

Cleaning Audit Scorecard

Score any cleaning provider objectively, area by area, instead of relying on a subjective walk-round.

An audit scorecard turns "does this look clean?" into a number — a repeatable, weighted score across every area type, so quality can be tracked over time and compared between sites or providers. Use it to audit your current contractor, or to benchmark a new one during mobilisation.

Download the scorecard

A fillable, weighted scorecard with the scoring scale and area weightings set out below.

Scoring scale

- 4 — Excellent: no observable defects
- 3 — Good: minor defect not affecting overall impression
- 2 — Acceptable: noticeable defect requiring attention at next visit
- 1 — Poor: significant defect requiring immediate attention
- 0 — Fail: area not cleaned or health/safety risk present

Scorecard by area

Area	Criteria checked	Weighting	Score (0-4)
Entrance/reception	Floors, glass, furniture, first impression	15%	_____
Washrooms	Sanitary fittings, consumables, odour, floor	25%	_____
Offices/desks	Surfaces, floors, bins, dust	20%	_____
Kitchens/break-out	Surfaces, appliances, bins, floor	15%	_____
Corridors/stairwells	Floors, handrails, skirting	10%	_____
High-level/periodic items	Dust build-up, vents, ledges	10%	_____
Consumables & equipment	Stock levels; correctly colour-coded equipment in use	5%	_____

Calculating the overall score

Multiply each area's score out of 4 by its weighting, sum the results, and divide by 4 to get a percentage. A typical acceptable pass mark is 85% for a general office site, rising to 90-95% for healthcare, food-production or other high-sensitivity environments.

What to do with a low score

A single low score triggers a follow-up visit and a remedial plan, not automatically a contract problem. A trend of low scores over consecutive audits is the signal that matters — feed it into your SLA review and, if unresolved, your provider-switching process.

Colour-coded equipment check

Include a check that BICSc four-colour-coded equipment is being used correctly — red for washrooms, blue for general areas, green for catering, yellow for higher-risk areas — as cross-contamination between colour zones is an easy defect to miss on a casual walk-round. See our colour-coding guide.

Prepared by Optus Glean UK — nationwide commercial cleaning. For a free site survey and a fixed monthly quote, visit optusglean.co.uk/quote or call 0330 027 2159. This template is provided as a practical starting point and is not legal advice.