

Stockton-on-Tees Borough Council



Building an effective cleaning business

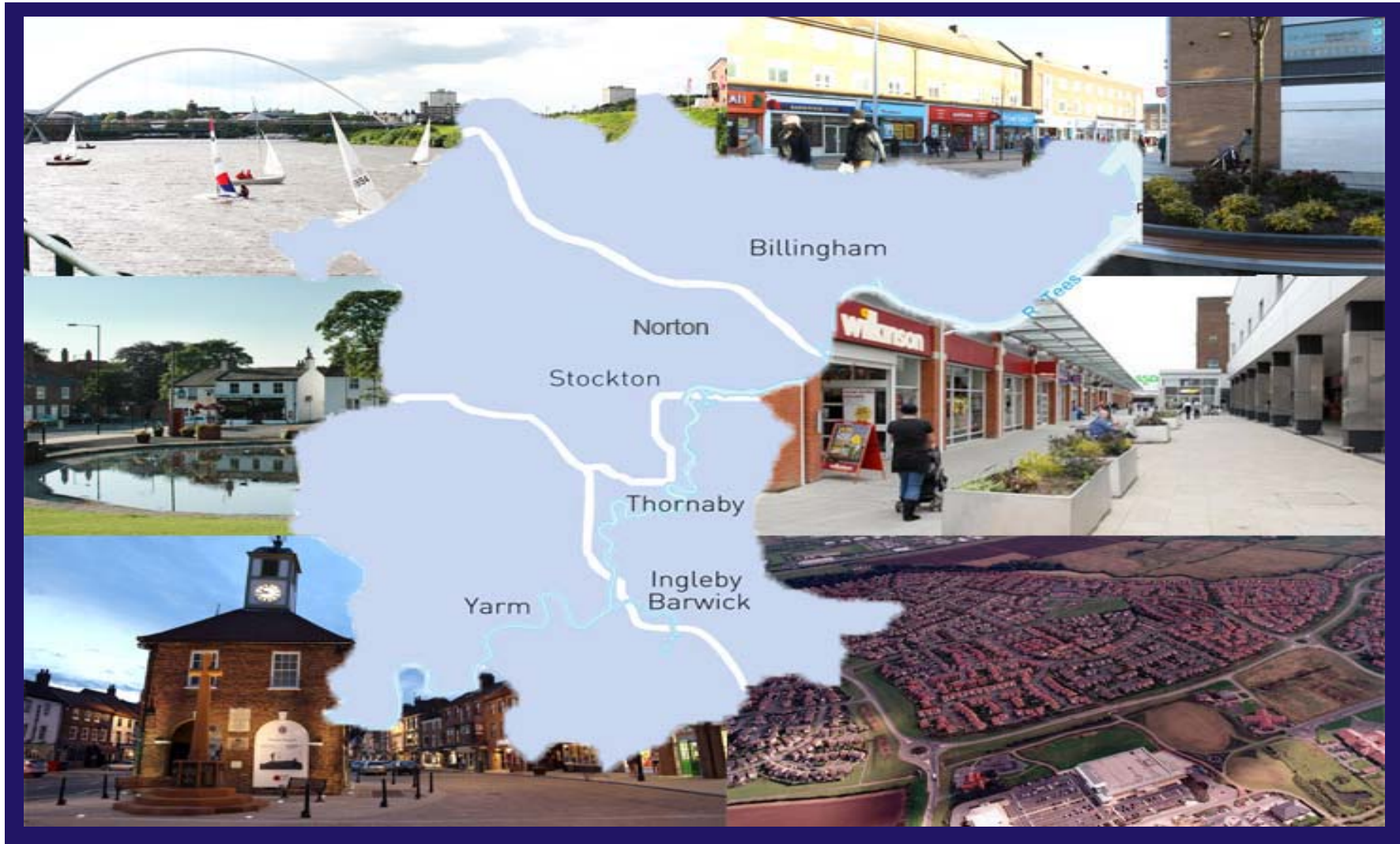
**APSE facilities, catering and cleaning management
seminar 2016**

We're in Business!

**Anita Brown
Building Catering and Cleaning
Community Services**

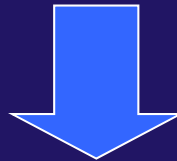
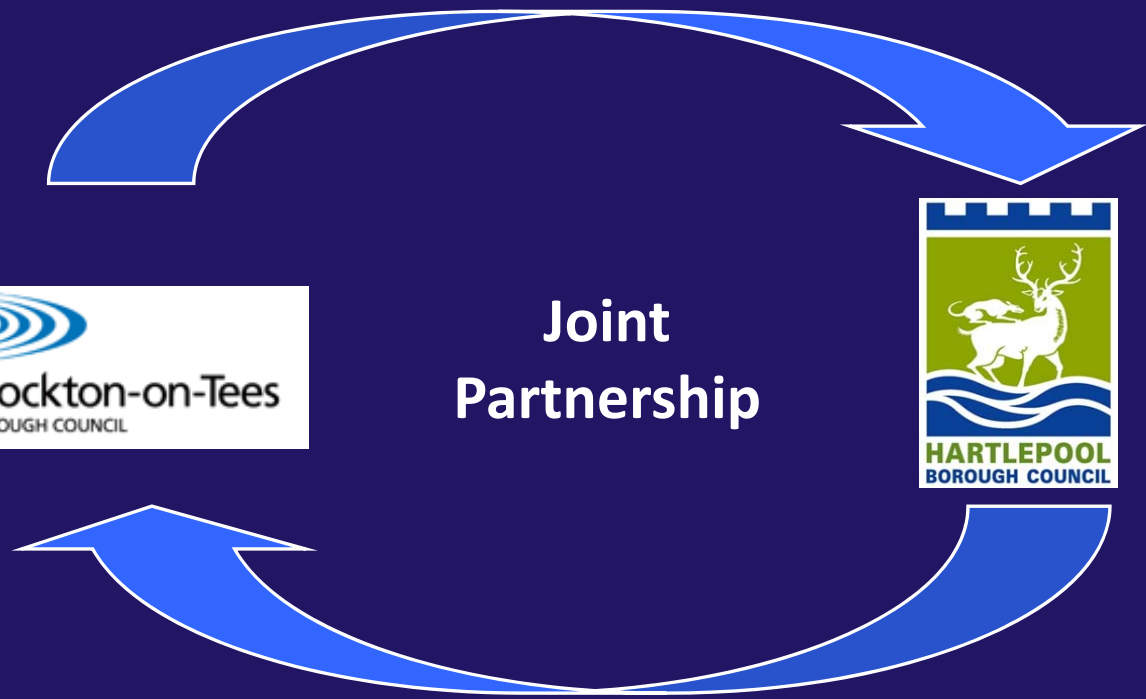
Building an effective cleaning business

- Delivering a service that is valued by all
- Driving efficiency whilst maintaining quality
- Ensuring and monitoring customer satisfaction





Joint
Partnership



thirteen

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Introduction

- Customer Service
- Quality Standards
- Our Workforce
- Local Economy
- Summary

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Customer Service

- Consistent approach
- Good service provision
- Customer care
- Residents/leaseholders surgeries
- Enhance customer relations

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Quality Service

- Value for money
- Site visits/inspections
- Supervision and communication
- Sharing best practice
- Performance management/review
- Environmental strategy

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Our Workforce

- Strong ethos on equality & diversity
- Highly motivated
- Multi-skilled
- Trained in health & safety/COSHH procedures
- CRB checked
- Strong supervision in place
- Sound knowledge base and experience
- Locally situated

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Local Economy

- Essential to secure jobs in current climate
- Economic contribution to the local economy
- Employing local people contributes to 'place shaping' and building stronger communities

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Summary

- Guaranteed customer service
- Proven quality standards
- Trained workforce
- Value for money
- Quality local services by local people, for local people

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