



Cleaning up the railways

Why a safe railway must mean the end of
outsourced cleaning

June 2021

“Our safer travel pledge: We are taking extra steps to help you travel with confidence... we are boosting cleaning – cleaning stations and trains more regularly” Rail Delivery Group¹

“Since the outbreak of this pandemic we have been doing all we can to protect our passengers and staff by ensuring our trains and stations have enhanced cleaning regimes, and a switch in focus to high-touch areas and the increased use of anti-viral agents.”² Govia Thameslink Railways press release 26 May 2020

“I very much agree with what the right hon. Gentleman said about cleaners. They do an extraordinary job and they deserve all the protection and support that we can give them in this difficult time.” Prime Minister Boris Johnson, 25 March 2020³

“All our insight now suggests greater levels of concern about cleanliness are likely to persist well beyond the pandemic – with a cultural shift towards greater care over hygiene and health. Passengers do not want to see the standard of cleanliness slip for the foreseeable future.” *Transport Focus* May 2021⁴

“We shall carry out a review and benchmarking exercise to include the full employment costs of cleaning and catering contracts to determine whether it is better to bring these contracts in house, recognising that insourcing could require new pay structures and work design. We will share and discuss the results of this analysis, subject to our ability to share sensitive commercial information.” Rail Industry Recovery Group, Enabling Framework Agreement, June 2021

¹ <https://www.raildeliverygroup.com/uk-rail-industry/about-my-journey/coronavirus.html>

² <https://www.mynewsdesk.com/uk/govia-thameslink-railway/pressreleases/gtr-using-30-day-coronavirus-killer-to-further-protect-passengers-and-colleagues-3001606>

³ <https://hansard.parliament.uk/commons/2020-03-25/debates/E02BF9C1-538F-49C0-B79D-3CC56E2B6309/Engagements>

⁴ Public transport: a cleaner future? *Transport Focus*, May 2021.

Executive summary

- In response to the Coronavirus, the rail industry claims that Britain's stations and trains are being cleaned more regularly, while the enhanced profile of cleaning has led to government praise for cleaners and extensive PR operations by companies aimed at persuading passengers they are prioritising safety.
- Yet behind the PR and the praise, cleaning on the railways is overwhelmingly outsourced. More than 30 cleaning operations on the rail franchises and open access operations that had been outsourced while manufacturers of newer rolling stock like Alstom, Bombardier and Hitachi, who have contracts with the TOCs to maintain their vehicles, outsource the deep cleaning of rolling stock in their depots.
- Outsourcing cleaning has created a low paid cleaning workforce and often leads to a thinning out of cleaners as companies strive to cut costs and create profits in a labour-intensive industry.
- As well as being unfair to cleaners, this has public health consequences. Research based on outsourcing cleaning in the hospital sector shows that outsourcing contracts produce worse public health outcomes as a result of the pressure to cut costs and jobs.
- Questions in Parliament reveal that the government has taken minimal action to enforce higher standards of cleaning on the railways. In spite of the central importance of cleaning to the preservation of hygiene on the railways, the government has been content to issue light-touch guidance and leave it up to employers to manage their contracts.
- The mythology of outsourcing is that it brings greater efficiency and saves money. But the costs of outsourcing contracts commonly overrun. The rail industry is no different. Network Rail's spending on outsourced cleaning appears to be far in excess of the bid values. Payments to Mitie and Interserve are more than double the value of the bids submitted and profit leakage from the contracts is likely to be in excess of £16 million over the contract so far.
- RMT research into cleaning on the rail network, combining direct approaches to the Train Operating Companies and surveys of cleaners reveals behind the impressive-sounding PR statements, the reality of outsourced cleaning is much more worrying:
 - While guidance on minimum standards for cleaning frequent touch points is largely being adhered to, many companies are not conducting more frequent deep cleans of trains or stations.
 - More than a third of cleaners are still worried that they are not getting the right PPE.
 - Train Operating Companies don't know or won't say how many cleaners are working on their lines.

- Almost half the cleaners working on the network don't think they have enough staff to do their jobs properly.
- One third of cleaners said that the number of cleaners had fallen in the last three years while one in five reported they had fallen *since the pandemic broke*.
- In spite of the essential and dangerous nature of their work, cleaners are still low paid and poorly treated, being paid on or around the National Minimum Wage and lacking sick pay.
- Most cleaners don't believe that their employers put public health concerns first, either prioritising their contractual obligations or putting cost-cutting first.
- An overwhelming majority of cleaners would prefer to be employed in house and believe that passengers would benefit.

In summary, evidence from the train operating companies and from cleaners themselves strongly suggests that far from running an improved cleaning service the rail industry is continuing to run on the basis of 'business as usual', operating an outdated model of 'outsourcing' supposedly 'non-core' services which leads to cost-cutting and jeopardises the safety of public transport.

Recommendations

The best way to improve cleaning would be by nationalising the entire rail network and bringing these contracts in-house in the process. This would create the maximum integration of the workforce and create a public service ethos at all levels of the railway. It would prevent the attempts to profit by holding costs down which has blighted outsourced cleaning since rail privatisation.

In the immediate term, though the rail industry has a chance to make major improvements that would benefit cleaners and create a more integrated cleaning service capable of achieving higher cleaning standards. The Rail Industry Recovery Group's Enabling Framework Agreement includes a commitment to:

“carry out a review and benchmarking exercise to include the full employment costs of cleaning and catering contracts to determine whether it is better to bring these contracts in house, recognising that insourcing could require new pay structures and work design. We will share and discuss the results of this analysis, subject to our ability to share sensitive commercial information.”

This follows the Mayor of London's announcement that he is conducting a review of TfL's outsourcing of cleaning on the Underground, the subject of an earlier RMT report.⁵

RMT believes the Rail Industry Recovery Group review should recommend the insourcing of all cleaning to the contracting authority:

- The Train Operating Companies should insource their cleaners, as Scotrail have already done. In the cases of Northern and LNER, which are being run by the Operator of Last Resort, this would also bring cleaners into the public sector, as has already been done by Transport for Wales.
- Network Rail should bring its entire station and estates cleaning service in-house as the contract ends in 2022.

In addition, the RIRG should agree with the unions a package of measures to improve pay and conditions for cleaners and raise cleaning standards.

⁵ See *Dirty work: ABM and the outsourcing of London Underground's cleaning* (RMT, January 2020), <https://www.rmt.org.uk/news/rmt-tube-cleaners-report-released-today/>; The case for insourcing Underground cleaning (RMT and LESE TUC, February 2021), <https://www.rmt.org.uk/news/publications/the-case-for-insourcing-underground-cleaning/>. The Mayor's manifesto pledge can be seen here: <https://www.rmt.org.uk/news/london-labour-politicians-support-bringing-tube-cleaners-back/>

Covid-19 and the importance of cleaning

The Covid-19 pandemic has brought the work of cleaners into public view as never before. In March 2020, as the government stepped up its response to the pandemic, in Britain, it published its list of groups of workers who were considered ‘critical to the Covid-19 response’ and whose children should be provided for by schools. This included ‘those who will keep the air, water, road and rail passenger and freight transport modes operating during the COVID-19 response’.⁶

During Prime Minister’s Questions on 25 March, the then Leader of the Opposition, Jeremy Corbyn, asked that the House of Commons recognise the work of the millions of public service workers keeping the country going during the Covid-19 pandemic. He made a particular point of identifying the importance of cleaners:

“I wish to give a special mention to one group who are usually ignored, forgotten and decried as “unskilled workers”—cleaners. All around the country, and in this building, they are doing their best to keep our places hygienic and safe.”

In response, the Prime Minister said,

“I very much agree with what the right hon. Gentleman said about cleaners. They do an extraordinary job and they deserve all the protection and support that we can give them in this difficult time.”⁷

Passengers too, have recognised the importance of cleaning. In October 2020, Transport Focus published research showing that passengers wanted to know that cleaning was taking place regularly, but also noting that cleaning staff were not always visible:

“Greater visibility of cleaning staff, as well as ticket and crowd management workers, would serve to reassure passengers. While many have heard that trains are being cleaned more extensively, few if any have seen this happen with their own eyes.”⁸

Further research, published in May this year confirmed that this has bedded down into a firm expectation that trains and stations must be cleaner:

“All our insight now suggests greater levels of concern about cleanliness are likely to persist well beyond the pandemic – with a cultural shift towards greater care over

⁶ <https://www.gov.uk/government/publications/coronavirus-covid-19-maintaining-educational-provision/guidance-for-schools-colleges-and-local-authorities-on-maintaining-educational-provision>

⁷ <https://hansard.parliament.uk/commons/2020-03-25/debates/E02BF9C1-538F-49C0-B79D-3CC56E2B6309/Engagements>

⁸ <https://www.transportfocus.org.uk/research-publications/publications/transport-user-community-role-of-staff-in-passengers-feeling-safe/>

hygiene and health. Passengers do not want to see the standard of cleanliness slip for the foreseeable future.”⁹

In response, train operating companies’ spokespeople have been quoted emphasising their ‘enhanced’ cleaning regimes. A spokesperson from Govia Thameslink, for example, stressed that

“Since the outbreak of this pandemic we have been doing all we can to protect our passengers and staff by ensuring our trains and stations have enhanced cleaning regimes, and a switch in focus to high-touch areas and the increased use of anti-viral agents.”¹⁰

However, behind the praise, the press statements and the photos of impressive looking PPE, the reality is that cleaners are poorly paid, under-recognised and overwhelmingly employed by outsourcing companies who are sub-contracted by the train operating companies and Network Rail. As we will see, this should be a major concern for the travelling public and for the government, which is now almost wholly responsible for the railways.

⁹ Public transport: a cleaner future? *Transport Focus*, May 2021.

¹⁰ <https://www.mynewsdesk.com/uk/govia-thameslink-railway/pressreleases/gtr-using-30-day-coronavirus-killer-to-further-protect-passengers-and-colleagues-3001606>

Cleaning on the railways is almost entirely outsourced

When the railways were privatised in 1993, the private franchising system soon spawned a layer of outsourcing as train operating companies looked to reduce their staff costs in search of higher profits. As with elsewhere in the public sector, under the influence of the 'New Public Management', cleaning was seen as 'non-core'. The theory was that 'non-core' services like cleaning and catering could be hived off and run 'commercially' for profit without risk to the 'core service'. There would be no 'bleed across' to core services in the case of problems.

On this basis, train operating companies outsourced a range of cleaning services, including the cleaning of stations they manage, the 'turnaround' and overnight cleaning of their rolling stock and in some cases, the periodic deep cleans of older trains.

RMT research found more than 30 cleaning operations on the rail franchises and open access operations that had been outsourced (See Appendix I).¹¹ In addition to this, manufacturers of newer rolling stock like Alstom, Bombardier and Hitachi, who have contracts with the TOCs to maintain their vehicles, outsource the deep cleaning of rolling stock in their depots.

The companies that won these contracts read as a familiar roll call of outsourced facilities management firms: Mitie Group, ISS, Carlisle and Churchill. There are some exceptions. Scotrail has brought its cleaning in-house. Northern Rail also now employs train cleaning staff in house, although its stations are still cleaned through an outsourcing contract. Most recently, Transport for Wales agreed to bring its train and station cleaning staff in-house after a sustained campaign by the RMT.

Cleaning is also outsourced at Network Rail. Network Rail has a troubled history with outsourcing. The public company was born out of the disastrous privatisation of Railtrack and that company's own failed experiment with outsourcing. In 2003, Network Rail brought its maintenance work back in-house and its Chief Executive Ian Coucher noted the almost immediate improvement not just in costs but in the quality of the work done: "It's just so much easier. They are co-located, they talk together, they plan together, they share problems together, they fix problems together, and they just get on and do it."¹²

However, Network Rail continues to outsource cleaning and facilities services on its managed stations and its operational buildings. In 2017, five five-year contracts with an estimated value of £168 million were awarded to Mitie and Interserve. The Network Rail stations contracts were divided into North and South lots. The operational buildings contracts were divided into three lots: North, South and M25. In each case the tender

¹¹ This does not necessarily mean there were more than 30 contracts. Some of these cleaning operations were part of multi-route contracts bundled up and outsourced to a single contractor. The cleaning of trains and stations on Thameslink, Southern and Great Northern 'super-franchise', for example, is best considered as a single contract with Churchills.

¹² <https://www.railwaygazette.com/news/uk-brings-infrastructure-maintenance-back-in-house/28571.article>

documents said simply that the 'most economically advantageous tender' would win. Interserve won the single most valuable contract for the cleaning of Network Rail's ten southern stations. The contract was estimated at £83 million but Interserve won it with £62.8 million. Mitie Group won the Northern stations contract, estimated at £42 million with a bid worth £30 million and they also won the three lots for the operational buildings with bids worth less than half the estimated contract values.¹³

¹³ <https://ted.europa.eu/udl?uri=TED:NOTICE:074123-2017:TEXT:EN:HTML>

Why outsourced cleaning is a public health issue

Why is outsourced cleaning a public safety concern? Since the early 2000s, a series of academic studies based on data collected in the NHS and the US hospital system have demonstrated a significant problem with outsourced cleaning contracts. These studies have shown that there is a clear correlation between the outsourcing of cleaning and worse public health outcomes. In hospitals which had outsourced their cleaning, patient perceptions of cleanliness were worse. More significantly, there were higher incidences of hospital acquired infections like MRSA. Outsourcing cleaning creates more risk of poor cleanliness and higher risks of infection.¹⁴

These findings are highly significant because they explode the idea that it is safe to outsource cleaning on the basis that it is 'non-core'. Instead, as the authors of one of these studies argue, it reinforces what they call the 'quality shading hypothesis'. Hospitals that have contracted out cleaning may save some money but they also have lower cleaning quality which also lowers the quality of patient health outcomes. Contracted out cleaning is 'cheaper but dirtier'.¹⁵

As the role of public transport systems in transmitting or limiting the spread of infectious diseases is better understood, this evidence from the hospital sector should be taken extremely seriously. But why should it be the case that outsourcing produced worse public health outcomes?

Outsourced cleaning companies win business by setting their prices as low as possible and they make profits by winning contracts and cutting their labour costs. Paying workers' wages can represent as much as 85% of outsourcing companies' costs. That means that outsourcing companies have big incentives to cut the number of people working on their contracts or to drive down their pay and conditions:

- Outsourcing companies typically cut labour costs by reducing the number of cleaners and not paying them proper sick pay. This means that fewer cleaners have to work more quickly and cut corners, while cleaners come into work while sick.
- Because of the low pay and poor working conditions, outsourcing can lead to high turnover among staff and the loss of skilled and experienced cleaners.
- In the workplace, fragmenting the workforce breaks up the connection between workers in the 'core' and so-called 'non-core' areas like cleaning. This makes it

¹⁴ Jane Lethbridge, PSIRU, University of Greenwich, *Empty Promises: the impact of outsourcing on the delivery of NHS services* (2012); Veronica Torfolutti, Aaron Reeves, Martin McKee, David Stuckler, 'Outsourcing cleaning services increases MRSA incidence: evidenced from 126 English acute trusts', *Social Science and Medicine*, 174, (2017) pp. 64-69; Litwin, A. S., Avgar, A. C., & Becker, E. R. (2017). 'Superbugs versus outsourced cleaners: Employment arrangements and the spread of health care-associated infections' [Electronic version]. *Industrial and Labor Relations Review*, 70(3), 610-641. doi: 10.1177/0019793916654482, p. 61; Shima Elkomy, Graham Cookson, Simon Jones, 'Cheap and Dirty: The Effect of Contracting out Cleaning on Efficiency and Effectiveness' *Public Administration Review*, Vol 79, Iss 2, (2019) pp. 193-202

¹⁵ Elkomy, Cookson, Jones, 'Cheap and Dirty: The Effect of Contracting out Cleaning on Efficiency and Effectiveness', pp. 193-202.

harder for people to work together to ensure that transport networks are being cleaned properly.

- In addition, outsourcing contracts can be complex to manage and difficult to change, making it hard for public transport systems to respond to crises quickly.¹⁶

For all these reasons, outsourcing cleaning creates more risk of poor cleanliness and higher risks of infection. That's why when the pandemic broke, the RMT and MPs in Parliament alike began raising concerns and asking questions.

¹⁶ Grimshaw, D, Cartwright, J, Keizer, A & Rubery, J 2014, Coming Clean: contractual and procurement practices: Equality and Human Rights Commission Research report 96, Equality and Human Rights Commission, Manchester, pp. 24-25; Lethbridge, Empty Promises, pp. ; See also, Ursula Huws, 'Outsourcing and the fragmentation of employment relations: the challenges ahead', ACAS Future of Workplace Paper discussion paper, August 2012, <http://www.acas.org.uk/media/pdf/p/8/Outsourcing-and-the-fragmentation-of-employment-relations-the-challenges-ahead.pdf>

The government response: Open the cheque book and walk away

The government's response to the pandemic on the railways has been to offer a massive bailout, in the form of the Emergency Measures Agreements (EMAs), and now, most recently, the Emergency Recovery Management Agreements (ERMAs) to the private train operating companies and the rolling stock companies to keep them in the industry.

The government's actions in taking over the TOCs' costs also means that the public is funding any profits made by the outsourced cleaning companies down the sub-contracting chain. Yet in return for its generosity with taxpayers' money, the government seems uninterested in what cleaning companies on the railways are actually doing.

Labour MP Ian Mearns asked the government whether it has considered the merits of bringing cleaning at Network Rail in-house in response to the crisis. Rail Minister Chris Heaton Harris answered:

'We have been clear that our priority remains ensuring the safety of staff and passengers alike. We have issued comprehensive guidance to employers, which includes Network Rail, on the steps they should take to make their workplaces COVID-secure. It is for employers to decide on the way in which they can discharge their obligations most effectively.'¹⁷

The government's guidance is extremely light-touch and simply lists a series of measures that train operating companies 'could consider'. The only use of the word 'should' is in relation to 'touch points':

"Touch points (for example buttons to open doors, hand rails) across the transport network should be a particular area of focus for more frequent cleaning. You should follow guidance on cleaning and waste disposal and implement cleaning protocols to limit coronavirus transmission and consider who will carry out the cleaning activity."¹⁸

Labour MP Grahame Morris asked a similar question, whether there had been any consideration of the merits of bringing cleaning in house in general. The Minister reiterated,

"Train Operating Companies decide on an individual basis as to what approach they take to meeting their cleaning requirements, and so no assessment of the type referred to in the question has been made".¹⁹

¹⁷ <https://www.parliament.uk/business/publications/written-questions-answers-statements/written-question/Commons/2020-05-20/49665/>

¹⁸ <https://www.gov.uk/government/publications/coronavirus-covid-19-safer-transport-guidance-for-operators/coronavirus-covid-19-safer-transport-guidance-for-operators#introduction>

¹⁹ <https://questions-statements.parliament.uk/written-questions/detail/2020-05-20/49665>

In spite of the central importance of cleaning to the preservation of hygiene on the railways, the government has been content to leave it up to employers to manage their contracts using the guidance.

The government has demonstrated the same hands-off approach to the franchises it runs through the Operator of Last Resort, LNER and Northern. Asked what cleaning targets were set for the contractors cleaning stations on Northern Rail, the Rail Minister responded that 'cleaning targets for stations are set and managed directly through the contracts between Northern Trains Ltd and the contractor'. Asked a similar question on LNER, the Minister responded that 'LNER is obliged to meet the requirements set out in the Services Agreement at Schedule 1.4 Paragraph 7, available 'reasonable endeavours' to be 'reasonably clean'. LNER meets this requirement in part by subcontracting cleaning to a specialist contractor. Effective management of this contract is a matter for LNER.'²⁰ The Department was able to confirm that Northern's contractors ISS were recruiting 25 extra cleaners who would be in place by July 2020, but was unable to provide any information on LNER's cleaning workforce.²¹

In summary, the government's response to the need for enhanced cleaning on the railways has been to throw money at the train operating companies, issue some non-binding guidance and effectively wash its hands of any further responsibility.

²⁰ <https://www.parliament.uk/business/publications/written-questions-answers-statements/written-question/Commons/2020-05-20/49668/>; <https://www.parliament.uk/business/publications/written-questions-answers-statements/written-question/Commons/2020-06-01/51889/>

²¹ <https://www.parliament.uk/business/publications/written-questions-answers-statements/written-question/Commons/2020-06-01/51886/>; <https://www.parliament.uk/business/publications/written-questions-answers-statements/written-question/Commons/2020-06-18/61465/>

Outsourced cleaning at Network Rail

Network Rail's public sector status makes it more transparent. In response to questions in parliament, it provided the Minister with information showing that it had, at least, increased and paid for, the recruitment of some new cleaners. As the Minister reported,

“Prior to the COVID-19 outbreak, the total number of cleaners, including Mitie and Interserve staff working across the Network Rail station estate totalled 653. To cope with an increase in demand, this number has increased to 674.”²²

However, as with the Train Operating Companies, there has been no major change in the frequency of deep cleans. Instead, Network Rail has stuck close to the government's light touch guidance, focusing on ‘high touch points’:

“Prior to the COVID-19 outbreak, Network Rail conducted deep cleans at different frequencies depending on each station's requirements. Since the outbreak, Network Rail have cleaned stations in line with Public Health England guidance. Accordingly, all high touch points are being cleaned every three hours whilst each Network Rail station is in use, and all public areas are being treated with an anti-viral product that lasts 30 days at least once every three weeks.”²³

RMT has called on Network Rail to bring these contracts back in house rather than outsourcing them again when the contracts end in 2022. When the union first raised this issue in December 2018, Network Rail's CEO Andrew Haines fell back on the classic outsourcing justification, saying that cleaning was a ‘non-core service’.

Yet his predecessor, Ian Coucher, identified accurately one of the major problems with outsourcing functions when explaining why he took the decision to in-source maintenance. Outsourcing contracts, as we've seen, are commonly ‘outcome’ or ‘output’ based, in which the procurement body sets standards and then leaves resourcing decisions to the contractor. As Coucher put it:

“I am not sure that the railway lends itself to output-based specifications, which give people the freedom to decide how to do it and when they're going to do it. It makes it very difficult to change something if you are not quite sure what people are doing out in the field.”²⁴

In addition, Network Rail is spending a lot of money on its outsourced contracts, apparently far more than it should be.

²² <https://www.parliament.uk/business/publications/written-questions-answers-statements/written-question/Commons/2020-06-01/51877/>

²³ <https://www.parliament.uk/business/publications/written-questions-answers-statements/written-question/Commons/2020-06-01/51875/>

²⁴ <https://www.railwaygazette.com/news/uk-brings-infrastructure-maintenance-back-in-house/28571.article>

The contracts began in 2017 and run out in 2022. When the contracts were put out to tender they were given an estimated value of around £168 million in total, divided into 5 lots (See Table 1 below). The tender documents stipulated that the bids would be assessed according to ‘the most economically advantageous tender’. In each case, only two bidders came forward with bids. In each case, the winning bids came in at significantly less than the estimated value of the contracts, in some cases, dramatically so. The total value of the bids from Mitie and Interserve was £104.5 million.²⁵

Table 1: Contract value estimates and bids – Network Rail Facilities Services²⁶

Contract lot	Contract duration	Contractor	Contract value (£)	Bid value (£)
Lot 1: (Stations North)	2017-22	Mitie	42,000,000	30,000,000
Lot 2. (Stations South)	2017-22	Interserve	83,000,000	62,000,000
Lot 3: (Operational buildings — North & Scotland)	2017-22	Mitie	15,000,000	7,000,000
Lot 4: (Operational Buildings — South)	2017-22	Mitie	15,000,000	2,400,000
Lot 5: (Operational buildings - Inside M25)	2017-22	Mitie	13,000,000	3,100,000
Total			168,000,000	104,500,000

However, the contracts appear to have been far more expensive for Network Rail than either their tenders or the bids indicated.

RMT analysed data published on NWR’s website, disclosing all payments in excess of £25,000 between 2017 and March 2021.²⁷ This covers most of the first four years of the contract. This data indicates that NWR has already paid both companies far more than the bid values.

As Table 2 shows, even just counting the money paid under the heading of ‘Facilities’ which can safely be assumed to be firmly under this contract, actual payments to both companies were £181 million in contrast with the £104.5 million in the winning bids. Interserve were 10% higher over four years than the company’s bid for a five-year contract.

²⁵ <https://ted.europa.eu/udl?uri=TED:NOTICE:74123-2017:TEXT:EN:HTML&tabId=1#id2-IV>.

²⁶ Source: Services - 74123-2017 - TED Tenders Electronic Daily (europa.eu)

(<https://ted.europa.eu/udl?uri=TED:NOTICE:74123-2017:TEXT:EN:HTML&tabId=1#id2-IV>.)

²⁷ The data can be accessed and downloaded from Network Rail here: [Our information and data - Network Rail](https://www.networkrail.co.uk/who-we-are/transparency-and-ethics/transparency/our-information-and-data/) - <https://www.networkrail.co.uk/who-we-are/transparency-and-ethics/transparency/our-information-and-data/>. The years up to 2020 are accessible in downloadable and sortable csv file format. The years after that are available in locked formats that need to be transcribed. Full data is available from the RMT.

Payments to Mitie, just for facilities services, were a staggering 167% higher than the value of their winning bids. After four years, Mitie have been paid almost three times as much for their facilities services as they bid for a five year contract. When other payments to Mitie for technical facilities work, security, IT and other services are added in, payments come to £199 million over 4 years. The data also show that the contracts were overrunning on costs significantly before the Covid pandemic, so extra spending on tackling the Coronavirus is not a factor.

Table 2: Payments made to Mitie and Interserve for Facilities Services and in total, 2017-21²⁸

	Contract bid values (£)	Actual payments for facilities services 2017-21 (£)	Total payments (2017-21)(£)
Mitie Total	42,500,000	113,476,274	199,099,319
Interserve Total	62,000,000	68,338,255	68,338,255
Total	104,500,000	181,814,529	267,437,574

Besides the rise in the cost of the overall contract, Network Rail is also paying for Mitie and Interserve's profits.

Mitie's corporate documents indicate that they expect to make a return of 6% on soft facilities contracts and 5% for hard facilities contracts, which, if applied just to the facilities services payments, would give a profit figure of £11 million leaking out of the industry in profits over 4 years.²⁹ Applied to the total payments to the two companies, it amounts to more than £16 million.

²⁸ The NR contract is an integrated Facilities Management contract which includes a range of soft services like cleaning, with 'hard' services like maintenance of buildings. Security, IT provision and managements are often bundled up within these services, or sometimes contracted separately. Payments for facilities services above, have been calculated on the basis of all payments for soft or hard facilities services to provide a conservative minimum figure for the facilities outlined in the Network Rail documents based on what is definitely contained within the contract.

²⁹ See, for example [https://www.investegate.co.uk/mitie-group-plc--mto-/rns/final-results/201605230700069360Y/Investegate | MITIE Group PLC Announcements | MITIE Group PLC: Final Results](https://www.investegate.co.uk/mitie-group-plc--mto-/rns/final-results/201605230700069360Y/Investegate%20MITIE%20Group%20PLC%20Announcements%20MITIE%20Group%20PLC%20Final%20Results) (Operating Review: Facilities Management)

Outsourced cleaning on the railways: What's really happening?

The Train Operating Companies have been actively promoting their enhanced attention to cleaning. The Rail Delivery Group's website, for example, claims that the Train Operating Companies have been 'boosting cleaning' by 'cleaning stations and trains more regularly'. But is this true?

RMT conducted research to get beneath the surface of these claims. Firstly, we wrote to Train Operating Companies in England seeking information about their management of cleaning contracts before and during the Covid-19 crisis. Between 22 July and 9 September 2020, we wrote three letters to almost all franchises where cleaning contracts were known to be in operation.³⁰ These letters contained a series of questions about their management of cleaning resources before and during the COVID-19 19 pandemic. We received information from 10 train operating companies: Arriva Rail London, Avanti West Coast, C2C Trenitalia, Eurostar, Govia Thameslink Railways, GWR, Heathrow Express, LNER, Nexus Tyne and Wear Metro, Southeastern. The full results are shown in Appendix 2.³¹

Secondly, the union conducted a survey of its members among cleaning staff. This survey was open between 28 and 30 September and secured more than 600 responses from cleaners across the network in that time. We asked a series of questions about cleaning regimes, provision of Personal Protective Equipment (PPE) and resourcing levels. Combining this research, our findings were as follows.

I. Most companies are doing the minimum required

Most cleaning companies appear to be adhering to the government's light touch guidance and doing the minimum required. Most companies reported that their trains were being sanitised daily and high touch points were being wiped down as the guidance suggests. A significant majority of cleaners surveyed (77%) confirmed this saying that they were being cleaned more often and 67% said that the government requirement of 'twice a day' was being met.

³⁰ Scotrail and Transport for Wales were omitted as the former employer insources its cleaners and the latter is in the process of doing so at this point. Information on Northern had been gathered through Parliamentary Questions so this was omitted too, as was the Caledonian Sleeper service.

³¹ Eight train operating companies did not respond in any way. While most of the ten who did respond made some effort to engage with the questions, Govia Thameslink Railways wrote to us refusing to disclose any information except the name of their contractor, Churchill, on the basis that it was 'commercially sensitive'.

Table 3: Cleaning of frequent touch points

In your experience, since Covid-19 broke, has the company you work for put in place resources and arrangements to ensure that frequent touch points are cleaned:		
More often than usual	76.95%	414
About the same as before	18.03%	97
Less often than usual	5.02%	27

Table 4: Cleaning frequent touch points twice a day

Government guidance says that 'As a minimum, frequently touched surfaces should be wiped down twice a day' Has your company put in in place resources and arrangements to ensure this is happening?		
Yes	66.54%	354
No	13.91%	74
Unsure	19.55%	104

2. However, many companies are not conducting more frequent deep cleans of trains or stations

One response to the pandemic would be to increase the frequency of deep cleaning of both trains and stations, as has happened on the New York Subway. We asked the Train Operating Companies what they were doing about deep cleans. Most of the 10 train operating companies who responded reported that they have not required any increase in the frequency of deep cleans either of trains or stations since the pandemic began.

Deep cleans of trains are still being done on the basis of the requirements set down in contracts. Some reported their trains are deep cleaned every 28 days. Some reported that they were using an enhanced cleaning product and many said they were paying more attention to touch points, but for many companies the cycle of deep cleaning trains appears to be remains unchanged and remains governed by the contracts.

Similarly, most of the 10 reported that they have not increased the frequency of deep cleans on their stations. Most companies reported that they are still only deep cleaning the stations they are responsible for once a month, according to the requirements of their contracts.

Two TOCs reported that they had increased the frequency of frequency of deep cleans, though others said they had enhanced other elements of cleaning on stations, with increased attention to touch points and anti-viral cleaning products.

A larger number of cleaners (47%) said they believed that deep cleaning was taking place more often than usual, with 42% saying it was about the same and 10% reporting that deep cleaning was taking place less than usual.

Outsourcing companies have introduced the minimal changes required by government, paying extra attention to touch points and ‘sanitising’ more frequently but the cycle of deep cleans of stations and trains alike remains largely unchanged and governed by what cost-cutting contracts from the pre-COVID-19 era required.

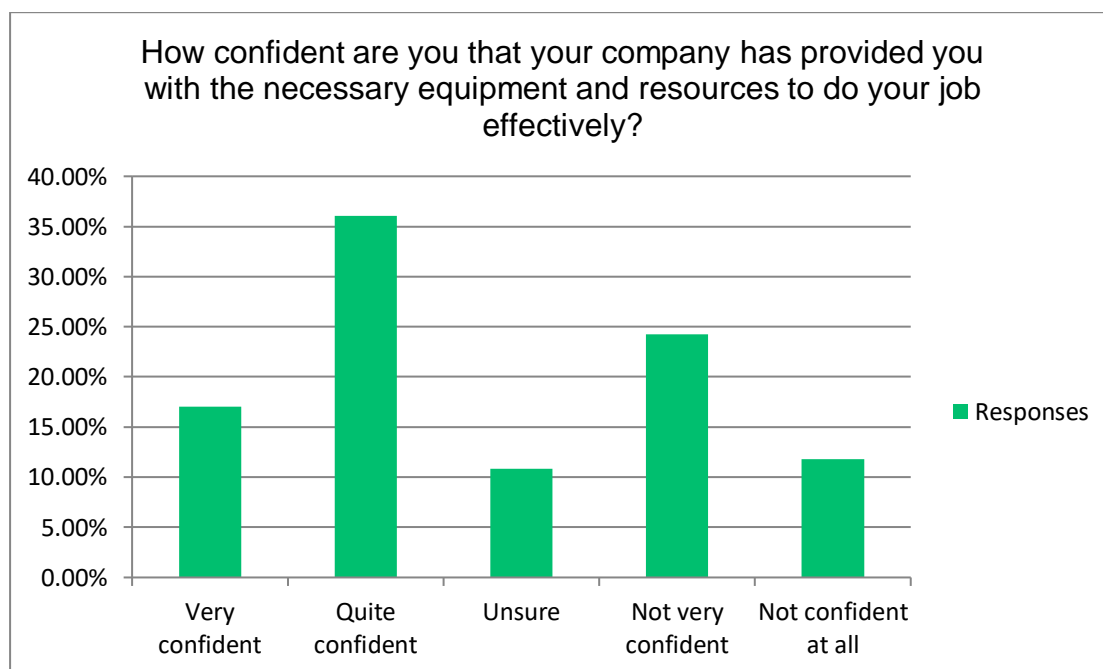
Contrast this with the approach adopted by the New York Subway system, for example, which introduced a system of daily deep cleans of stations and trains.³² It certainly does not amount to the kind of regime suggested in bombastic press releases and PR campaigns.

3. Many cleaners are still worried that they are not getting the right PPE

“Staffs are shorts of masks, we only had two mask since the covid. They don't care.”

Just over half of cleaners were confident that their company had provided them with the necessary equipment to do their jobs effectively, but 35% were not confident and reported a range of issues connected with PPE.

Figure 1: Provision of PPE



As one cleaner reported, “we don't have enough equipment, clothes and mops to do our job efficiently. We’re using our hands to scrub the mat instead to give us a proper machine to do the job.” Another reported that it had taken eight weeks after the lockdown started for them to be issued with masks, while a third pointed to continued shortages and inadequacy of supply: “We get 3 pairs of gloves per day to clean around 25 trains. 3

³² <https://www.nytimes.com/2020/05/07/nyregion/subway-shut-down-cleaning.html>

washable masks and in the place where the all team go frequently didn't have hand gel for more than 3 months".

4. Train Operating Companies don't know or won't say how many cleaners are working on their lines

When we asked Train Operating Companies how many cleaners were working on their lines, there was a wall of silence, even from those who replied to other questions.

With the sole exception of Heathrow Express, *no train operating companies were prepared to reveal how many cleaners were employed on their contracts* or whether those numbers had changed in the last three years (see Appendix 2 for details). Some claimed that it was commercially sensitive information. Some claimed that they did not know or were unable to tell us. This is in part because Train operating companies leave decisions about how many cleaners are needed to their sub-contractors.

Although many of their responses made reference to 'tighter governance of their contracts', in fact train operating companies subcontract cleaning through what are called 'output based contracts' where they set out what they require to be done and leave staffing decisions up to the cleaning company. This does not appear to have changed during the pandemic.

As we've seen, outsourced cleaning contracts commonly result in falling staff numbers as companies strive to cut costs and fund profits. This is exactly what has happened on London Underground, for example, where the number of cleaners employed by ABM was cut by 139 between 2017 and the beginning of the pandemic.³³

In part, companies try to do more with less and in part, poor pay and employment conditions create rapid turnover of staff as people leave and are often not replaced.

The fact that TOCs are unwilling to disclose this information is deeply worrying.

5. Almost half of cleaners surveyed think they don't think they have enough staff to do their jobs properly

'We need more staff because more trains [are] coming into depot'

'I get limited time to clean and sanitize trains, have asked for extra staff been told there isn't enough money to employ them'

³³ <https://www.rmt.org.uk/news/tube-outsourcing-company-profiteering-while-slashing-jobs/>

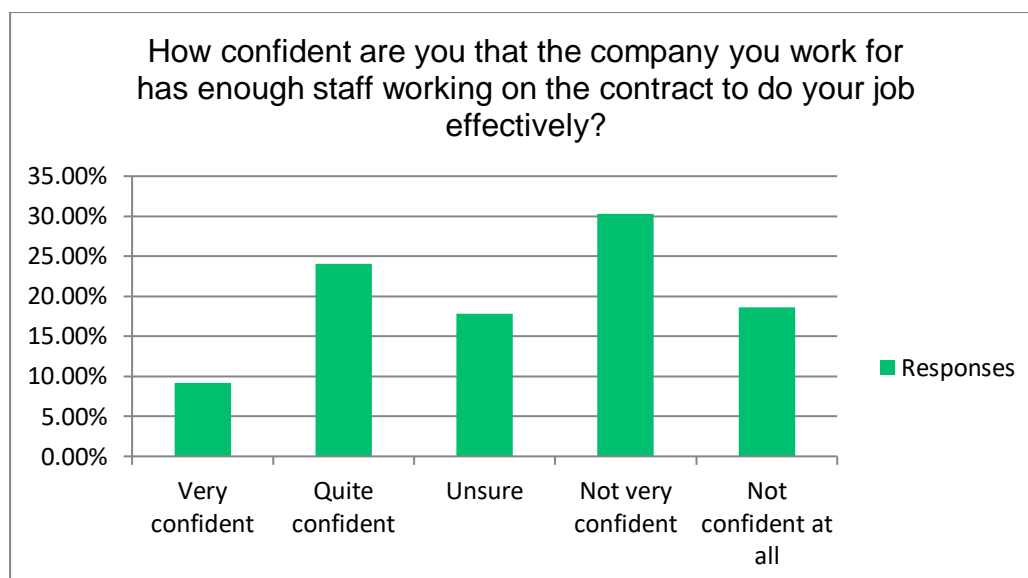
'The amount of agency cleaning staff that have been let go is eye watering.'

'We always have broken machines that cannot be used which they say they'll get fixed but doesn't get fixed properly. Staffing levels are down but they say we are full capacity its become a joke it's unreal'

Almost half the cleaners surveyed (49%) said that they were not confident that their company employed enough cleaners to do the job effectively, compared with 33% who said they believed they had enough. 18% were unsure.

This is deeply worrying and confirms the dangers of the low-cost, profit-seeking delivery model used by the outsourcing companies, the same model that generated public health issues in the NHS and US hospital systems.

Figure 2: Adequate staffing levels



6. One third of cleaners said that the number of cleaners had fallen in the last three years while one in five reported they had fallen since the pandemic.

'Staff levels are lower then ever with people isolated and sick'

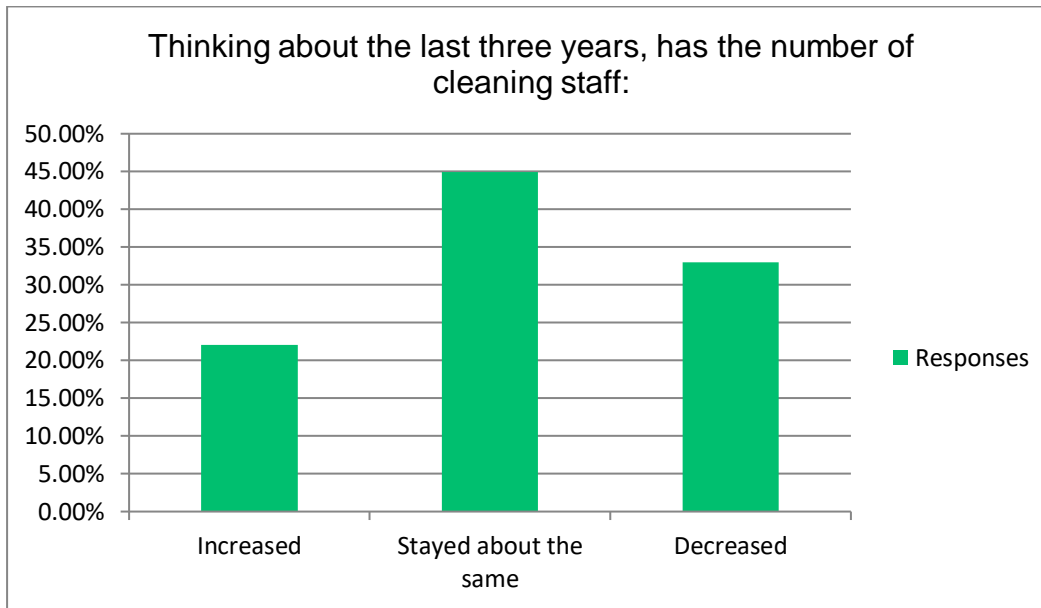
'We've had staff leave but not been replaced'

'Because of the low salary people are coming and going'

We asked cleaners about staffing trends on their contracts over the last three years.

While some reported an increase, 33% reported that numbers had fallen over the last three years and 45% said they'd remained about the same.

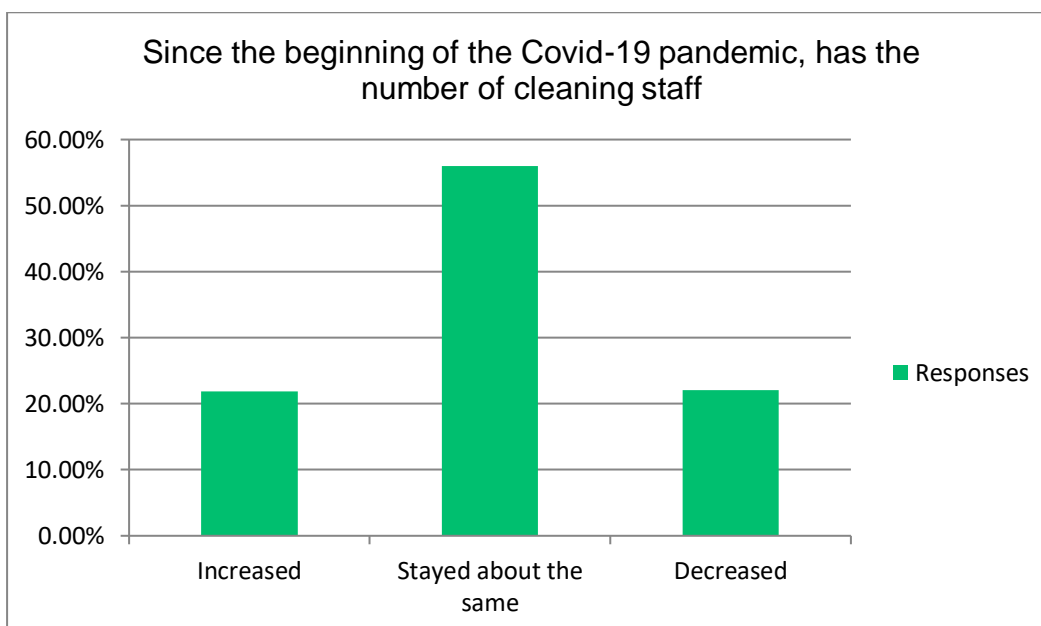
Figure 3: Staffing over the last three years



We also asked about the specific response to the Coronavirus and whether employers had taken on more staff to deal with the pandemic.

Just over half of cleaners reported that the numbers were much the same as before, while, worryingly, more than one in five reported that numbers of cleaners had fallen *since the outbreak of Covid-19* (figure 4)

Figure 4: Staffing since the pandemic



It should be a matter of great concern that many cleaners are reporting not only that numbers have fallen over the last three years but that in some cases they have fallen since March and the outbreak of the pandemic.

7. In spite of the essential and dangerous nature of their work, cleaners are still low paid and poorly treated

'As cleaner my employer says we have to be safe because if anyone gets sick, they will be no pay, so we are worried even we are doing the best we can, as a cleaner, you always mixt with passengers, attempt them, and deal with everything where you can probably meet the COVID-19 ... in conclusion our lives is not safe but we don't have choice'

"We do not get sick pay. I have had to use holidays to self isolate because someone close to me had COVID-19 19."

'We are doing everything we can but the salary is still low'.

'I feel totally undervalued for all the hard work done during these times'

'During this covid-19 , we have more to do and we are exposed to danger, we should have a pay rise.'

Half of the train operating companies responding to our letter reported that they only require their contractors to pay the National Minimum Wage to their cleaners. Four TOCs reported that their rates were pegged to the National Living (Minimum) Wage and RMT is aware from other sources, that Govia, who refused to answer this question do not require above the National Minimum Wage from their contractor Churchill. Sub-contracted cleaners are still only receiving statutory sick pay. They also do not receive free travel on the network, unlike other rail industry staff.

For all that the train operating companies are trumpeting the importance of cleaning, the position of cleaners themselves remains unchanged from when RMT last surveyed them in 2019. In June 2019, RMT conducted a survey of outsourced workers including cleaners. Around 300 cleaners responded to the survey from across the outsourced rail sector.

51% reported that they were paid less than £10 per hour, while a disturbing 33% reported being paid less than £9 per hour (Table 5). 63% said they sometimes or regularly struggle to get by on what they earn (Table 6).

Table 5: Hourly pay

What is your hourly pay rate? (£)		
7.00-7.99 per hour	1.59%	5
8.00-8.99 per hour	32.17%	101
9.00-9.99 per hour	17.52%	55
10.00-10.99 per hour	42.99%	135
11.00-11.99 per hour	3.82%	12
12.00-12.99 per hour	0.96%	3
13.00 or more	0.96%	3

Table 6: Making ends meet

Which statement best reflects your experience?		
This job provides me with the income I need	9.97%	29
I get by on what I earn	26.46%	77
I sometimes struggle to make ends meet	39.52%	115
I regularly struggle to make ends meet	23.71%	69

8. Most cleaners don't believe that their employers put public health concerns first

- *'My employer is only concerned about their profits.'*
- *"The company care much more about itself than the employees"*

Most cleaners do not believe that their employer is prepared to do whatever is necessary to ensure that cleaning is done to the highest standard. More than two thirds either thought their company would only just do enough to fulfil their contract or would prioritise cost cutting over quality (Figure 5).

This reinforces the message of RMT's 2019 survey which showed that cleaners believe that outsourcing makes their jobs harder (Table 7) and that passengers would benefit if it was brought in house. 74% of cleaners said they believed that passengers would see a better service if provision was brought in house (Table 8).

Figure 5: Employers' priorities

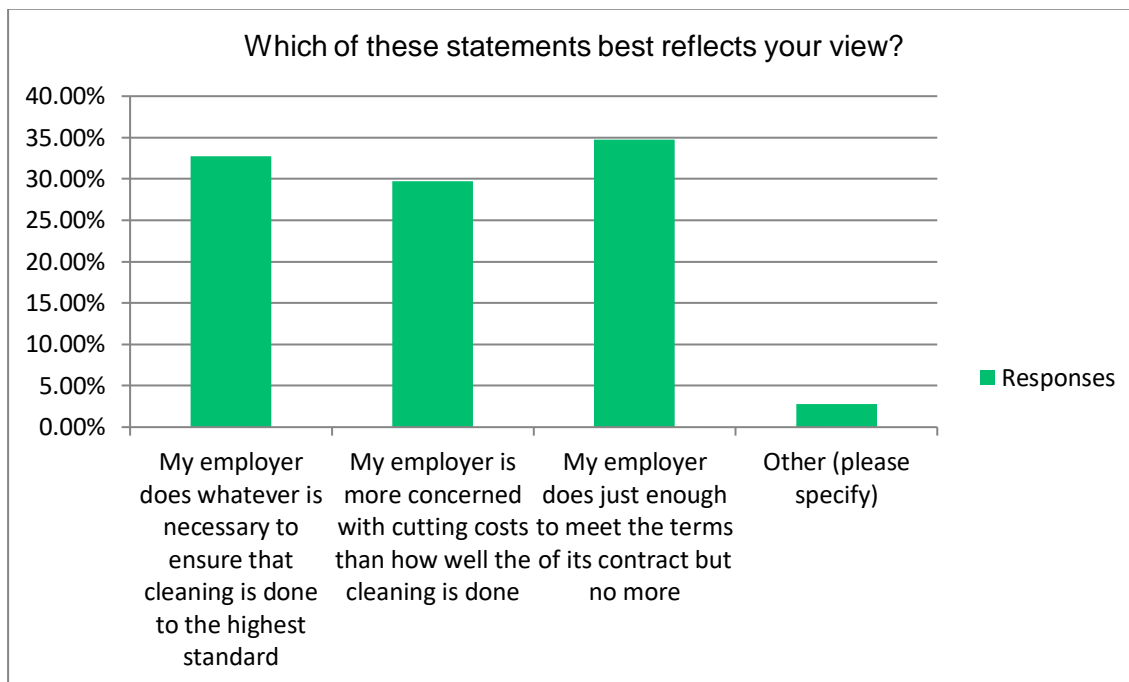


Table 7: Outsourcing and the job

Do you believe that your working conditions as an outsourced worker make it harder for you to do your job?		
Yes	52.73%	145
No	47.27%	130

Table 8: The wider benefit of in-house employment

Do you believe that passengers would benefit more if your job was brought in-house?		
Yes	74.01%	205
No	25.99%	72

Conclusion

Cleaners are praised to the rafters by the rich and powerful but they continue to be paid the lowest possible rates and given only the legal minimum sick pay.

This is totally unacceptable. It's unacceptable because these keyworkers have put their lives on the line throughout the pandemic to perform an essential service. It's unacceptable because cleaners are not and never were 'non-core'. This phrase has been used to justify decades of outsourcing on the assumption that it doesn't matter if it's run on the cheap because any deterioration of service won't affect the 'core' services like running trains. It is now clear to all just how wrong that was.

It's also unacceptable because effective, state of the art cleaning is central to the future of public transport, including the railways. Passenger confidence in the cleanliness of the railways is going to be vital to winning people back to public transport. This cannot be done using contracts that were designed to cut costs to the minimum by reducing staff numbers and minimising costly deep cleaning activities and over which train providers and the government have – and want – no control.

Recommendations

It's time take back control of cleaning. The best way to improve cleaning would be by nationalising the entire rail network and bringing these contracts in-house in the process. This would create the maximum integration of the workforce and create a public service ethos at all levels of the railway. It would prevent the attempts to profit by holding costs down which has blighted outsourced cleaning since rail privatisation.

In the immediate term, though the rail industry has a chance to make major improvements that would benefit cleaners and create a more integrated cleaning service capable of achieving higher cleaning standards. The Rail Industry Recovery Group's Enabling Framework Agreement includes a commitment to:

“carry out a review and benchmarking exercise to include the full employment costs of cleaning and catering contracts to determine whether it is better to bring these contracts in house, recognising that insourcing could require new pay structures and work design. We will share and discuss the results of this analysis, subject to our ability to share sensitive commercial information.”

This follows the Mayor of London's announcement that he is conducting a review of TfL's outsourcing of cleaning on the Underground, the subject of an earlier RMT report.³⁴

³⁴ See *Dirty work: ABM and the outsourcing of London Underground's cleaning* (RMT, January 2020), <https://www.rmt.org.uk/news/rmt-tube-cleaners-report-released-today/>; The case for insourcing

RMT believes the Rail Industry Recovery Group review should recommend the insourcing of all cleaning to the contracting authority:

- The Train Operating Companies should insource their cleaners, as Scotrail have already done. In the cases of Northern and LNER, which are being run by the Operator of Last Resort, this would also bring cleaners into the public sector, as has already been done by Transport for Wales.
- Network Rail should bring its entire station and estates cleaning service in-house as the contract ends in 2022.

In addition, the RIRG should agree with the unions a package of measures to improve pay and conditions for cleaners and raise cleaning standards.

Appendix I: Outsourced cleaning among TOCs

Franchise/Operation name	Operating name	Company	Owner	Outsourced services	Contractor	Contractor owner	Manufacturer sub-contract
Caledonian Sleeper	Serco	Serco	Serco	Cleaning (trains)	Atalian Servest	Atalian Servest	An Alstom contract for overnight cleaning
Chiltern	Chiltern	Arriva UK Trains	Deutsche Bahn	Cleaning	Agency workers		
East Coast Mainline	LNER	OLR (DfT)	UK Government	Cleaning	Atalian Servest	Atalian Servest	
East Coast Mainline	LNER	OLR (DfT)	UK Government	Cleaning (trains)	Bespoke	Bespoke Cleaning Services Ltd	A Hitachi sub-contract at Doncaster TMC
East Midlands	East Midlands Train	Abellio	NedRailways	Cleaning (stations) at Etches Park (Derby)	Churchill	Churchill Contract Services Ltd	
East Midlands	East Midlands Train	Abellio	NedRailways	Cleaning (trains, stations, depots)	Vinci	Vinci Group	
Essex Thameside	C2C	Abellio	NedRailways	Cleaning	Cordant Cleaning Services Ltd	Cordant Group plc	
Eurostar	Eurostar	Eurostar International Limited	SNCF (55%), Caisse de dépôt et placement du Québec (CDPQ) (30%), Hermes	Cleaning (trains, stations, depots)	Atalian Servest	Atalian Group	

Franchise/Operation name	Operating name	Company	Owner	Outsourced services	Contractor	Contractor owner	Manufacturer sub-contract
			Infrastructure (10%) and <u>NMBS/SNCB</u> (5%). ^[3]				
Greater Anglia	Abellio East Anglia	Abellio	NedRailways (Dutch) 60, and Mitsui (40)	Cleaning	Carlisle Support Services		
Great Northern	Great Northern	Govia Thameslink Railways	Go Ahead Group plc and Keolis (SNCF majority owned))	Cleaning (trains)	Churchills	Churchill Contract Services Ltd	
Great Northern	Great Northern	Govia Thameslink Railways	Go Ahead Group plc and Keolis (SNCF majority owned))	Cleaning (stations)	Churchills	Churchill Contract Services Ltd	
Great Western	Great Western Railways	FirstGroup	FirstGroup	Cleaning (trains)	ISS Facilities Services Ltd	ISS A/S (Denmark)	A Hitachi sub-contract at North Pole Depot
Great Western	Great Western Railways	FirstGroup	FirstGroup	Cleaning (trains and stations)	Atalian Servest	Atalian Servest	
Merseyrail	Merseyrail	Serco-Abellio	Serco and Abellio (NedRailways (Dutch) 60, and Mitsui (40))	Cleaning (trains)	Stadler UK		
Merseyrail	Merseyrail	Serco-Abellio	Serco and Abellio (NedRailways (Dutch) 60, and Mitsui (40))	Cleaning (stations)	Mitie	Mitie Group plc	
Northern	Northern Rail Ltd	OLR (DfT)	UK Government	Cleaning (stations)	ISS Facilities Services Ltd	ISS A/S (Denmark)	
Northern	Northern Rail Ltd	OLR (DfT)	UK Government	Cleaning (trains)	Axis Cleaning and Support Services Ltd	Axis Group Integrated Services Ltd	An Alstom contract for DMU cleaning at Longsight

Franchise/Operation name	Operating name	Company	Owner	Outsourced services	Contractor	Contractor owner	Manufacturer sub-contract
South Eastern	Southeastern	L&SER Ltd	Govia (Go Ahead Group plc and Keolis (SNCF majority owned))	Cleaning (trains)	Atalian Servest	Atalian Servest	
South Eastern	Southeastern	L&SER Ltd	Govia (Go Ahead Group plc and Keolis (SNCF majority owned))	Cleaning (stations + depots)	NPM		
South Eastern	Southeastern	L&SER Ltd	Govia (Go Ahead Group plc and Keolis (SNCF majority owned))	Cleaning (trains) (HS1)	Atalian Servest	Atalian Servest	
South Western	South Western Railway	First MTR	MTR Corporation is owned by Hong Kong Govt	Cleaning (trains)	ISS Facilities Services Ltd	ISS A/S (Denmark)	
Southern	Southern	Govia Thameslink Railways	Go Ahead Group plc and Keolis (SNCF majority owned))	Cleaning (trains)	Churchills	Churchill Contract Services Ltd	
Southern	Southern	Govia Thameslink Railways	Go Ahead Group plc and Keolis (SNCF majority owned))	Cleaning (stations)	Churchills	Churchill Contract Services Ltd	
Thameslink	Thameslink	Govia Thameslink Railways	Go Ahead Group plc and Keolis (SNCF majority owned))	Cleaning (trains)	Churchills	Churchill Contract Services Ltd	
Thameslink	Thameslink	Govia Thameslink Railways	Go Ahead Group plc and Keolis (SNCF majority owned))	Cleaning (stations)	Churchills	Churchill Contract Services Ltd	
Trans-Pennine Express	First Transpennine Express	FirstGroup	FirstGroup	Cleaning (stations)	Mitie	Mitie Group plc	
Trans-Pennine Express	First Transpennine Express	FirstGroup	FirstGroup	Cleaning (trains)	Mitie	Mitie Group plc	

Franchise/Operation name	Operating name	Company	Owner	Outsourced services	Contractor	Contractor owner	Manufacturer sub-contract
Trans-Pennine Express	First Transpennine Express	FirstGroup	FirstGroup	Cleaning (trains)	Axis Cleaning and Support Services Ltd	Axis Group Integrated Services Ltd	An Alstom contract at Manchester Traincare depot
West Coast Partnership	Avanti West Coast	Avanti-West Coast	First-Trenitalia	Cleaning (trains)	Atalian Servest	Atalian Servest	An Alstom contract
West Coast Partnership	Avanti West Coast	Avanti-West Coast	First-Trenitalia	Cleaning (stations)	Lorne Stewart plc	LSRM Holdings Ltd /Lafayette Investments (Jersey)	
Wales & Borders³⁵	Transport for Wales Rail Services	KeolisAmey	Keolis 60% and Amey 40%	Cleaning (trains)	Axis Cleaning and Support Services Ltd	Axis Group Integrated Services Ltd	
West Midlands	West Midlands Rail	West Midlands Rail	Abellio, Japan East Railway Company and Mitsui and Co Ltd	Cleaning (stations)	Carlisle cleaning	Carlisle Group	
Elizabeth Line	TFL Rail	MTR Elizabeth Line	MTR Corporation	Cleaning (Stations)	FES Limited	FES Limited	
Grand Central (OA)	Grand Central	Arriva UK Trains	Arriva Group	Cleaning (trains)	Churchills	Churchill Contract Services Ltd	
Hull Trains (OA)	Hull Trains	First Group	First Group	Cleaning (trains)	Greens		

³⁵ Since this research was conducted, the Wales Government has decided to bring the Wales and Borders Franchise into public ownership and Transport for Wales has agreed to insource the Axis cleaners.

Appendix 2: Outsourced cleaning regimes during the pandemic					
	C2C Trenitalia	Arriva Rail London	Govia Thameslink Railways	LNER	Avanti West Coast
Is your station cleaning outsourced? If yes, to whom?	Cordant Cleaning Services	Carlisle	Churchill	Atalian Servest	Majority outsourced to Lorne Stewart, some done by Avanti
Is your train cleaning outsourced? If yes, to whom?	Cordant Cleaning Services	No	Churchill	Atalian Servest Onboard day cleaning is a combination of agency and FT cleaners. Overnight cleaning is a mixture of in house and outsourcing	Bombardier and Alstom outsource train cleaning to Atalian Servest
Will you disclose the headcount and Full Time Equivalence of cleaners employed on your contracts or in-house for each year since 2017?	Employee numbers per contract vary very much in line with the scope of the cleaning remit and productivity measures in place by the contractor employed, and as such are not particularly meaningful as a FTE comparison	No	No	FTE data is not readily available [as outsourced / a blend of contracts] and also due to a contract retender previous data held by our previous supplier is unavailable	We don't dictate number of heads, as its an output based specification/contract

<p>Please set out how you ensure that there is a sufficient number of cleaners on your contract?</p>	<p>The cleaning specifications are agreed which enables head count requirements. The overall approach to contracts is to define levels in order to meet the requirements of the c2c cleaning manuals</p>	<p>Compliance of concession agreement with TFL due to KPI regimes</p>	<p>No</p>	<p>Train Cleaning Productivity will be subject to headcount model analysis. Or MTM (Time in motion studies) around task-based reviews dependant on the type of cleaning and location. The cleaning specifications are agreed which enables head count requirements. The overall approach to contracts is to supply cleaners each day. Overnight cleaning is similarly carried out to performance specification and audited accordingly.</p>	<p>We work to an output spec so we expect station clean at all times and LS determine how many cleaners are required, can differ each station. Work is audited. On trains, the specification we have with our TSP's is output based and we have regular meetings and conduct audits announced and unannounced at all train depots</p>
<p>What is the rate of pay applied to cleaning grades on this contract?</p>	<p>Pay rates vary dependant on the format of the work and working routines, but I can confirm these comply with both the industry norm and Government Living Wage requirements in all cases</p>	<p>Front line cleaners circa £13.50 ph. Minimum is London Living Wage</p>		<p>Pay rates vary dependant on the format of the work and working routines, but these comply with both the industry norm and Government National Wage requirements in all cases.</p>	<p>National Living Wage</p>
<p>Do cleaners receive company or statutory sick pay?</p>	<p>External contractors do not fall inside our contractual control</p>	<p>Directly employed ARL cleaners get CSP. Not Carlisle.</p>		<p>External contractors do not fall inside our contractual control</p>	<p>Lorne Stewart staff get statutory sick pay, Avanti staff get company.</p>

Do cleaners receive free travel on the rail network?	Contractors do if required as part of job to get from station to station.	Directly employed ARL cleaners get free travel. Not Carlisle.		Directly employed staff do and contractors do if required as part of job to get from station to station. The cleaners on the LNER route have travel facilities for when they are traveling on the network but this isn't a contractual commitment	Only if they are mobile cleaners and for work purposes only
How often are your trains deep cleaned as part of the contract?	Cleaning of trains is part of the overall contract to supply trains each day and a programme of periodic deep cleaning takes place every 105 days	Every 30 days	Commercially sensitive	Schedules are set within specific windows. These are typically every 25 days, and will be adjusted to suit the type of clean (Periodic Heavy Clean (PCH) /Exterior/Carpets/Floors /Panelling/Ceilings etc.)	Heavy cleans of 390's every 60days and 221's every 45 days.
Have you increased the frequency of deep cleans on trains since Covid-19?	Yes, enhanced cleaning programme introduced and cleaning products changed to one's that tackle viruses.	Yes	Commercially sensitive	No	No, we've changed products and increased the frequency of touch point tasks.
How often are your stations deep cleaned as part of the contract?	Once a month for the larger stations, on a rotational basis for smaller stations.	Once a month	Commercially sensitive	We have a blended approach to deep cleaning our stations and react to customer feedback, station audit data and also have a 6 week plan in place for standard deep cleaning	Once a month

<p>Have you increased the frequency of deep cleans on stations since Covid-19?</p>	<p>No, but we have introduced an enhanced cleaning regime which includes touch points e.g. door handles</p>	<p>No</p>	<p>Commercially sensitive</p>	<p>Yes</p>	<p>In the beginning yes, but deep cleans have returned to normal as we procure additional cleaning teams to sanitise each station daily.</p>
<p>What other measures have you put in place to enhance cleaning regimes on your franchise since Covid-19?</p>	<p>Increased cleaning schedules</p> <ul style="list-style-type: none"> · Every train is met · Every train is sanitised each day · Use of enhanced cleaning products · More focus on touch points as a priority over other tasks such as litter picking · Audit sheets of daily cleaning · Tighter governance on contractual obligations 	<p>Every train is sanitised every night</p>	<p>Commercially sensitive</p>	<p>Every train is met at turnaround locations Every train is sanitised every night Use of enhanced cleaning products with long lasting residual effect More focus on Touch points as a priority over other tasks such as litter picking Audit sheets of daily cleaning APP technology is utilised to manage the daily cleaning regimes Tighter governance on contractual obligations Investment in state of the art cleaning equipment which enables to sanitise in service</p>	<p>Introduced daily sanitising of stations. On trains, we include Zoono-71 post our heavy cleans every 30 days, we also Zoono our HVAC ducts/filters too.</p>

<p>Will you set out what payments have been made to your cleaning contractors in every year since 2017?</p>	<p>Contracts for the appointed cleaning service provider are set at industry norms, and are specific to the scope of works</p>	<p>No.</p>	<p>Commercially sensitive</p>	<p>Contracts for the appointed cleaning service provider are set at industry norms, and are specific to the scope of works This increase in cleaning requirements has led to a commensurate increase in spend on cleaning chemicals and equipment. However, due to the commercial sensitivity of this information we cannot share it as doing so may undermine our ability to obtain value for money in the future.</p>	<p>No. But we have paid additionally for enhancements to the turnaround and onboard cleaning and also additional payments to Zoono the interiors of our trains. Increased costs for wipes and sanitiser for driving cabs and onboard staff as well as masks.</p>
<p>Will you set out what additional payments have been made to cover the costs of the response to Covid-19?</p>	<p>Post Pandemic an analysis can be undertaken of the specific increase to these necessary cleaning costs</p>	<p>No.</p>	<p>Commercially sensitive</p>	<p>Post Pandemic an analysis can be undertaken of the specific increase to these necessary cleaning costs</p>	<p>No</p>

	Eurostar	Southeastern	GWR	Heathrow Express	Nexus Tyne and Wear Metro
Is your station cleaning outsourced? If yes, to whom?	Churchill is contracted by HSI to clean the station. We are therefore not able to answer any question on contract/ cleaners terms and conditions as we are not contracting cleaning ourselves.	Not answered	Atalian Servest	London Paddington platforms outsourced to Mitie	Churchill
Is your train cleaning outsourced? If yes, to whom?	In the UK it is outsourced to Atalian Servest, in France it's managed directly by SNCF, Belgium managed directly by SNCB, Netherlands managed directly by NS (with whom EIL has separate contracts)	Atalian Servest	Mix of sub contracted and in house at depots (approx. 50/50)	Turnaround cleaning outsourced to Atalian Servest via GWR Depot cleaning outsourced to ISS via GWR	No completed by our own depot staff. With additional waste collection and now touch point wipe downs by Churchill at terminus points.
Will you disclose the headcount and Full Time Equivalence of cleaners employed on your contracts or in-house for each year since 2017?	The number of headcount is based on cleaning requirements	Servest will have this detail.	No. This is sensitive supplier data.	Mitie: 6 in 2017, 18 and 4 in 2019 when 2 were outsourced to Servest.	Something you would have to contact Churchill about

<p>Please set out how you ensure that there is a sufficient number of cleaners on your contract?</p>	<p>We work directly with contractors who adapt the number of cleaners based on fleet status, passenger numbers and transport plan</p>	<p>Contract is based on contractual commitments, not on specific headcount but is subject to continual audit and review.</p>	<p>The specification is an output and performance related standard that the supplier has to meet, therefore the supplier must provide sufficient resource to meet the standard</p>	<p>Contract between HEx and GWR is an output based contract, cleaning reports are completed on a daily basis and shared by GWR with Heathrow Express on a weekly basis. HEx undertake regular audits to ensure cleaning standards meet the requirements. With Mitie, rostering and Agency staff/overtime used to backfill holidays and sickness. The day to day monitoring of cleaning standards is undertaken by GWR Duty Station Managers, who make reference to AM, Mid-shift and PM task sheets. Additionally, joint audits/walk-arounds are undertaken on a regular basis by Mitie + GWR DSMs.</p>	<p>Output based specification, then bidders devise staffing plans.</p>
<p>What is the rate of pay applied to cleaning grades on this contract?</p>	<p>London Living Wage</p>	<p>London Living Wage and Real Living Wage</p>	<p>As a minimum Living Wage Foundation rates apply</p>	<p>Not known</p>	<p>National Living Wage</p>

Do cleaners receive company or statutory sick pay?	This is managed by the suppliers directly with their staff	No	Directly employed get company sick pay. Sub-contracted ones get statutory sick pay.	Not known	
Do cleaners receive free travel on the rail network?	NA	No, only for duty matters	Directly employed staff do and contractors do if required as part of job to get from station to station and in addition 5 leisure boxes per annum	No	contact Churchill
How often are your trains deep cleaned as part of the contract?	We follow train manual recommendations and additional data based on customer figures to set up to frequency of deep cleans on our fleet	Every 28 days	Every 28 days	Every 28 days	On Metro
Have you increased the frequency of deep cleans on trains since Covid-19?	We follow governments' guidance (UK, FR, BE and NL) on Covid 19 cleaning activities	No	No	No	Cleaned by in-house staff
How often are your stations deep cleaned as part of the contract?	general deep clean done every period (4 weeks) but other activity done at different frequency	N/A	This is dependent on footfall at the station, higher footfall has more frequent deep cleans	On request	Yes and applied fogging solution

<p>Have you increased the frequency of deep cleans on stations since Covid-19?</p>	<p>Network Rail have specified a cleaning regime: touch point cleaning is carried out every two hours (that is additional to normal daily cleaning) using a viricidal product. Customer facing areas and Back of house are part of this regime including (not exhaustive list) Staff mess rooms including shower facility, Door handles, Toilets, Ticket offices, Control rooms, Work stations, Customer information desks and offices, Gate lines, Ticket Offices. Additional deep clean of the station have been carried out: this was when a specific concern was raised or to take advantage of lower passenger footfall.</p> <p>c. Introduction of a product called Zoono. Zoono is a sanitising germ protection spray that kills germs and</p>	<p>N/A</p>	<p>Yes</p>	<p>The frequency is same but scope has increased with enhanced cleaning regime introduced along with usage of authorised chemicals and disposable cloths/paper towels. Additional sanitizers and sanitizing wipes are being provided. Provision of Chlorox machine in place if required.</p>	<p>Periodic schedule for all deep cleaning and high level work.</p>
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	helps keep surfaces and touch points protected for longer. It remains active on surfaces for an extended period of time and works in conjunction with the enhanced cleaning regime.				
What other measures have you put in place to enhance cleaning regimes on your franchise since Covid-19?	<p>We follow governments' guidance on Covid 19 cleaning activities</p> <p>Hand sanitiser dispenser, cleaning bottles and Blue roll have been dispatched at key points;</p> <p>Masks, gloves, visors and wipes are available for staff to use;</p> <p>One way systems implemented as suitable;</p> <p>Signage to support guidance from government;</p> <p>Introduction of maximum number of person per room/ areas.</p>	Overnight manual & misting sanitisation programme	<p>Increased cleaning schedules</p> <p>Every train is sanitised every night</p> <p>Use of enhanced cleaning products</p> <p>More focus on Touch points as a priority over other tasks such as litter picking</p> <p>Tighter governance on contractual obligations</p> <p>Increased turn around and in transit , fogging , and new processes</p>	<p>Servest (Turn-around cleaning at Paddington)</p> <p>- All high contact areas such as door open/close buttons, grab rails are cleaned using disposable cloths/ paper towels and authorised chemicals (Virucidal) that conform to EN14476:+A2:2019 European Standard.</p> <p>ISS (Depot) - Enhanced On-depot Cleaning with increased use of antiviral chemicals, antibac wipes and beginning to use Zoono Z-71. All units continue to be cleaned every night.</p>	

Will you set out what payments have been made to your cleaning contractors in every year since 2017?	Contained in the contract	Detail unavailable	Sensitive information	Commercially sensitive	Yes and daily disinfecting of all touch points.
Will you set out what additional payments have been made to cover the costs of the response to Covid-19?	Contained in the contract	Detail unavailable	Sensitive information	Not known	

