

ICS Cleaning Case Study

Outwood Grange Academy

Efficient and Effective: How Outwood Grange
Secondary School Improved its Learning Environment
with Top-Quality School Cleaning Services.

ICS Cleaning Ltd.

Neptune House,
Neptune Street,
Kingston-Upon-Hull,
East Yorkshire HU3 2BP

01482 226 570
info@ics-cleaning.com
www.ics-cleaning.com





“Our team at ICS cleaning services takes great pride in maintaining the highest level of cleanliness and hygiene, ensuring a safe and healthy environment for all staff and students.”

- Tracey Gibson-Wood Area Manager ICS Cleaning

ICS Cleaning Case Study

Delivering quality cleaning services that exceed our client’s expectations

“We understand the importance of cleanliness in maintaining a positive image for the school, and we are committed to delivering a top-quality cleaning experience that not only promotes hygiene but also fosters a conducive atmosphere for learning.”



Chris Turner,
Managing Director
ICS Cleaning Ltd.

Outwood Grange - Danum Academy

Outwood Grange Secondary School in Wakefield is a thriving institution that takes great pride in delivering high-quality education to all its students. The school provides an inclusive and safe learning environment, promoting academic excellence and holistic development. Outwood Grange Secondary School boasts modern facilities and advanced technology, making learning more interactive and engaging. With highly skilled teachers who are passionate about their craft, students are nurtured to become confident, well-rounded individuals, ready to tackle life’s challenges.

www.grange.outwood.com/



“Outsourcing our cleaning contract was a big decision. We were very impressed by the level of service offered by ICS as they had initially provided a cleaning service for part of our Academy site when we were struggling to fulfill our cleaning needs. It was imperative that the standards would be kept high and that we had a fully responsive and flexible cleaning team in place. The move to ICS ensured previous high standards were maintained and ICS tailored both the cleaning and equipment to suit our Academy’s needs, we were also pleased that they could TUPE our existing cleaning staff. We have found them to be a friendly, professional and reliable company, we have regular visits and communication from the area supervisor allocated to us, their cleaning staff just get on with the job providing us with excellent service.”

**- Adelle Rowley
Facilities Manager**



Summary

Client : Outwood Grange Academy	Service Provided : School Cleaning	Location : Wakefield, Yorkshire	Sector : Education
---	--	---	------------------------------

Introduction

In 2015, Outwood Academy faced difficulties in staffing a new Art building. ICS Cleaning was approached by the academy for a solution. Having already provided cleaning services to Danum Academy in Doncaster, which was part of the same trust as Outwood Academy, ICS took on the challenge and began a successful partnership that resulted in a steady increase in contracts.

Problem

Outwood Academy faced staffing difficulties in one of its buildings. The academy had contracted ICS to provide cleaning services to one of its other schools in Doncaster. Therefore, they contacted ICS to see if the company could assist in resolving the issue.

Solution

ICS placed new machinery on site and trained its staff to meet the BICS (British Institute of Cleaning Science) standards it employs across all its sites. The cleaning was done effectively, and within a year, Outwood Academy outsourced cleaning services to ICS for another external building.

Result

The results of ICS’s cleaning service exceeded Outwood Academy’s expectations, and they continued outsourcing to the cleaning company for other buildings within the school. This continued with the same success, resulting in ICS being approached to completely take over the cleaning of the school in early 2022. ICS successfully transferred the school’s remaining staff under the TUPE (Transfer of Undertakings (Protection of Employment) Regulations) to its organization. In January 2023, ICS took over the complete cleaning of Outwood Academy. With new machinery and a rezoning of the school, ICS seamlessly integrated Outwood Academy’s existing staff with its own. The ICS team provided excellent support, building relationships with the new staff who initially felt apprehensive about the change.

Conclusion

Outwood Academy’s experience working with ICS showcases the success of effective communication and excellent support. ICS’s ability to work with and integrate the academy’s existing staff with their own was instrumental in the transfer process being seamless. The success of the partnership was demonstrated by the fact that Outwood Academy approached ICS, as it did not face similar staffing issues elsewhere in the trust. Through effective teamwork and an unwavering commitment to providing top-quality cleaning services, ICS demonstrated that it is more than capable of handling a school of Outwood Academy’s size and complexity.



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 cleaning, and other care-taking 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.

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.





ICS Cleaning Ltd.

Neptune House,
Neptune Street,
Kingston-Upon-Hull,
East Yorkshire HU3 2BP

01482 226 570
info@ics-cleaning.com
www.ics-cleaning.com