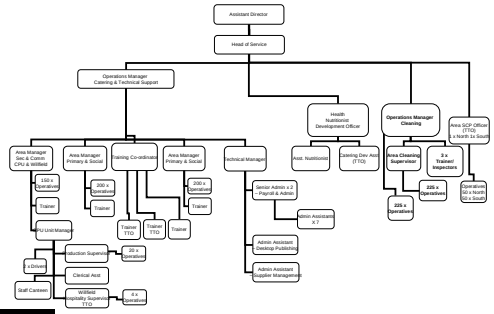
Cleaning Best Performer 2006

Brenda Oliver – Head of Service

Background

- Cleaning Services in Children & Young People's Directorate
- Facilities Management

Hospitality Services Structure



Cleaning Business

- 98 Schools in Stoke-on-Trent
- P.F.I Contract
- 2 million turnover
- 117 SLA's
- Procurement

Human Resource

- Recruitment
- Training
- Attendance Management

The Future

- Single Status
- Customer Expectations