

ICS Cleaning Case Study

Norton College Malton

School Cleaning services for a highly regarded and respected secondary school and sixth-form in the picturesque North Yorkshire town of Norton near Malton.

ICS Cleaning Ltd.

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“It was obvious right away that the personnel needed a lift in morale and that that standards needed to be raised.”

- April Mulvana Area Manager ICS Cleaning

ICS Cleaning Case Study

Remedial improvements to raise standards at a respected secondary school and sixth-form

“Providing a clean environment for students to learn in is vitally important for teachers, and something which requires a great deal of planning and expertise to get right. We’re incredibly proud of our team at Norton College and the work they’re doing every day to maintain the high standards we originally put in place when we took over from the previous cleaning company.”



Chris Turner,
Managing Director
ICS Cleaning Ltd.

Norton College

School Cleaning work for a mixed secondary school, sixth form and specialist humanities college with academy status in Norton, North Yorkshire.

www.nortoncollege.net/aboutus



Norton College

“The standard of cleaning is very high, and the staff are friendly and polite”.



Summary

Client:

Norton College

Service Provided:

School Cleaning

Location:

Norton,
North Yorkshire

Sector:

Education

Initial Brief

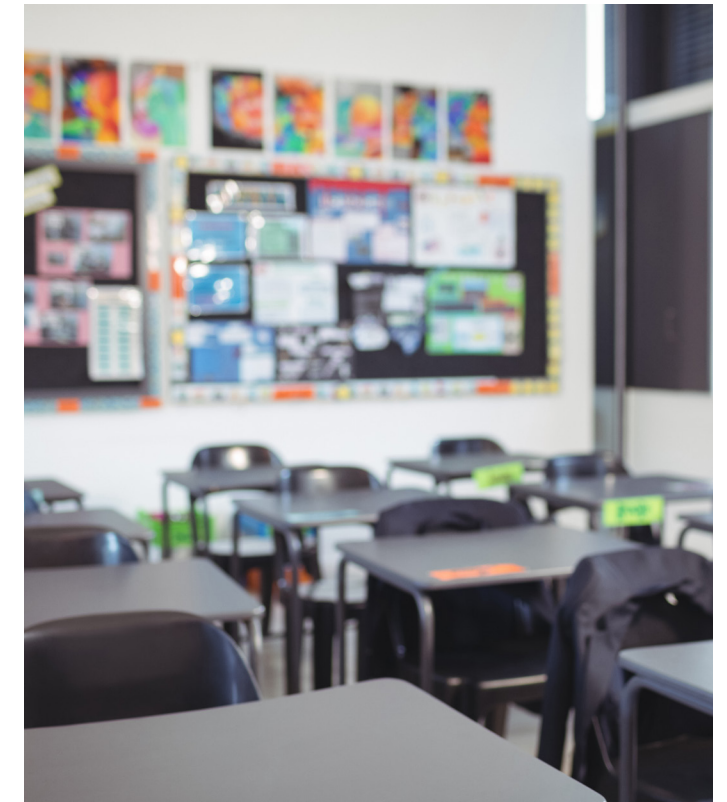
A secondary school and sixth-form that is well regarded by students, parents, and the governing body approached ICS Cleaning to create a customised School Cleaning Service package. ICS Cleaning is a provider of a variety of accredited cleaning services developed specifically for the educational sector.

Challenges

It was immediately apparent that cleaning standards needed to be raised and employee morale needed to be raised. To come up with a different approach, ICS collaborated closely with the customer, suppliers, and cleaning staff.

Outcome

The college now has a considerably improved appearance, and every staff member is much happier in their job. The pupils can now relax and have fun in settings that match the standard for care and education that Norton College provides.



Service Spotlight: School Cleaning Services

We cater for all educational establishments – from nursery schools through to sixth form colleges and universities.

Our priority is to meet your needs for a clean and safe learning environment, helping to instil a sense of pride in students for their surroundings, which is proven to lead to increased attendance. We understand the challenges head teachers, principals and business managers face with the upkeep of their site and as such we offer a transparent, cost-effective and personal school cleaning service, tailored to fit the needs of your organisation.

Quality assurance and regular communication is the key to our service. Our site supervisors and contracts manager meet you regularly and quality assurance analysis is provided on a monthly basis. In addition to this, a feedback diary is kept in the organisation for staff comments to be communicated instantly to the supervisor and a 24-hour helpline is available. Our school cleaning service delivers all aspects of cleaning, from daily cleaning to periodic or specialist deep cleans, and other caretaking and maintenance work.



Our school cleaning services include:

- Daily cleaning
- Periodic deep cleans
- Kitchen deep cleans
- Floor maintenance programme
- Window cleaning
- Carpet cleaning
- Emergency cleaning
- Painting and decorating
- Graffiti and chewing gum removal
- Litter picking
- School daytime cleaning
- School maintenance
- Facilities management

Service Benefits

There are huge service benefits to transferring to a contract cleaning specialist. We take care of all of the detailed work for you, including the TUPE transfer, and the pension details, as we have 'Admitted Body Status' for Local Authority pension schemes. This is what you would benefit from if you were to contract your school cleaning services to us:

- Expertise and experienced management of staff by a company that specialises in the education sector.
- A flexible and comprehensive cleaning service which can be tailored to meet the needs of your school, college, academy or university.
- A wealth of experience and knowledge concerning all cleaning matters.
- Links with other services to support the achievement of consistent standards.
- Practical hands-on support in the event of an emergency.
- Independent cleaning inspections on a regular basis.

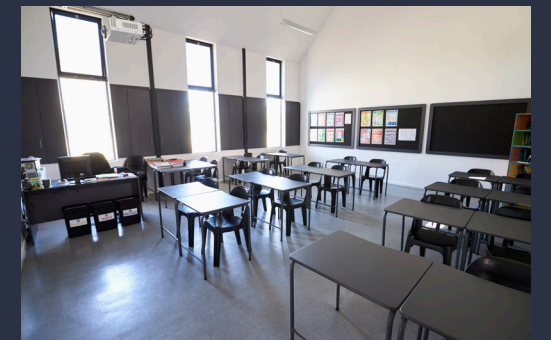
Our Service

- Delivery of a cost-effective cleaning operation which maximises the use of resources to meet customer expectations.
- Ensures the highest possible standards of cleanliness providing a safe environment for pupils, staff and visitors.
- Advice to headteachers or business managers and governors on cleaning frequencies and standards of cleanliness.
- Organised cleaning methods and work schedules to suit the needs of the school.
- Introduction of the latest cleaning technology and methods; we're always looking at new ways of innovation and offering a unique service.
- Technical advice on floor treatments and specialist cleaning that normally falls outside of the daily cleaning regime.

We are one of the largest independent school cleaning service providers in the North of England.

Established in Hull more than 30 years ago, we offer a full range of cleaning services to a variety of customers, including: office cleaning, commercial cleaning, school cleaning, retail and leisure cleaning, shopping centre cleaning, industrial cleaning, factory cleaning, car park cleaning, pressure cleaning, washroom services, feminine hygiene, janitorial supplies, grounds maintenance, fire and flood restoration, graffiti removal and handyman services.

Our team has an in-depth understanding of innovative and effective cleaning methods in any environment, together with our numerous long-term relationships with our ever-growing workforce and customer base.





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