

# **CABINET MEMBER FINANCE, PROPERTY & TRANSFORMATION – Delegated Decision**

**12th September 2025**

## **Corporate Cleaning Service – Proposed outsource of residual cleaning service**

### **Report by Director of Property and Assets**

#### **RECOMMENDATION**

1. The Cabinet member is **RECOMMENDED** to:
  - i) Agree to commence a tender exercise in line with OCC Contract Procedure Rules and the relevant procurement legislation to outsource the remaining in-house cleaning of corporate sites.

#### **Executive Summary**

2. The cleaning service was transferred back to OCC following the collapse of Carillion in 2018. Approximately 125 staff were transferred back covering all corporate buildings across the county. The service has faced considerable challenges both operational and financial since its transfer, in particular there are ongoing challenges with ensuring there is ongoing service delivery when there isn't a full staffing cohort due to absence, sickness and vacancies. As a result, there is continuing pressure on the service to meet the operational requirements which is also leading to additional costs.

#### **Exempt Information**

3. Information in the Exempt Annex 1 to this report is supplied in commercial confidence and disclosure would prejudice the commercial position of the parties involved. It would also prejudice the position of the authority's investments to the detriment of the Council's ability to properly discharge its fiduciary and other duties as a public authority.

#### **Cleaning Current Position - Background**

4. The council currently operates a hybrid model for delivery of cleaning services, with some delivered through a third-party contractor and some provided in-house.
5. There are 73 employed staff (not Full Time Equivalents) including two Area

Managers and an Operational Manager who deliver cleaning services to the corporate estate and some schools with an agreed Service Level Agreement.

6. The remainder is provided via a contract with a local company, Parker Contract Cleaning Limited, with approximately 45 staff covering council sites. This is delivered via a 3 year contract for all corporate buildings with a requirement of cleaning services equating to less than 25 hours per site per week. This element of the cleaning function was outsourced in April 2024 and is currently on track to meet both operational and financial targets.

## **Future Service Delivery**

7. Due to the operational and budget challenges alongside the success delivery through the current contract, there is a need to review the provision of the remaining cleaning service. Two operating models have been reviewed and a preferred model is proposed. The options are:
  1. Continue to operate an inhouse cleaning service for large corporate sites alongside the outsourced provision of sites requiring less than 25 hours cleaning per week.
  2. Carry out a tender exercise in line with OCC procurement rules to outsource the cleaning of corporate sites.

### **Option 1 – continue to operate in-house**

8. Even with efficiencies and better planning, given the small size of the operation and necessary management and administrative overhead required to operate the remaining service, a break-even position cannot be achieved.
9. This option is not considered viable.

### **Option 2 – outsource remaining cleaning function**

10. This option proposes a model where all 38 OCC sites requiring cleaning (including schools contracted to the cleaning service), will be delivered by a 3rd party provider and managed by OCC. This contract would run alongside the current outsourced contract currently in place with Parker Contract Cleaning Limited.
11. This option requires the TUPE transfer of circa 73 front line staff to a successful provider via an output specification.
12. It is expected there will be no redundancies on the management side of the structure as 2 area managers will be retained to act as the intelligent client.
13. This is the preferred option.

## **Consultation**

14. In June 2025, the school's forum reviewed a report on current financial challenges and proposed options. The forum made these points:

- I. Ensure contracts are accurate, protect against price increases or staff losses after the first year, and allow schools to exit easily.
  - II. Clarify the timeline for implementing the proposal and keep the forum updated throughout the process.
15. The Education and Young People Overview and Scrutiny Committee considered a report on the future options for the cleaning service in July 2025. The committee provided recommendation to Cabinet for consideration:
1. Recommendation 1: That the Council should set out the specific steps it will take to ensure that the rights and interests of existing staff members will be protected, and that trade unions will be consulted and engaged throughout the process.

## Financial Implications

16. The current service is operating at an overspend and is anticipated to continue in its current operating model. A decision to outsource the remaining service would deliver financial savings on current budgetary spend and deliver agreed savings outlined in the approved paper.

Comments checked by:

Drew Hodgson  
Strategic Finance Business Partner  
[Drew.hodgson@oxfordshire.gov.uk](mailto:Drew.hodgson@oxfordshire.gov.uk)

## Legal Implications

### 17. Procurement

The proposed outsourcing of the cleaning services will need to be carried out in accordance with the Council's Contract Procedure Rules and relevant procurement legislation (this may either be a new tender under the Procurement Act 2023 or a call-off under a framework under the Public Contracts Regulations) because it will be classified as a service contract with an estimated value in excess of the £214,904 (inclusive of VAT) procurement threshold. Legal Services will be engaged in the preparation of the contract documentation.

### 18. Employment/Staffing

Any transfer of council employees to a new cleaning contractor would be subject to the Transfer of Undertakings (Protection of Employment) Regulations 2006.

Jayne Pringle  
Head of Law & Legal Business Partner (Contracts & Conveyancing) [jayne.pringle@oxfordshire.gov.uk](mailto:jayne.pringle@oxfordshire.gov.uk)

## **Staff Implications**

19. As referenced above, any transfer of council employees to a new cleaning contractor would be subject to the Transfer of Undertakings (Protection of Employment) Regulations 2006.

## **Equality & Impact Assessment**

20. There are no equality impact implications at this stage. From the engagement to date with the potential options for the direction of the service there is full commitment to meet the Equality and Impact Policies, and this will be fully determined before any process is commenced which may impact staff.

## **Sustainability Implications**

21. There are no sustainability implications for the service at this stage, this will be fully assessed and determined following a decision on the direction of the service.

## **Risk Management**

22. The current and potential risks are outlined within the detailed paper in Annex 1 however the key risk is financial and sustainability of the service.

## **Consultations**

23. There have been no consultations to date however once a decision is reached consultations with the Union will begin.

Vic Kurzeja – Director of Property & Assets [Member of SLT]  
vic.kurzeja@oxfordshire.gov.uk

Exempt Annex:1 – Financial Information

Contact Officer: Anthony Hulsman Head of  
Operation (FM)  
anthony.hulsman@oxfordshire.gov.uk  
September 2025