

WELWYN HATFIELD BOROUGH COUNCIL
CABINET – 10th OCTOBER 2023
REPORT OF THE CHIEF EXECUTIVE

CLEANING SERVICES

1 Executive Summary

- 1.1 The current cleaning contract expires on 31st December 2023 and this report considers options for service delivery after this date.

2 Recommendation(s)

- 2.1 That a three-year contract with a possible further one year extension is awarded to Birkin Cleaning Services Limited, commencing on 1st January 2024.

3 Explanation

- 3.1 The Council currently contracts with Birkin Cleaning Services Limited (Birkin) to clean the following sites:

- 1) Campus West
- 2) Campus East
- 3) Vineyard Barn
- 4) Hazel Grove Community Centre
- 5) The Hive
- 6) Hilltop Community Centre
- 7) Moors Walk
- 8) Shoplands
- 9) Sheltered accommodation-
- 10) Hatfield Housing Office
- 11) White Lion House Hatfield
- 12) Northaw Great Woods (toilets)
- 13) Mill Green
- 14) Temporary accommodation
- 15) Roman Bath House (toilets)
- 16) Oak Hill Lawn Cemetery and Crematorium
- 17) HatTech
- 18) Weltech Business Centre
- 19) Panshanger Community Centre

- 3.2 The Contract with Birkin ends on 31/12/2023 and there is no provision for extension. A new procurement process has been undertaken, as well as a benchmarking exercise to deliver the service directly (In house provision).

Procurement Process

- 3.3 The procurement was advertised for cleaning services for a three-year duration, with an option to extend by a further 12months.

3.4 Following an advert, 18 applications were received, of which 7 were invited to tender and 3 bids were received.

3.5 These bids were evaluated 50% price and 50% quality. A summary of the scores is:

Section	Scoring process	Birkin	Bidder 1	Bidder 2
Quality	Maximum 50 marks.	47	45	46
Price	Maximum 50 marks.	50	49.92	39.95
TOTAL MAX 100		97.00	94.92	85.95

3.6 Full details of the scores are included in the Part 2 report.

In House Provision

3.7 An exercise has been undertaken to ascertain the effects of the service being delivered 'in house'. These would entail the services being delivered directly by council staff. The existing staff (likely to be 41) employed by Birkin would be eligible to transfer to the council employment in accordance with the TUPE Regulations. The Council would be responsible for the provision of all materials, equipment and uniforms. The advantages and disadvantages of delivering the service in house are:

Advantages:

- Greater control over staff which in turn could provide a better service.
- TUPE regulations would apply therefore the transition to bringing the service in house should be fairly smooth.
- Direct control over the management, training and auditing of the service, to ensure high levels of compliance are achieved.

Disadvantages:

- Liability; the use of chemicals and other specialist cleaning equipment will require all cleaners to be trained to the correct standard under the COSHH regulations and a review of our insurance to ensure we have adequate cover for these services.
- Cleaning times; The majority of our corporate estate is cleaned later in the day. Consideration would need to be given to managing these staff effectively. Consideration would also need to be given to urgent cleaning requirements due to spillages etc.

- Staff turnover; a contractor has a provision for staff shortages to be replaced from the wider pool of employees, there is a potential for down time to be longer than expected as we would need to recruit.

Implications

4 Legal Implication(s)

- 4.1 The procurement recommendations within this report are in accordance with the Public Contracts Regulations 2015.
- 4.2 The Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE) would apply in the service was brought in house.

5 Financial Implication(s)

- 5.1 Details of the tender costs, internal costs and a comparison are included in the Part 2 report.

6 Risk Management Implications

- 6.1 *Procurement Route* – as with any procurement on this nature, there is a risk of challenge from unsuccessful bidders
- 6.2 *In House Provision* – a full project risk register would need to be completed, but risks are likely to include:
 - a) Financial – all the risk of an overspend would be the councils. At the moment the risk is borne by the Contractor
 - b) Staffing – recruitment and retention
 - c) Risks associated with use of chemicals

7 Security and Terrorism Implication(s)

- 7.1 There are not considered to be any additional Security and Terrorism implications as a result of this recommendation.

8 Procurement Implication(s)

- 8.1 See legal implications.

9 Climate Change Implication(s)

- 9.1 A number of climate change initiatives are included in the bid from the recommended bidder. These are detailed in the Part 2 report.

10 Human Resources Implication(s)

- 10.1 The Human Resources (HR) department will need to liaise with the current provider to understand terms and conditions of employment, share a TUPE list of transferees and consult with staff as part of the TUPE consultations and

informing the Unions. HR will need information from the current provider as early as possible in the process to ensure a smooth transfer.

10.2 Depending on the number of transferees and the final structure, there may be the need to job descriptions. job evaluation and recruitment.

11 Communication and Engagement Implication(s)

11.1 An internal communication strategy will need to be developed.

12 Link to Corporate Priorities

12.1 The subject of this report is linked to the Council's Corporate Priority 'A well-run council which puts our customers first'.

13 Equality and Diversity

14.1 An EqIA was not completed because this report does not propose changes to existing service-related policies or the development of new service-related policies.

Name of author	Andrew Harper
Title	<i>Procurement Manager</i>
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