

Request Title: Cleaning Productivity

FOI Reference: PSC-180703-Y8D7

Date of Disclosure: 28/08/2024

Date Range: 2024

FOI Request:

- 1. The cleaning productivity rates currently in use within the NHS, including any guidelines, benchmarks, or documents that outline the expected productivity rates for cleaning staff in NHS facilities by type of area being cleaned.*
- 2. Any related documents or resources that provide guidance on how these productivity rates are determined and applied in practice.*

Our Response:

The NHS has not developed any productivity rate guidance. Our cleaning services are fully aligned and compliant to the minimum requirements set out in the National Standards of Healthcare Cleanliness in the NHS (NSoHC), which were developed and published by NHS England. The appropriate functional risk areas and minimum cleaning frequencies are applied as determined by the standards and in agreement with our individual customers. Link to these standards is: [NHS England » National Standards of Healthcare Cleanliness 2021](#). We suggest that you contact NHS England if you require more information on the cleaning productivity rates here: [NHS England » Contact us](#).

We use the British Institute of Cleaning Science (BICSc) Standards and Best Practice productivity rate guidance in conjunction with the NSoHC above to help determine the cleaning effort required in each area. A copy can be openly purchased via. the BICSc website ([Standards & Best Practice - Printed - BICSc](#)).