle floor Malkara: Toilet flor and grout requires machine scrubbing – Cranleigh

Dust and cobwebs

Cobwebs were evident in ceiling vaults and in corners at Malkara. Dust was present on sills, frames, skirtings and chair pedestals at both schools.



Figure 14: Top L-R: Dust on Blinds Staff room Malkara; Cobwebs on skirting Malkara; dust on sills Cranleigh. Bottom L-R: Dust sills Cranleigh; Dust Window frames Malkara; Cobwebs in Ceiling Vault Malkara.

Toilets

Ultra Violet torches were used to highlight urine, soap and organic soil build-up in toilets and showers at both schools. Urine runs and spots were observed on external surfaces and toilet seats in both staff and children’s toilets. Soap residues and associated grime were observed on walls and on soap and paper dispensers (high touch points) and on stainless steel built-in paper dispenser and waste bins.

A soap dispenser in Makara School was leaking. The school business manager advised that soap runs on the sink was present on the previous day and had not been removed the night. The toilet floors in both facilities require machine scrubbing to remove build-up from floors, tiles and grout.



Figure 15: Top L-R: Urine runs and splash marks on toilet Cranleigh; Urine runs on Toilet - Malkara; Urine splashes on walls Malkara. Note soil on floor.

Bottom L-R: Soiled dispenser, dried soap residue and grime on wall Malkara; leaking dispenser Malkara (also build-up around tap base) Malkara; soap residue on walls and grout Malkara.

Hygiene risk

During the inspection of Malkara School, a wet red cloth (toilet cleaning cloth) was found in a children's classroom pigeonhole. The pigeonhole was located adjacent to the toilet. The school business manager removed the cloth and had the pigeonhole thoroughly cleaned prior to commencement of class.

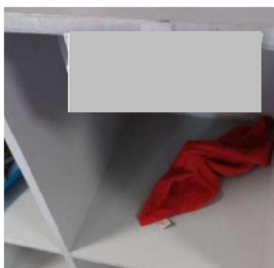


Figure 16: A Wet Toilet cleaning cloth was left in children's pigeonhole at Malkara

Cleaning of Hydro Pool Areas

The showers, changing rooms, staff rooms, toilets, floors, walls and fittings in the pool area at Malkara School did not appear to have been recently cleaned. In addition to leaking dispensers, the showers had build-ups and body fat, calcium and soap scum.

Floors in pool areas of both schools require machine scrubbing to remove soil from grout and stainless-steel handrails and guide rails were watermarked and stained.

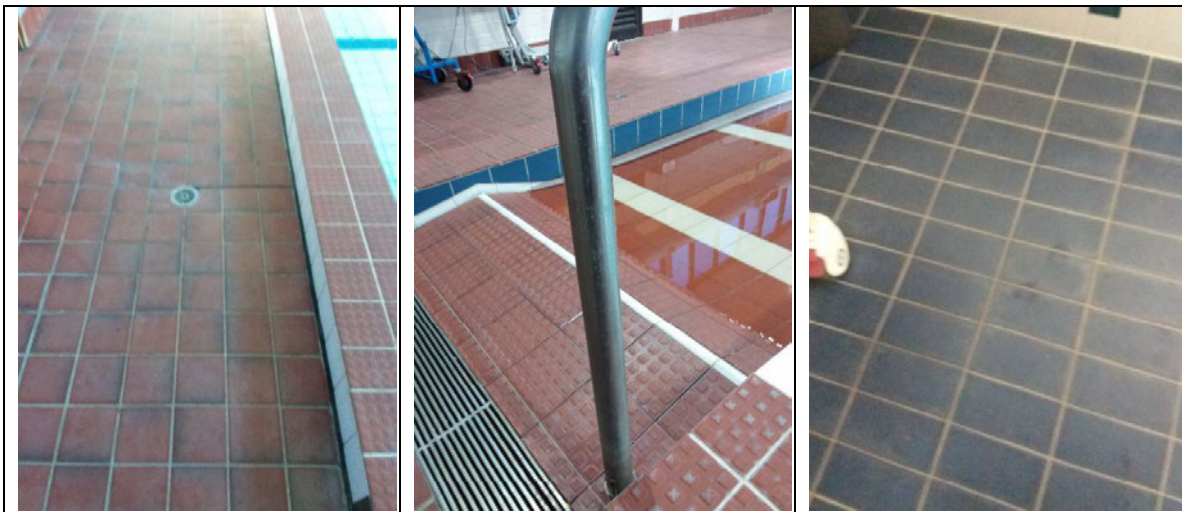


Figure 17: L - R: Pool floor at Cranleigh; Pool handrail Cranleigh; pool floor Malkara

2.3 P-10 Schools, High Schools and Colleges

Audits were conducted at eleven schools in this category with an average score of 31%. The highest scoring schools were Caroline Chisholm Senior School (55%) and Gold Creek Senior (54%) and the lowest scoring was Alfred Deakin High School, which was rated at 20%. Five schools in this category rated below 40%.

As they are larger schools than Primary and Pre-schools, these facilities have heavier traffic loads and cleaners require a higher level of supervision & training and more detailed and varied cleaning programs than Primary and Pre-schools. They also have larger surface areas of vinyl, timber and carpet which allows high production equipment including Scrubber Dryers to replace damp mopping of open areas and wide area vacuums for carpeted corridors. The audit outcomes for these schools and inspections of equipment utilised indicate that there are significant deficiencies in productivity and cleaning activities fall short in providing a clean environment for staff and students.

Scrubber dryers were found in some schools, but the only equipment provided for vacuuming were back pack vacuums. Consequently, the overall standard of floor maintenance was poor.

Most of the areas were free of cobwebs.

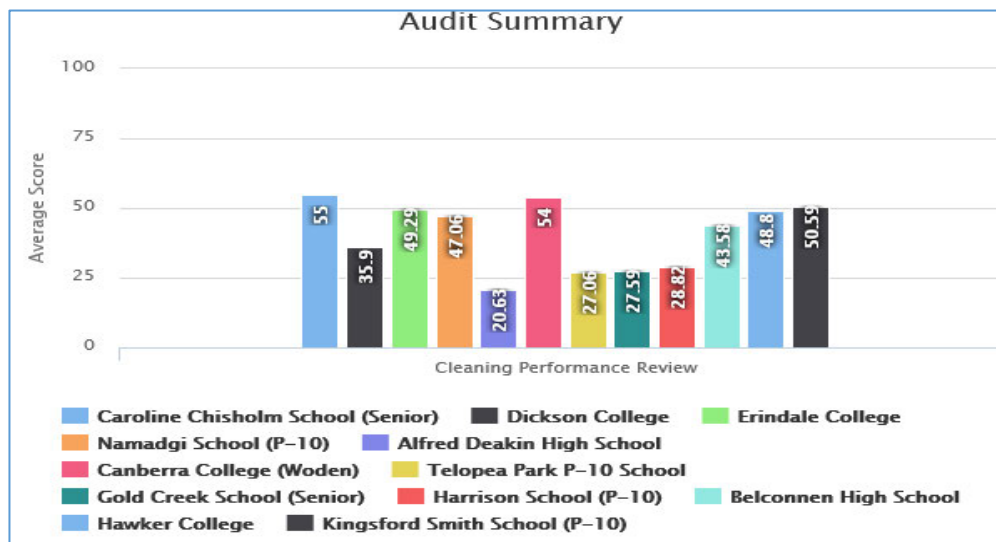


Figure 18: Cleaning Audit outcomes for P-10 Schools, High Schools and Colleges

Entry Glass

Glass surfaces in main entry areas were generally compliant, but glass in other entry areas was generally poorly maintained or not recently cleaned. Glass surfaces in secondary entries and glass in doors opening to the play grounds frequently had finger-marks, streaks, smears and drips resulting from lack of cleaning, incorrect or inappropriate cleaning methods. Dust was evident on sills, louvres and horizontal surfaces and sills and the lower portions of doors and glass surfaces often had splash marks and soil marks from floor mops and poor cleaning techniques.

Cleaning Inspections of P-10, High Schools and Colleges May and June 18						
Date	ID	Site	Audit	Area (Form)	Service Provid	Score
31/05/18 09:36	18	Hawker College (Upper Level)	Cleaning Performance Review	COLLEGES		62.86
01/06/18 06:42	22	Belconnen High School	Cleaning Performance Review	HIGH SCHOOLS		55.17
30/05/18 08:45	6	Caroline Chisholm School (Senior)	Cleaning Performance Review	HIGH SCHOOLS		55
20/06/18 09:52	35	Canberra College (Woden)	Cleaning Performance Review	COLLEGES		54
01/06/18 10:32	29	Kingsford Smith School (P-10)	Cleaning Performance Review	P to 10 SCHOOLS		50.59
01/06/18 10:22	28	Erindale College	Cleaning Performance Review	COLLEGES		49.29
30/05/18 12:10	10	Namadgi School (P-10)	Cleaning Performance Review	P to 10 SCHOOLS		47.06
22/06/18 08:36	58	Dickson College	Cleaning Performance Review	COLLEGES		35.9
31/05/18 09:42	19	Hawker College Lower Levels	Cleaning Performance Review	COLLEGES		34.74
01/06/18 10:36	31	Belconnen High School Gym and Hall	Cleaning Performance Review	HIGH SCHOOLS		32
20/06/18 16:41	43	Harrison School (P-10)	Cleaning Performance Review	P to 10 SCHOOLS		28.82
22/06/18 11:39	61	Gold Creek School (Senior)	Cleaning Performance Review	HIGH SCHOOLS		27.59
21/06/18 10:00	46	Telopea Park P-10 School	Cleaning Performance Review	P to 10 SCHOOLS		27.06
21/06/18 12:26	48	Alfred Deakin High School	Cleaning Performance Review	HIGH SCHOOLS		20.63

Figure 19: Cleaning Outcomes by Contractor, P-10, High Schools and Colleges

Tiled Floors

Tiled floors in the toilets had significant build-up of soil and detergent residues on the surface of the tiles and in the grout. Build-up of soil was particularly evident in corners and around edges and the adjoining wall surfaces had dark 'tide marks' caused by repeated contact of dirty mops with the wall. These floors will require machine scrubbing or pressure washing and the removal of residue with wet vacuums to restore and maintain the surface. The methodology of detail mopping of edges and corners will need to be changed to more appropriate techniques, including frequent changes of mopping solution, chemical selection and dilution and appropriate training of staff.

Toilets

Many of the toilets for both students and staff at these schools were well below acceptable standards. External toilets at the Gold Creek Senior school had not been cleaned and UV light indicated that male Administrative staff toilets and urinals had significant build-up of urine and organic material on urinals, toilet seats and cubicle door locks.

Toilet floors require regular scrubbing of tiles and grout and detail cleaning of edges and the base of walls to remove build-up and tide marks from mop contact during cleaning. Cleaning of fixtures and fittings, walls, floors and high touch points was generally substandard in staff toilets.

Stainless steel face panels of restroom paper towel dispensers and dispensers also required attention in nearly all restrooms to remove soap streaks, drips and water marks.

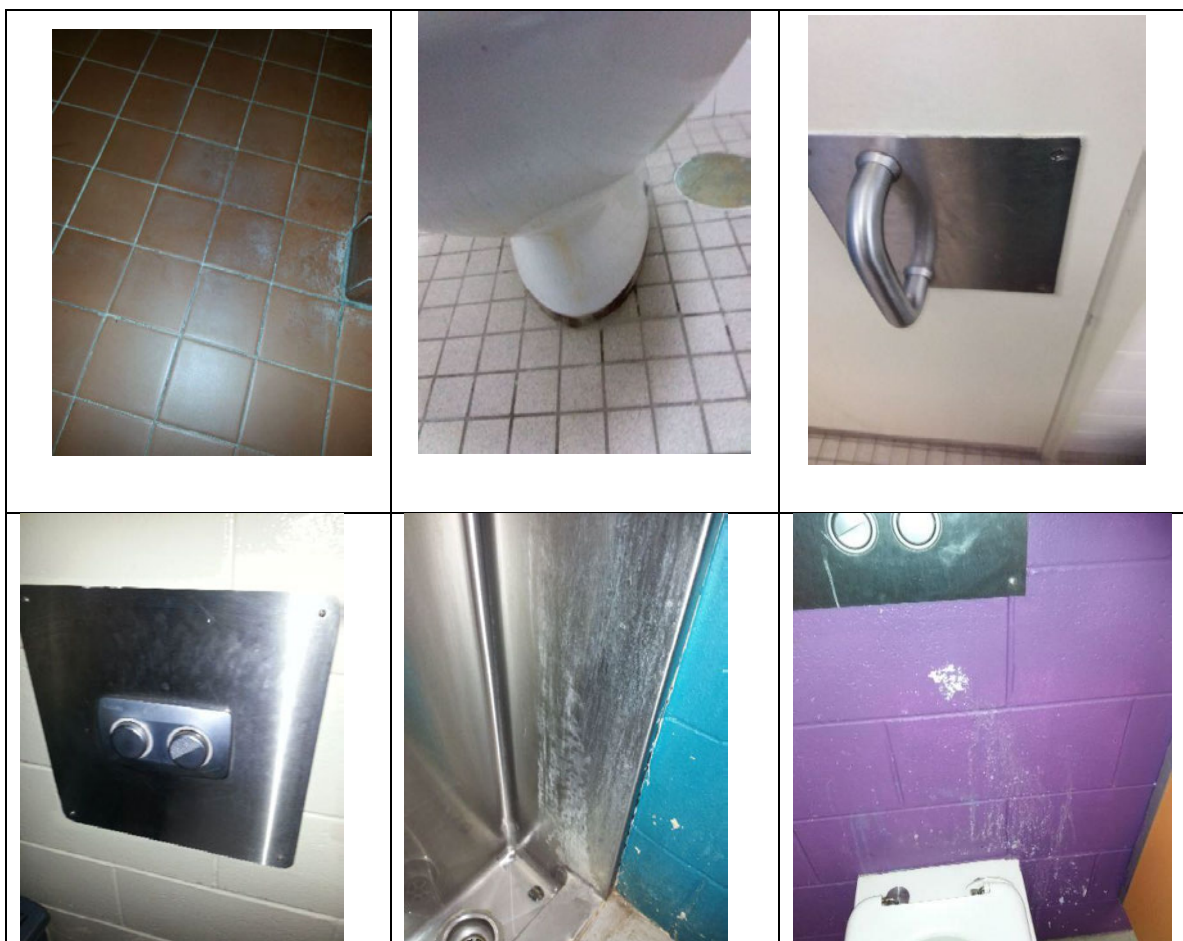


Figure 20: L-R top: Toilet floors Hawker; Urine runs were noticeable on all toilets; Door touch plate Alfred Deakin High; Toilet flush panel; Urinal Harrison High School; Toilet wall Alfred Deakin

High Touch points including door push plates and door handles, taps, basin and vanity joints and dispensers were grimy with soil and fingerprints.

Plumbing under sinks, taps and the base of taps and most wall surfaces, particularly under dryers and dispensers, were stained with grime and soap residues. External surfaces of toilets, urinals, toilet seats, plumbing were poorly cleaned and toilet partitions, cubicle doors and partition tops required full cleaning. Odour was present in all facilities.

Staff Kitchens and Hospitality Classrooms

There were significant cleaning deficiencies in most staff kitchens and in hospitality classrooms where food is stored and prepared. Cleaning issues in these areas included poor cleaning of high touch points on appliances, taps, cupboards and sinks, sweeping and mopping of floors, particularly corners, edges, under furniture and between cupboards and appliances.

Issues in staff kitchenettes included build-up of grimy soil and detergent residues on floors, particularly corners and edges, cleaning of doors, tops and door seals on refrigerators and appliances and attention to detail when cleaning sinks. Doors, walls and bin surrounds require more thorough and more regular cleaning.



Figure 21: L-R Top: Kitchen Cupboards Harrison High; Microwave in cooking classroom Gold Creek Senior; Staff fridge Alfred Deakin High; Bottom L-R: Dirt and food residues between stove and cupboards cooking Classroom; Staff Kitchen Gold Creek high; Microwave Cooking Classroom

Classroom Sinks, Basins and Dispensers

Sinks and cupboards are present in many classrooms, including art rooms, woodwork and metal shops. There was little evidence of regular cleaning of these surfaces.



Figure 22: L-R Top: Art/Craft room sink Alfred Deakin; Dispenser Alfred Deakin; Dispensers in Tech classroom Alfred Deakin; Bottom L-R: Typical classroom sink; sink Alfred Deakin; Typical art room sink

Glass and Mirrors

Glass in main entrance areas was generally clean. However, cleaning of glass on minor entries and classroom doors was generally poor. Mirrors in Drama rooms and some toilets also required attention. The cleaning of internal glass was sub-standard in all areas.

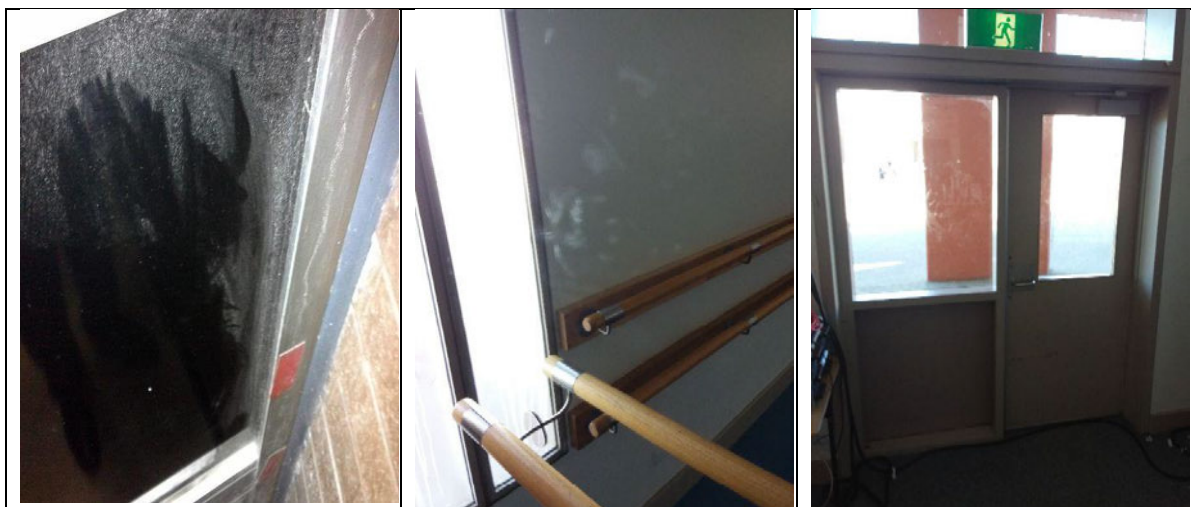


Figure 23: L-R Hall Door Entry Glass Belconnen High; Mirrors in Dance Class; Side entry door glass Gold Creek Senior

Office, Staff rooms & Reception Areas

Many surfaces in the office areas, including sills, ledges, shelving, blinds and chair bases had significant build-ups of dust. Cobwebs were evident in corners, windows and some furnishings walls and doors were frequently marked and stained with grime, spillages and fingerprints.



Figure 24: L-R: Dust on Blinds Alfred Deakin High; dust on chair pedestal Hawker high; Dust on sills Belconnen High

Lifts

Lifts are not included in the scope, despite being present in some schools. It appears that lifts are not being cleaned at all. This should be addressed.



Figure 25: L-R: Lift Exterior doors Erindale College; Lift control panel and interior Harrison School (2 photos)

Gymnasiums and Halls

Typical cleaning issues in this category included

- Hard Floors – Ingrained grime and detergent residues on floors with build-up in corners and edges most halls, toilets, corridors and entry areas.
- Dust Management – High and low dusting of sills, furnishings, ledges, vents, A/C and wall fixtures.
- Cleaning of toilets – Walls, taps and basins, doors and door fittings, dispensers, door jambs, partitions, toilet fixtures and plumbing. Odour was frequently a problem in toilets and showers.
- Cobwebs, blue tack and sticky tape not removed.
- Furniture – Stains and dust on fabric and non-fabric furniture.
- External area cleaning was generally poor, especially in rear entrance areas.
- Cleaning of walls, Glass and vertical surfaces was generally very poor.
- Buffing and scrubbing equipment was not stored on site in most high schools which raises questions as to whether these essential tasks are performed at all.

Bins and Rubbish

Internal and external surfaces of bins and bin lids should be spot cleaned daily for hygiene, to maintain appearance and ensure that they are odour-free. Swing top bins lids should also be spot cleaned inside and out. Walls adjacent to bins require more regular detail cleaning, especially in Kitchenettes.

Cleaning of Libraries

There was considerable variation in cleaning standards for Libraries. Issues common to all libraries included cleaning of entry areas and lobbies, glass, detail vacuuming under furniture and shelving, carpet spotting, staff amenities and dust management. Dust was present on library shelves.

3. Audit Outcomes by Contractor

3.1 [REDACTED]

Cleaning Inspections

The average audit rating for cleaning of schools by [REDACTED] was 40.6%. Hawker Pre-School (53.33%), Cranleigh Specialist School (50.45%) and Kingsford Smith (P-10) school (50.59%) were of a better standard. Feedback from staff at both these facilities was that their office areas staff rooms and some tasks in teaching areas are done by themselves or are requested to be done when missed by the cleaners.

Inspection Outcomes by Service Provider - [REDACTED]						
Date	ID	Site	Audit	Area (Form)	Score	
22/06/18 11:39	61	Gold Creek School (Senior)	Cleaning Performance Review	HIGH SCHOOLS	27.59	
20/06/18 16:41	43	Harrison School (P-10)	Cleaning Performance Review	P to 10 SCHOOLS	28.82	
01/06/18 09:00	25	Gold Creek School (Junior)	Cleaning Performance Review	PRIMARY SCHOOL	31.5	
20/06/18 16:07	41	Palmerston Primary School & Preschool	Cleaning Performance Review	PRIMARY SCHOOL	34.55	
31/05/18 09:27	16	Hawker Primary School	Cleaning Performance Review	PRIMARY SCHOOL	36.77	
01/06/18 10:36	31	Belconnen High School	Cleaning Performance Review	HIGH SCHOOLS	43.58	
31/05/18 09:42	19	Hawker College	Cleaning Performance Review	COLLEGES	48.8	
31/05/18 11:51	20	Cranleigh School (Special Education)	Cleaning Performance Review	SPECIALIST SCHO	50.45	
01/06/18 10:32	29	Kingsford Smith School (P-10)	Cleaning Performance Review	P to 10 SCHOOLS	50.59	
31/05/18 09:29	17	Hawker Pre-School	Cleaning Performance Review	PRESCHOOL	53.33	

Figure 26: Cleaning Inspection outcomes for schools cleaned by [REDACTED] Inspections at Hawker College and Belconnen High School were performed by two inspectors working in different areas of the school and the outcomes of those inspections have been averaged

Gold Creek Senior (33.33%), Palmerston Primary & Pre-school (34.55%) and the Harrison (P-10) School (28.82%) were of a very low standard with very few tasks being performed to an acceptable standard.

Cleaning Storage Room Inspections

A number of issues were identified in inspections of cleaning storage rooms in [REDACTED] schools. They include:

- Test and tagging of some equipment and extension leads was out of date;
- Electrical Lead without test and tag
- Unlabelled Chemical – 1 school
- No HEPA filters filters on some vacuums
- cross contamination issues for cleaning cloth of different colours
- untidy and dirty cleaning storage areas
- No stock of the full colour range of cloths

- lack of dispensing equipment for chemicals

Details of these issues can be found in appendix A of this document

3.2 [REDACTED]

Cleaning Inspections

The average score for cleaning in the sample of schools cleaned by [REDACTED] was 47.37%.

Caroline Chisholm Senior School (55%) and Pre-school (49.29%) performed best with Gowrie Primary and pre-school (41.59%) being of a lower standard.

Inspection Outcomes by Service Provider [REDACTED]						
Date	ID	Site	Audit	Area (Form)	Score	↑↓
30/05/18 12:45	11	Gowrie Primary School & Pre-school	Cleaning Performance Review	PRIMARY SCHOOL	41.59	
30/05/18 09:37	8	Caroline Chisholm School (Junior)	Cleaning Performance Review	PRIMARY SCHOOL	42	
30/05/18 12:10	10	Namadgi School (P-10)	Cleaning Performance Review	P to 10 SCHOOLS	47.06	
01/06/18 10:22	28	Erindale College	Cleaning Performance Review	COLLEGES	49.29	
30/05/18 09:56	9	Caroline Chisholm School Pre-School	Cleaning Performance Review	PRESCHOOL	49.29	
30/05/18 08:45	6	Caroline Chisholm School (Senior)	Cleaning Performance Review	HIGH SCHOOLS	55	

Figure 27: Cleaning Outcomes [REDACTED]

Cleaning Storage Areas

The Primary issues for [REDACTED] include:

- Cross contamination of used microfibre cloths and mops
- No stock of the full colour range of cloths
- lack of dispensing equipment for chemicals

Please refer to Appendix A for more information.

3.3 [REDACTED]

Cleaning Inspections

Average Rating for Cleaning (37.32%)

Inspection Outcomes by Service Provider [REDACTED]						
Date	ID	Site	Audit	Area (Form)	Score	↑↓
21/06/18 12:26	48	Alfred Deakin High School	Cleaning Performance Review	HIGH SCHOOLS	20.32	
21/06/18 10:00	46	Telopea Park P-10 School	Cleaning Performance Review	P to 10 SCHOOLS	27.06	
21/06/18 17:47	53	Duffy Primary School & Pre-School	Cleaning Performance Review	PRIMARY SCHOOL	28.13	
21/06/18 18:05	55	Curtin Primary	Cleaning Performance Review	PRIMARY SCHOOL	30	
20/06/18 08:06	33	Lyons Early Childhood School	Cleaning Performance Review	EARLY CHILDHOOD	32.9	
20/06/18 10:29	39	Malkara School (Special Education)	Cleaning Performance Review	SPECIALIST SCHO	33	
21/06/18 17:31	52	Curtin South Pre-School	Cleaning Performance Review	PRESCHOOL	44.38	
20/06/18 09:52	35	Canberra College (Woden)	Cleaning Performance Review	COLLEGES	54	
21/06/18 17:20	51	Curtin North Pre-School	Cleaning Performance Review	PRESCHOOL	65.81	

Figure 28 will: Inspection Outcomes [REDACTED]

Curtin North Pre-primary (65.81%) had the best standard of all inspections in the sample schools. Staff commented that the cleaner had worked there for some time and was very conscientious and did a good but there were still areas that they had to do themselves.

The remaining schools cleaned by [redacted] were of a lesser standard with most tasks receiving the lowest possible rating.

Cleaning Storage Areas

There were significant issues in all cleaning storage areas. They include

- no test and tag on equipment leads - Alfred Deakin High & Telopea Park School
- damaged power cable on a vacuum cleaner - Alfred Deakin High
- out of date and tag – Malkara School
- Coles brand window cleaner with no SDS – Alfred Deakin
- cross contamination of mops and cloths of different colours
- lack of dispensing equipment
- lack of PPE
- dirty and untidy cleaning rooms
- vacuum bags not emptied
- No stock of the full colour range of cloths
- Dirty filter and recovery tank in Scrubber/dryer used in Gym (Alfred Deakin)

Please refer to summary chart in appendix A

3.4 [redacted]

Cleaning Inspections

The Average Rating for Cleaning in this sample was 39.71%.

Inspection Outcomes by Service Provider - [redacted]					
Date	ID	Site	Audit	Area (Form)	Score
22/06/18 12:26	63	Majura Primary School	Cleaning Performance Review	PRIMARY SCHOOL	30
22/06/18 12:25	62	Watson Pre-School	Cleaning Performance Review	PRESCHOOL	51.33
22/06/18 10:30	59	Majura Primary School	Cleaning Performance Review	PRIMARY SCHOOL	41.6
22/06/18 08:36	58	Dickson College	Cleaning Performance Review	COLLEGES	35.9

Figure 29: Outcomes for [redacted]

Watson Pre-school (51.33%) was the best result in this sample. Most of the cleaning tasks at Majura Primary (30.0%) were below standard.

Cleaning Storage Areas

ACT commercial cleaning stocked the full range of microfibre cloth. The Cleaners room at Dixon College was clean and organised, with safety documents available

Issues include

- dirty cleaning cloth
- cross contamination of cloths
- no dispensing equipment
- heavy 15 Lt drums that require lifting
- Keys left un-secured in Cleaning room

4. Cleaning Rooms Safety & Hygiene Audit Summary

Inspections were conducted in all accessible Cleaning Storage areas. The inspections identified hygiene risks and deficiencies in OH&S compliance.

The identified WHS Issues include:

- Unlabelled chemical containers
- Cleaners Safety Manuals, Work Instructions and SDS not stored in cleaning rooms
- Chemicals without SDS sheets - 1 school had a Coles branded cleaning product stored in the cleaning room
- Equipment and extension lead test and tags out of date
- There were no training records sighted for Operational and WH&S training
- No visible PPE or dosing equipment in cleaning storage areas for safe handling of chemicals
- Lack of Operations Manual and Site Safety Manual with SWMS and JSA's for cleaning duties
- Lifting of 20Ltr containers required in some sites
- Lack of appropriate bunding to contain chemical spills
- Untidy and dirty cleaning storage areas
- Soiled Mops and Cloths and lack of clean colour coded cleaning cloths
- Cross-contamination of red, blue and green cleaning cloths in storage areas
- Reuse of soiled cleaning cloths
- Lack of Hepa filters on some vacuums
- A single wet red cloth in an Admin storage area, indicative that only the toilet cleaning cloth had been used to clean surfaces in the Admin area
- Cross contamination of Mops of different colours
- Dirty recovery tanks on Scrubber Dryers

All issues were reported to the School BSO on the day of the audit. The OHS issues are summarised in Appendix 1.

5. Building Hygiene Risks

5.1 Cross Contamination of Cleaning Cloths

Cleaning staff in most schools appeared to have a limited supply of cloths and were reusing them on multiple shifts. Cleaning cloths can act as an ideal breeding ground for bacteria growth and cross contamination. Cleaners were observed to drape damp, soiled cloths across their respective cleaning trolleys and in buckets to allow them to dry before the next shift, with multiple coloured cloths in direct contact with each other, allowing cross contamination of micro-organisms and creating contamination risks for all surfaces in the building with potential health risks. It is important that cleaning managers look closely at the care and maintenance of mops and cloths, with an emphasis on effective laundering procedures and protocols.

It is recommended that Contractors invest in an adequate supply of colour coded mops, buckets and cleaning cloths and provide a laundry service to maintain cleaning cloths. The colour coding system is designed to prevent cross infection of clean and dirty areas. Each colour relates to cleaning tasks in specific areas of the building.

Cleaning cloths should be changed frequently during each shift to maximise efficacy and to prevent contamination being transferred from one surface to another and there should be an ample supply of clean cloths available. Cleaning should always move from Clean (less contaminated) areas to dirty (Contaminated areas), with toilet cleaning the last cleaning duty in an area. At the end of the cleaning shift, all used cloths should be collected by colour to prevent cross contamination and laundered according to Australian Standard AS/NZS 4146:2000 Laundry practices.

5.2 Cleaning of Recovery Tanks in Wet Vacuuming Equipment

The solution recovery tanks in Auto Scrubbers/Dryers had not been cleaned in some time. There was significant build-up of soil and odour indicating microbiological activity.



Figure 30: Scrubber/Dryer Recovery tank Alfred Deakin High

According to the Cleaning Industry Research Institute (CIRI) '*Cleaning equipment, especially those that engage in wet cleaning and extraction, can become contaminated with waterborne organisms (e.g., Pseudomonas aeruginosa) and serve as a reservoir for these organisms if this equipment is not properly maintained.*'⁴

In 1997 the US CDC reported that a legionella variation, Lp-6, was cultured from samples obtained from various sources, including a carpet-cleaning unit⁵. This discovery was part of an extensive search for the source of Nosocomial Legionnaires disease infections that had persisted in two US hospitals between 1987 and 1996. While the hot-water systems in the hospitals were identified as the source of the organisms, the disturbing implication is that the carpet cleaning unit may have been a contributing factor in spreading the infection. Subsequent CDC Guidelines recommend the inclusion of carpet cleaner water tanks in legionella investigations.

The diseases caused by indoor bio-aerosols basically fall into two categories: hypersensitivity diseases and infectious diseases.⁶ In order for micro-organisms to release indoor bio-aerosols they must get indoors, grow and multiply on some material and then get into the air. Dirty floors, detergent residues and the warm, wet humid recovery tanks of portable cleaning machinery provide the perfect environment while powerful air pumps (vacuum motors) provide the ideal method for large scale building contamination.

It is recommended that a procedure and relevant training be enacted and documented to ensure that recovery tanks in all wet vacuum equipment are thoroughly rinsed and air dried after use and that the hoses of such equipment are also rinsed thoroughly with fresh water and allowed to drain and dry before being coiled for storage.

A simple resolution is to suck a quantity of fresh clean water through the vacuum hose after use and allow the vacuum to run for several minutes afterwards to allow the airflow to remove residual moisture.

6. Suggested Changes to Scope of Works

The current scope of works has numerous deficiencies compared to standard office cleaning and university cleaning scopes. It is recommended that the ACT Education Directorate revisit the scope and specifications to

⁴ https://www.ciriscience.org/a_84-Principles-of-Cleaning-and-Disinfecting-Environmental-Surfaces

⁵ Sustained Transmission of Nosocomial Legionnaires Disease -- Arizona and Ohio. Morbidity and Mortality Weekly Report May 16, 1997 / 46(19);416-421 Centre for Disease Control and Prevention

⁶ Indoor Bioaerosols New Jersey Dept of Health and Senior Services Revised March, 1997 <http://www.state.nj.us/health/peosh/documents/bioaero.pdf>

ensure that all areas in all facilities are included and that there are clearly defined holistic outcomes and detailed outcomes for all tasks.

7. Suggested Equipment Upgrades

7.1 Lightweight Commercial Upright Vacuums for weekly area vacuuming

Weekly area vacuuming productivity and dust extraction would be improved with lightweight Commercial Upright vacuums fitted with HEPA filtration. An example is the Sebo XP automatic.⁷ The Sebo has a low handle weight and features automatic brush adjustment to compensate for brush wear and to ensure consistent performance on all levels of carpet pile and is available in 3 cleaning widths to suit both large areas and confined area vacuuming. Similar vacuums are available from Karcher⁸, Nilfisk⁹, Hako¹⁰ and Tennant¹¹.

Upright Vacuum cleaners will improve dust extraction from carpets and are recommended by most carpet manufacturers.

8. Audit Scale Improvements ACT Education Directorate School Cleaning Contract

The existing audit system is difficult to use to assess cleaning Performance standards. The Excel forms used by the Education Directorate also appear to have errors in the points allotment. A perfect score for

- Preschools returns 103%
- Primary Schools – 103%
- High Schools - 103%
- Colleges – 100%
- Specialist Schools – 105%
- P-10 Schools – 106%

The Audit Scale used in the contract does not adequately assess cleaning performance. The rating is on a 1-5 scale, with 20% increments for each point deduction. The Audit ratings are as follows:

- 5 (100%) - Excellent
- 4 – (80%) - Good
- **3 – (60%) – Acceptable**
- 2 – (40%) - Fair
- 1 – Poor (20%) – Poor

The Audit form calculations are based on cumulative scores with maximum totals of between 160 - 200 points, depending on the facility being audited. Under this scoring system, it is possible to score 2 in 17 of the 35 categories in the College Audit form, for example, and achieve an overall score of 75%, which, under the contract, is a 'Satisfactory' standard.

The terminology used to describe the Audit ratings is not consistent with the contract KPIs and does not represent a balanced interpretation of standards. A Score of 2 (40%) is described as 'Fair' and 3 (60%) is defined as 'Acceptable'. A Satisfactory Standard is defined in the Contract KPI table as being between 75% and 89%. There is a 15% variation in the scoring between the KPI requirements for a 'Satisfactory' Standard of 75% and the Audit

⁷ <http://sebo.com.au/vacuum-cleaners/automatic-xp-1-2-3>

⁸ <https://www.karcher.com/au/professional/vacuums/dry-vacuum-cleaners/upright-brush-type-vacuum-cleaners.html>

⁹ <https://www.nilfisk.com/en-au/products/Pages/Vacuum-cleaners/Commercial-vacuum-cleaners/Upright-vacuum-cleaners/group.aspx>

¹⁰ <https://www.hakoaustralia.com.au/vacuum-cleaners/cleanserv-vu4>

¹¹ <http://au.tennantco.com/apac-en/equipment/vacuums/single-motor-upright-vacuum/v-smu-36>

rating of 3 out of 5 (60%) - which is 'Acceptable'. It is difficult to understand how a 60% standard is acceptable under any circumstances.

The Contract Audit forms are Excel Spreadsheets, which do not report in real time, do not identify the Auditor, the time and date, do not allow for photos or for a GPS location fix to determine that the Audit was actually performed on site. Additionally, the Excel forms do not allow post-Inspection Workflow tracking to ensure that sub-standard Inspections have been rectified within the required time frames.

Contractors have adapted these forms for use on their own electronic reporting apps. However, these systems are disparate and the Department has no control over the score weightings used by the contractors and no control of the system setup.

It is recommended that the Education Directorate consider

1. Rearrangement of the Cleaning Performance Audit for each building area (e.g. Entry, Offices, Classrooms, Labs, Gymnasiums, Toilets, Corridors etc.) into 6 logical feature groups:
 - Bins / Waste / Recycling
 - Walls / Doors / Vertical Surfaces
 - Furniture / Fixtures/Fittings
 - Floors / skirtings
 - Sills / Ledges / Horizontal Surface
 - Dust Hi-Lo / Cobwebs /Vents

An additional Feature Group of Toilet Bowls / Urinals / Showers would be required for washroom facilities. Each feature group will have associated questions relating to the cleaning tasks and the outcomes required for the feature.

Ideally, the scale should be a 1-10 scale, rather than 1-5 and the scoring system averaged, rather than cumulative. This would allow

- A consistent approach to Audits in all areas and all school types that is easy to understand and facilitate
- Faster assessment of areas
- The ability to compare and assess service shortfalls and trends over time for each feature group
- A fairer system for contractors as they would not be penalised in 20% increments for minor service shortfalls

Cleaning tasks and processes should have clearly defined outcomes and each increment of the scoring system should have an interpretation of the level to which the task has been performed, relative to the required outcome. This will make scoring Objective, rather than subjective and removes the Auditors personal interpretation of outcomes.

Recommendations

- Setting a minimum Cleaning Performance Assessment of 90%
- Removal of 75% - 89% as a satisfactory standard. A standard of 80%—85% should be considered Marginal, 75%-80% Below acceptable standards, 70%- 75% – Unacceptable
- Inclusion of clearly defined outcomes for cleaning tasks to enable objective evaluation
- Inclusion of clearly defined and easily understood holistic outcomes, including photos where appropriate, to enable school staff to evaluate cleaning
- Implementation of feature-based audits

ACT Education Directorate - School Cleaning Report 2018

- Change to the scoring system to a 1 -10 scale with clearly defined outcomes and scoring guidelines. A sample is provided in Appendix 2 of this document.
- Implementation of a Contract Management App by the Department to manage Audits and contract outcomes in real time
- Implementation of regular audits by internal and external auditors
- Implementation of abatements to manage contractor service shortfalls

Appendix 1 – Cleaning Storage areas Inspections - Summary Table

OHS Inspection Outcomes		In Scope of Audit Form											Out of Scope of Audit Form					
School	Contractor	Cleaners Room(s) tidy/clean	Correct Colour coding		Cloths				Mops		Chemicals	Equipment	Chemicals		Equipment			
			Cloths	Mops & Buckets	Washing drying facilities	Cloths hung to dry	Clean and/or Good Condition	Cross Contamination Issues	Clean	Mops hung /splayed to dry	Dispensing Equipment	Vacuum bags emptied	SDS available & correct	Unlabelled chemical	No HEPA filter	No Test & Tag	Out of date test & Tag	Damaged / unsafe power cables
Dickson College		✓	✓	✓	✓	X	X	X	X	✓	X	X	✓					
Majura Primary		X	✓	✓	X		X			✓	X	✓						
Gold Creek Senior School		X	X	X	X	X		X		✓	X	X	✓		X	X	X	
Harrison School		X	✓	only blue mop	X	X	X					X		X			X	
Palmerston Primary & Pre-School		✓	no Yellow or blue	No yellow or Green	✓	✓	✓	✓	✓	✓	X	X						
Kingsford Smith School		X	No red	No Blue	X	X		X	X	X	X							
Gold Creek Junior School		X	X	yellow or Gre	X	X	X	X	X	X	X	X						
Belconnen High main Storage area		X	✓	✓	✓	X	✓	X	X	X	X	X						
Belconnen High Gym storage area		X	X	Blue mop only	X	X	No cloths		X	X	X	X						
Erindale College Level 1		✓	no green or Yellow	Only red mop	✓	X	X	X	✓	X	X	✓						
Erindale College storage area		X	No Cloths	✓	X	No Cloths		X (Mops)	✓	✓	X	✓						
Duffy Park Primary & Pre-school		✓	X	No Yellow	✓	✓	X	X (Mops)	X	X	X	✓						
Alfred Deakin High		X	no green or Yellow	No Green or Yellow	X	X	✓	X	✓	✓	X	X	No SDS - brand Glass Cleaner			X		X
Telopea Park P-10 School Room 1		X	No cloths	No Blue No Yellow	X	X	✓		✓	✓	X	X				X		
Telopea Park P-10 School Room 2		X	No Green or Yellow	No Yellow No Green	X	X	X	X	✓	✓	X	X						
Malkara School - Special Ed		X	no green	✓	X	✓	X	X	✓	✓	X	X					X	
Canberra College Room 1		✓	no green	no green	X	✓	✓		✓	✓	X	X						
Canberra College Room 2		X	no green, no blue	no green	X	X	X	X	✓	✓	X	X						
Canberra College Room 3		✓	no green	no green	X	✓	✓	X	✓	✓	X	X					X	X