METHOD STATEMENT OVERVIEW

Cleaning mobilisation and quality-control method.

This document describes MVB's baseline approach. Contract-specific obligations, TUPE data, building rules, safeguarding requirements, insurance scope and client procedures take precedence and are incorporated into the final mobilisation plan.

1. Qualification and survey

Confirm premises, scope, hours, service frequencies, access constraints, current service condition, specialist exclusions, TUPE position and procurement evidence.

2. Mobilisation planning

Create a responsibility matrix, staffing and relief plan, equipment schedule, chemical list, access plan, training matrix, reporting timetable and escalation route.

3. Site setup

Complete induction, keys and alarm handover, storage review, COSHH controls, task schedules, inspection templates and client contacts.

4. Stabilisation

Use increased supervisory checks during the opening weeks. Correct specification gaps, missed tasks, unrealistic timings or access problems through controlled change.

5. Business-as-usual control

Run the agreed attendance, task, inspection, defect, complaints and reporting cycle. Escalate trends rather than repeatedly treating the same symptom.

PRE-MOBILISATION INFORMATION REQUIRED

Information	Purpose
Current specification and floor plans	Sets tasks, zones, frequencies and resource assumptions.
Access, keys, alarms and permitted hours	Prevents failed attendance and security breaches.
Current workforce and TUPE information	Required before pricing any transfer-related employment cost or liability.
Safeguarding, DBS and site rules	Defines screening, supervision, identification and conduct requirements.
Storage, power, water and waste routes	Confirms safe equipment and chemical arrangements.
Defect history and client priorities	Directs opening audits and stabilisation effort.

Information	Purpose
Reporting and meeting requirements	Sets evidence, frequencies, recipients and escalation deadlines.

SERVICE DELIVERY CONTROLS

Labour must be visible in the records and the standard must be visible on site.

Attendance

Use an approved sign-in method. Compare scheduled hours with verified attendance. Late, absent or incomplete shifts trigger escalation and relief action.

Task schedules

Define tasks by zone, frequency and standard. A vague instruction such as "clean the building" is not an auditable specification.

Supervision

Set inspection frequency according to site risk, service maturity, complaints and client sensitivity. Opening weeks receive more supervision.

Defects and corrective action

Record the defect, location, priority, owner, target date, evidence and closure. Repeated defects require cause analysis.

Consumables and equipment

Record stock levels, replenishment responsibility, faults, maintenance and any client-supplied items.

Change control

Changes to hours, zones, frequencies or standards must be costed and approved. Informal scope creep is rejected.

INSPECTION AND CORRECTIVE-ACTION CYCLE

Audit element	What is checked	Response
Attendance	Scheduled versus actual presence and cover.	Escalate missed or short service and record recovery.
Task completion	Required tasks, zone condition and exceptions.	Correct immediate defects and amend unrealistic schedules through change control.
Quality outcome	Visual standard, touchpoints, washrooms, floors and client priorities.	Create defect action with priority and closure evidence.
Safety and COSHH	Storage, labels, dilution, PPE, equipment and working methods.	Stop unsafe work and rectify before restart.
Security and conduct	Keys, alarms, identification, restricted areas and behaviour.	Escalate immediately under the site security procedure.

Escalation principle

Do not conceal service failure with unrecorded catch-up labour. Record the exception, protect the client outcome, identify the cause and close the action with evidence.

OPENING 30-DAY PLAN

Mobilisation is not complete when cleaners first enter the building.

Period	Control focus	Expected output
Before day 1	Contract review, TUPE status, access, staffing, chemicals, equipment, induction and task setup.	Approved mobilisation checklist and unresolved-risk register.
Days 1-3	On-site supervision, access verification, baseline condition and immediate specification gaps.	Opening audit and first corrective-action list.
Week 1	Attendance reliability, time allowance, route sequence, stock and client priorities.	Stabilisation review and agreed adjustments.
Weeks 2-3	Defect recurrence, cleaner competence, relief performance and reporting accuracy.	Trend actions and targeted retraining.
Day 30	Performance against specification, complaints, costs, changes and outstanding risks.	Formal first-month review and business-as-usual control plan.

BASELINE REPORTING PACK

Attendance summary

Scheduled and verified hours, exceptions, replacement cover and unresolved staffing risks.

Quality summary

Audit scores or outcomes, recurring defects, complaints and client observations.

Corrective actions

Open and closed actions, responsibility, target date, evidence and overdue items.

Operational changes

Approved changes to tasks, hours, access, chemicals, equipment or service frequency.

Safety and security

Incidents, near misses, COSHH or equipment issues, key and alarm matters.

Next-period priorities

Specific management actions and decisions required from MVB or the client.

Document status

Baseline method for procurement and mobilisation discussion. It is not a substitute for a site-specific risk assessment, method statement, contract specification or employment-law review.