



Operating a Cleaning Service over a large geographic area

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Introduction

- The story so far....
 - Who we are & What we do!

- Innovations:
 - New Machinery
 - Holiday Planning
 - New Ethos to Education
 - Successes operating over a large geographic area.
 - Disappointments & Challenges

- The Future and our approach to service improvements

- Summary

The Cleaning Story So Far....

Who we are & What we do!

- 4 years ago Cleaning and Catering were a combined service.
 - Cleaning had previously taken a back seat.
 - A distinct lack of investment.
- With the Service now spilt a new team was developed:
 - New Cleaning Service Manager
 - 2 Area Managers
 - Increased number of Area Co-ordinators from 2 to 3.
 - Increased number of Squad Cleaners from 4 to 10.
- Increased Responsibility:

6 High Schools

58 Primary Schools

94 Offices

Crossing Patrollers

Confidential Waste

Feminine Hygiene

House Deep Cleans

Post Room

Housing Association Cleans

Kitchen Canopy Cleans

Crime Scene Clear up



INNOVATIONS





New Ethos to Education 'Whack The Flu'

- Interpreted for Scottish primary schools
- The Education Department has agreed to add it on to their curriculum for excellence.
- Reduce the risk of infection being passed from one child to another.
- Correct hand washing methods :
 - BIFIM studies show this play has reduced absence rates up to 52%
- Working together with teachers and pupils from Jedburgh Grammar created the play - designed costumes
- 8 primary schools within three months
 - **New Innovations:**
 - Cleaning Toys for Nursery's
 - Talking Bins





Our Successes

In operating a service over a large geographic area

- ◆ Increased Squad Team
 - ◆ Holiday Planning
 - ◆ Offset Relief staff & contractor spend.
- ◆ Day Time Cleaning in High Schools
 - ◆ Improved Staff Moral
 - ◆ Reduced Absences from 5.19% - 4.02%
- ◆ Day Time Cleaning in Offices:
 - ◆ Hotdesk wipes
 - ◆ Recycle Banks - Bins
- ◆ Service Awards:
 - ◆ BICS Challenge Cup winner 2010
 - ◆ BICS Challenge Cup runner up 2011
 - ◆ Winner APSE Best Service Team building / Facilities Cleaning Service





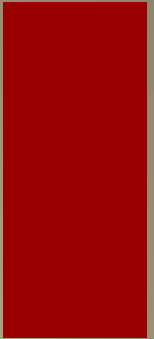
Disappointments-/Challenges

- ◆ Reduction of staff.
- ◆ A reluctance to change.
- ◆ The Removal of a Summer Clean.
- ◆ Technology.





The Future and our approach to service improvements



- To raise the profile of cleaning services within the council as well as the private sector.
- Continued Training for all staff members to an accredited level.

Introduction of new technology :

- Sensor bins and sensor hand towel in our offices.
- Hand sanitizer units
- Micro fiber Cloths / flat mops systems across all sites



Summery

- Increased investment in Cleaning Services over the last 4 years, following the restructure.
- An increase in the Squad Team along with the introduction of day time cleaning & accredited training has improved productivity and staff motivation.
- A continuing investment in new equipment has helped improve standards.
- Building relationships with in Education and Schools across the borders
- Help build a stronger profile of Cleaning Service