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CASE STUDY

REIGATE COLLEGE

REIGATE, SURREY

THE SCIENCE OF CLEANING,
THE ART OF CARING

We commenced contract operations at this site in August 2002. Our Director, Ian Forrest, was appointed as the Project Manager.

Reigate College are an extremely successful 6th form College with approximately 1800 pupils and staff. Extracurricular activity is significant and their sports facilities are let to private users as well as adult education classes being run in various parts of the campus on certain evenings.

The College had previously experienced cleaning standards that did not meet their expectations. This was largely due to the cleaning access times (15.30-18.00) and the previous incumbent contractor's inability to recruit and maintain staff numbers.

With this in mind Hayward Services indicated during the tender process that they wished to move to an evening cleaning shift for the vast majority of the site and to an early morning cleaning shift within their sports centre in order to minimise any clash between the cleaning operation and the other site users. Pre tender meetings with the client also indicated concerns about the cleaning standards and the organisation and training of the incumbent team.

During the project management phase of contract commencement (July – October 2002) the following action was taken:

- An SOSR (Some Other Substantial Reason) employment law exercise was conducted, with our Operations Director consulting with each of the onsite staff

and liaising with the client and our employment law consultants, Peninsula Business Services Ltd. The purpose of the SOSR exercise was to move the shift time from late afternoon to evening (18:00 – 21:00). This was achieved, in compliance with legislation, by September 2002. As most of the staff were 6th form students none transferred to the new arrangements.

- An initial deep clean of the site was conducted. This went far beyond a traditional summer periodic clean. Around £2,500 of Hayward funds were spent delivering additional hours of labour via our full time Mobile Technicians. This initial uplift was necessary to reset the expectations of the site cleaning team and meet the needs of the client.
- Our Director attended site daily throughout the summer and throughout the autumn term. In addition to managing the SOSR and site uplift, an entire new team of staff were trained in proper cleaning methods and additional new employees were recruited for the early morning shift of the Sports Centre.
- A new non cleaning Site Supervisor and Assistant Supervisor were appointed and trained. As we were to clean "out of hours" we needed to work with the client's premises team to understand their site security to ensure our familiarity with lock up and alarm processes. During this process the ultimate responsibility remained with the Project Manager.

From October 2002 to the present day our contract management team built upon the initial improvements made. Our Contract Manager met formally with the client once per month in addition to ad hoc inspections and

visits. Our Operations Director attended site termly to meet with the client and took an active part in continuing the process of restructuring and retraining to seek improvement.

The College has been expanding and a large number of new buildings have been added which has necessitated continual review and appraisal of the site, including the methods of cleaning and times of access.

The College has revisited the marketplace to ensure that best value is being delivered and we are now in the third contract term with them. The Hayward management team has been very consistent and continued to meet the client monthly (Contract Manager) and termly (Operations Director) and this has promoted a partnership environment which, in turn, has enabled the consistent delivery of high cleaning standards, with our client being very happy to recommend our service.

Received from Garry Holmes, Estate Manager, Reigate College, Reigate.

"HAYWARD SERVICES HAVE CARRIED OUT OUR SITE CLEANING SINCE 2002 AND WE ARE VERY HAPPY WITH THE SERVICE THEY PROVIDE AND TO RECOMMEND THEM TO ANY PROSPECTIVE CLIENT."



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