

Cleaning Risk Assessments

Company-wide risk assessment for cleaning tasks, equipment, chemicals and site hazards

Company	SPARKLEGO LTD (trading as USparkle)
Company number	17471969
Registered office	66 Paul Street, London, EC2A 4NA
Insurance	Simply Business — policy AZBI5757583XB, public liability £5,000,000, employers liability £10,000,000, valid to 21 September 2027
Assessment date	22 September 2026
Review date	22 September 2027 (or sooner after any incident or change of method, equipment or chemical)
Assessment scope	All domestic and commercial cleaning work carried out by USparkle cleaners and approved contractors across the United Kingdom
Assessor	Director, SPARKLEGO LTD

How risk is scored

Risk rating = Likelihood (L) × Severity (S), each scored 1 to 5. 1–6 low (green, monitor), 8–12 medium (amber, further controls planned), 15–25 high (red, work must not proceed until reduced).

L × S	1	2	3	4	5
1	1	2	3	4	5
2	2	4	6	8	10
3	3	6	9	12	15
4	4	8	12	16	20
5	5	10	15	20	25

Rows down = likelihood, columns across = severity.

1. General cleaning tasks

Hazard	Who is at risk	Existing controls	L	S	R	Further action
Slips, trips and falls on wet or freshly mopped floors	Cleaners, clients, public	Wet floor signs placed before mopping and left until dry; clean in sections leaving a dry walkway; non-slip footwear worn; spillages cleared immediately; cables kept out of walkways.	2	3	6	Spare wet floor signs carried in every cleaner kit; checked at monthly kit audit.
Manual handling — moving furniture, buckets, vacuum cleaners	Cleaners	Manual handling covered in induction training; two-person lift for anything heavy or awkward; buckets filled part-full; trolleys and wheeled equipment used; no lifting above shoulder height.	2	3	6	Annual refresher on manual handling recorded in the training module.
Working at height — high dusting, curtain rails, light fittings	Cleaners	No standing on chairs, tables, baths or worktops; only class EN131 step stools or steps supplied by USparkle; extension poles used wherever possible; three points of contact; steps checked before use.	2	4	8	Ladder/step condition check added to the pre-job checklist in the app.
Sharps, broken glass and needles in waste	Cleaners	Never press waste down by hand; puncture-resistant gloves worn; broken glass swept with dustpan and wrapped before binning; sharps not handled — job stopped and reported through the app.	2	4	8	Sharps found on site reported as an incident; site flagged before repeat visits.
Lone working in customer homes and empty premises	Cleaners	Job start and finish clocked in the app so the office knows where each cleaner is; customer address and contact held centrally; cleaners leave immediately and call if they feel unsafe; no working after dark in empty premises without agreement.	2	4	8	In-app check-in reminder if a cleaner has not clocked out 30 minutes after the expected finish.
Fatigue and stress from long shifts or tight schedules	Cleaners	Realistic job durations set at booking; travel time allowed between jobs; breaks built into shifts over 6 hours; cleaners can decline jobs.	2	2	4	Monitor ratings and complaints for signs of over-booking.

2. Equipment

Hazard	Who is at risk	Existing controls	L	S	R	Further action
Electric shock from vacuums, polishers and extension leads	Cleaners, occupants	Visual check of plug, lead and casing before every use; damaged equipment taken out of service and labelled; PAT testing of company electrical equipment every 12 months; no equipment used in wet areas unless rated for it; RCD used outdoors.	2	4	8	PAT test records kept with the equipment register and renewed annually.
Entanglement or contact with moving parts (rotary machines, vacuum brush bars)	Cleaners	Only trained cleaners use rotary and carpet machines; machines unplugged before clearing blockages or changing pads; long hair tied back; no loose clothing or jewellery.	1	3	3	Skill gate in the app restricts machine jobs to trained cleaners.
Trailing cables causing trips	Cleaners, clients, public	Cables run behind the cleaner and along walls; nearest socket used; cable tidied as work progresses; work area cordoned in public places.	2	3	6	No further action — controls adequate.
Noise from vacuums and floor machines	Cleaners	Modern low-noise machines used; exposure short and intermittent; ear protection available for extended floor machine work.	1	2	2	Review if any machine exceeds 80 dB in regular use.
Hot water, steam cleaners and vapour burns	Cleaners	Gloves worn; steam machines pointed away from the body; machines depressurised before opening; no refilling while hot.	2	3	6	Manufacturer instructions kept with each steam machine.
Defective or borrowed customer equipment	Cleaners	USparkle equipment used by default; customer equipment only used if visibly sound and the customer confirms it is maintained; anything doubtful is refused and reported.	2	3	6	Cleaners record refusals in the job notes.

3. Chemicals (COSHH)

Hazard	Who is at risk	Existing controls	L	S	R	Further action
Skin irritation and dermatitis from detergents and degreasers	Cleaners	Nitrile gloves supplied and worn for all wet work; products diluted to manufacturer rates; hands washed and dried after use; barrier/after-work cream available; cleaners report any skin changes.	2	3	6	Skin checks discussed at each supervision; switch to milder product if reported.
Eye and respiratory harm from sprays, bleach and acidic descalers	Cleaners, occupants	Trigger sprays applied to the cloth, not into the air; windows opened and extractors used; eye protection for descalers and oven products; no spraying near occupants or pets.	2	4	8	Safety goggles added to every cleaner kit and checked monthly.
Toxic gas from mixing chemicals (bleach + acid/ammonia)	Cleaners, occupants	Absolute rule: never mix products. One product per surface, rinse between products. Training covers this explicitly. Products kept in original labelled containers.	1	5	5	Mixing rule repeated in the in-app pre-job checklist and annual refresher.
Accidental ingestion or contact by children, vulnerable adults or pets	Occupants	Chemicals never left unattended; caddy kept with the cleaner at all times; products removed from site or locked away at the end of the job; child and pet presence noted at booking.	1	5	5	Booking form flags children/pets so cleaners plan the order of work.
Unlabelled or decanted products	Cleaners, occupants	Decanting only into correctly labelled bottles supplied by USparkle; unlabelled containers disposed of; safety data sheets held for every product in use and available on request.	2	4	8	COSHH file and safety data sheets reviewed annually or when a product changes.
Chemical spills	Cleaners, occupants	Small spills absorbed, ventilated and rinsed; large spills — area evacuated, job stopped and the office informed; spill wiped with water, never another chemical.	2	3	6	Spill procedure printed on the inside of each caddy.

4. Site and environmental hazards

Hazard	Who is at risk	Existing controls	L	S	R	Further action
Biological hazards — bathrooms, bodily fluids, waste, mould	Cleaners	Colour-coded cloths (red for toilets, blue general, yellow washroom, green kitchen); disposable gloves and aprons for bathrooms and waste; hands washed after every area; hepatitis awareness in induction; heavy mould jobs quoted as specialist work with RPE.	2	4	8	FFP3 masks stocked for mould and heavy soil jobs.
Builders' cleans and end-of-tenancy sites — dust, debris, unfinished works	Cleaners	Site walked and photographed before work; dust masks, gloves and sturdy footwear worn; no work alongside active trades where practicable; no clearing of construction waste or hazardous material.	3	3	9	Pre-visit site check required for every builders' clean over 4 hours.
Asbestos in pre-2000 buildings	Cleaners	Cleaners never drill, sand, scrape or disturb ceilings, artex, pipe lagging or panels; any suspected material — stop work, leave the area, inform the office and the client.	1	5	5	Client asked to confirm an asbestos register for commercial pre-2000 premises.
Aggression, harassment or unsafe behaviour by occupants	Cleaners	Cleaners may leave at any time without penalty and are paid for the time attended; incidents logged in the app; repeat customers blocked; no cleaner sent back to a site after a reported incident.	2	4	8	Incident log reviewed monthly by the director.
Animals and pets on site	Cleaners	Pets noted at booking; customers asked to secure animals; cleaners not required to work in a room with a loose dog; bites or scratches reported and treated.	2	3	6	Pet question kept mandatory on the booking form.
Fire and emergency evacuation	Cleaners	Escape routes identified on arrival and kept clear; equipment never blocks fire doors or wedges them open; site alarm procedure followed; cleaners report to the assembly point and inform the office.	1	5	5	Commercial sites asked for their fire procedure at contract start.
Driving and travel between jobs	Cleaners	Valid licence, MOT, tax and business-use insurance required from any cleaner driving to jobs; no phone use while driving; routes planned with realistic travel time.	2	4	8	Driving document checks recorded in the compliance module.
Working in occupied public areas — offices, schools, venues	Cleaners, public	Barriers and signage used; work timed outside busy periods where possible; trolleys never left unattended; DBS-checked cleaners only for schools and vulnerable settings.	2	3	6	Skill and DBS gating enforced by the booking system.
Infectious disease control	Cleaners, occupants	Hand hygiene, single-use cloths in high-risk areas, cleaners do not attend work when unwell, disinfectant used on high-touch points.	2	3	6	Procedure reviewed against UKHSA guidance annually.

Personal protective equipment (PPE) supplied

Item	Used for
Nitrile disposable gloves	All wet work, chemical handling, bathrooms and waste
Puncture-resistant gloves	Waste handling, builders' cleans, glass
Safety goggles	Descalers, oven cleaners, overhead spraying
Disposable aprons	Bathrooms, bodily fluids, heavy soil
FFP2 / FFP3 masks	Dusty builders' cleans, mould remediation
Non-slip closed-toe footwear	All jobs
Wet floor signs	Any mopping or wet cleaning
Knee pads	Floor-level and bathroom work

Training and competence

- Every cleaner completes induction training before their first job: health and safety, COSHH and chemical safety, manual handling, lone working, safeguarding and infection control.
- Specialist tasks (rotary and carpet machines, builders' cleans, work at height beyond a step stool) are skill-gated in the USparkle app — only cleaners with the recorded training are offered those jobs.
- DBS checks are held for cleaners working in schools, care settings and with vulnerable adults.
- Training records, certificates and refresher dates are held in the compliance area of the USparkle system and are available to clients on request.

Accidents, incidents and emergencies

- All accidents, near misses, damage and aggressive behaviour are reported through the USparkle app the same day and recorded in the accident book.
- Reportable injuries, dangerous occurrences and occupational diseases are reported to the HSE under RIDDOR.
- First aid kits are carried in every cleaner kit; serious injury — call 999 first, then the office.
- Damage claims are handled through the USparkle claims process and, where needed, the Simply Business public liability policy (£5,000,000).
- Incidents are reviewed monthly by the director and this assessment is updated where a control has failed.

Site-specific assessment

This company-wide assessment is supplemented by a site-specific check carried out by the cleaner on arrival at every job, recorded in the app: access and escape routes, floor condition, occupants present (children, pets, vulnerable adults), electrical points, equipment condition, and anything unexpected. Work does not begin until any new hazard is controlled or the office is informed.

Declaration

I confirm that these risk assessments have been carried out for SPARKLEGO LTD (trading as USparkle) in line with the Management of Health and Safety at Work Regulations 1999, the Control of Substances Hazardous to Health Regulations 2002, the Manual Handling Operations Regulations 1992, the Provision and Use of Work Equipment Regulations 1998, the Work at Height Regulations 2005 and the Personal Protective Equipment at Work Regulations 1992 (as amended). They are communicated to all cleaners and reviewed at least annually.

Signed	
Name and position	Director, SPARKLEGO LTD
Date	22 September 2026
Next review	22 September 2027