

ICS Cleaning Case Study

University of Lincoln

School Cleaning services for a large university campus based in the heart of historic city of Lincoln.

ICS Cleaning Ltd.

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“Meeting the needs of such an extensive and varied site can be a challenge, but one our team relishes.”

- Karen Tagg Area Manager ICS Cleaning

ICS Cleaning Case Study

Continuing the great work achieved over such a long period can be challenging

“Working for a client the size of the University of Lincoln for so long demonstrates that hard work and dedication pay off. We’re immensely proud of our working relationship and the bond we have created with the people there, it’s a great testament to our team and the effort they put in every day”.



Chris Turner,
Managing Director
ICS Cleaning Ltd.

University of Lincoln

Lincoln University is one of our most prestigious sites in the centre of the historic City of Lincoln. As of November 2022, ICS Cleaning has 94 cleaning operatives working on the University sites, with the main campus located next to Brayford Pool in the centre of Lincoln and with separate campuses at the Riseholme and Holbeach sites.

www.lincoln.ac.uk



“The University of Lincoln has worked closely with ICS for the last 15 years. We have always found the workforce has adapted well to the growth of the University over the years. They adapt to our needs and always strive to provide an excellent standard of service and clean.”



Summary

Client:

University of Lincoln

Service Provided:

School Cleaning

Location:

Lincoln,
Lincolnshire

Sector:

Education

An Introduction to the University of Lincoln

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Initial Brief

We were tasked with continuing the excellent work done over the previous 15 years across the three main campuses, as well as strengthening the client's close partnership by providing a flexible and adaptable cleaning service in the future.

Challenges

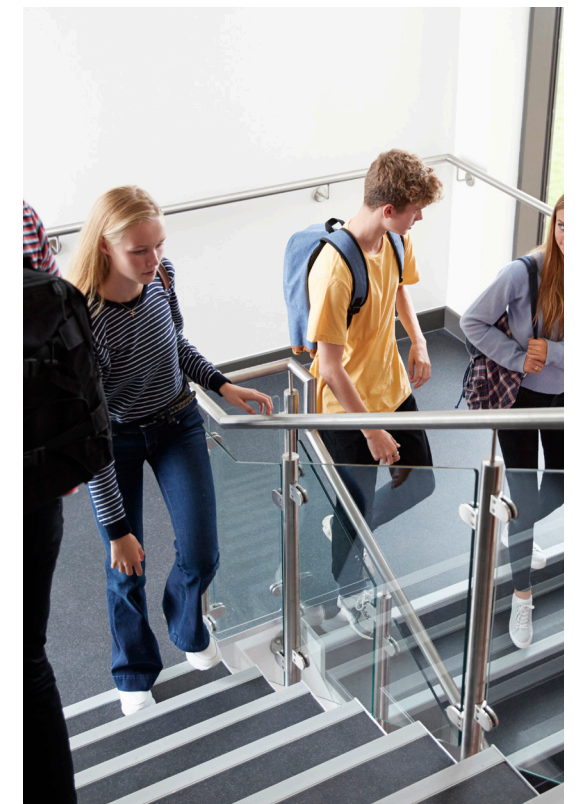
The institution has both new and old building types, necessitating the development of a variety of cleaning methods to ensure the campus maintains a first-rate appearance and is cleaned to a high standard.

Outcome

The client is very pleased with every aspect of the service we offer and our ongoing efforts to maintain a high level of cleanliness throughout the site.

In order to meet the demands of such a large and diverse location, we developed our specialised, eco-friendly range of cleaning products after thorough consultation with the client. These strongly reinforce the university's ideals and goals for a lower carbon footprint overall.

All campus buildings receive daily cleaning services from us. Offices, the main library, lecture halls, classrooms, the staff/student restaurant, kitchens, and student accommodation are all included.



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:

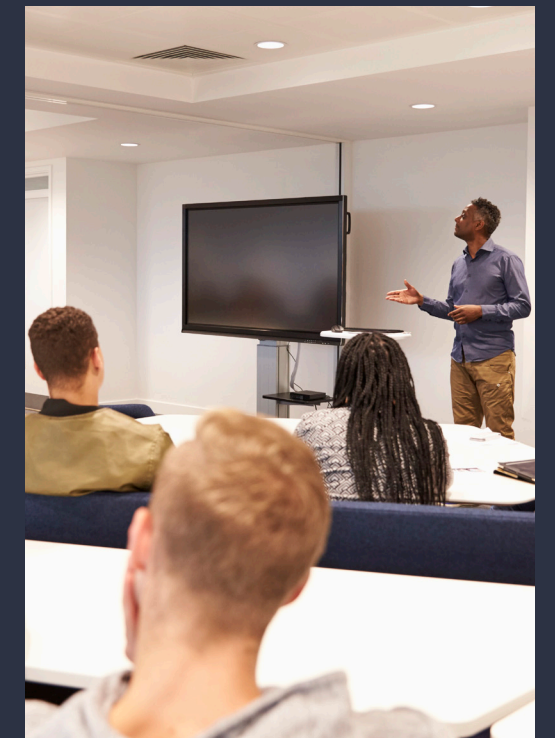
- Expertise and experienced management of staff by a company that specialises in the education sector.
- A flexible and comprehensive cleaning service which can be tailored to meet the needs of your school, college, academy or university.
- A wealth of experience and knowledge concerning all cleaning 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.





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