

Lampton Services

Making it work

For us, “that’ll do”, won’t do.

Simon Shewry – Director of Commercial Services
Jamie Sparks – Head of Cleaning Services

Lampton
Group

Lampton Services is a division of The Lampton Group.



Customer first



One team



Respectful

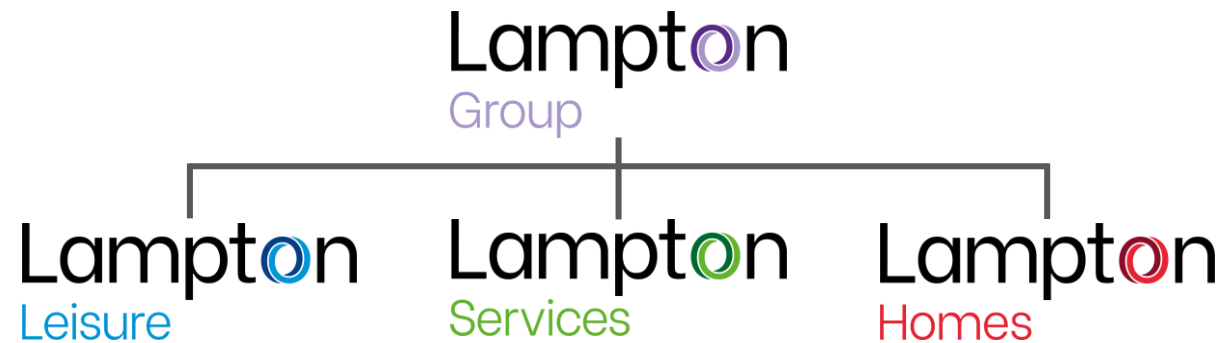


Energised



Lampton Group

- Established 10 years ago, Lampton Group is wholly owned by the London Borough of Hounslow. This means we operate a commercially minded business, with a public service ethos.
- We work in close partnership with the Borough to provide commercial, strategic and social value to the community; any profits we make are invested back into essential services and community projects. We have three operating arms – Lampton Homes, Lampton Leisure and Lampton Services – each exists to enhance the lives of residents and support the council in supplying essential services.



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Lampton
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Who We Are



Customer first

We put our customers first by placing them at the heart of everything we do, with the decisions we make and actions we take.



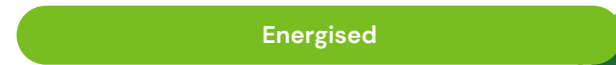
One team

We believe in working together as one team to continuously improve what we do. As one team, we can achieve shared goals and create real lasting impact in our communities.



Respectful

We respect everyone: our colleagues, customers and the environment. We do so by building trust, keeping people safe, improving wellbeing, and looking after the world we live in.



Energised

We approach work with energy, a positive can-do attitude, and a drive to thrive in demanding environments. With the same energy, we take every opportunity to learn, develop and grow.



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Lampton
Services



Our Cleaning Service Delivery



We currently work with a variety of schools, depots, children centres, libraries, leisure centres and offices across West London and now Kensington



We ensure we are ready to begin delivering our promise before day 1



We have a 24-hour mobile team and a team of 25 bank staff to assist you when needed, including key holding

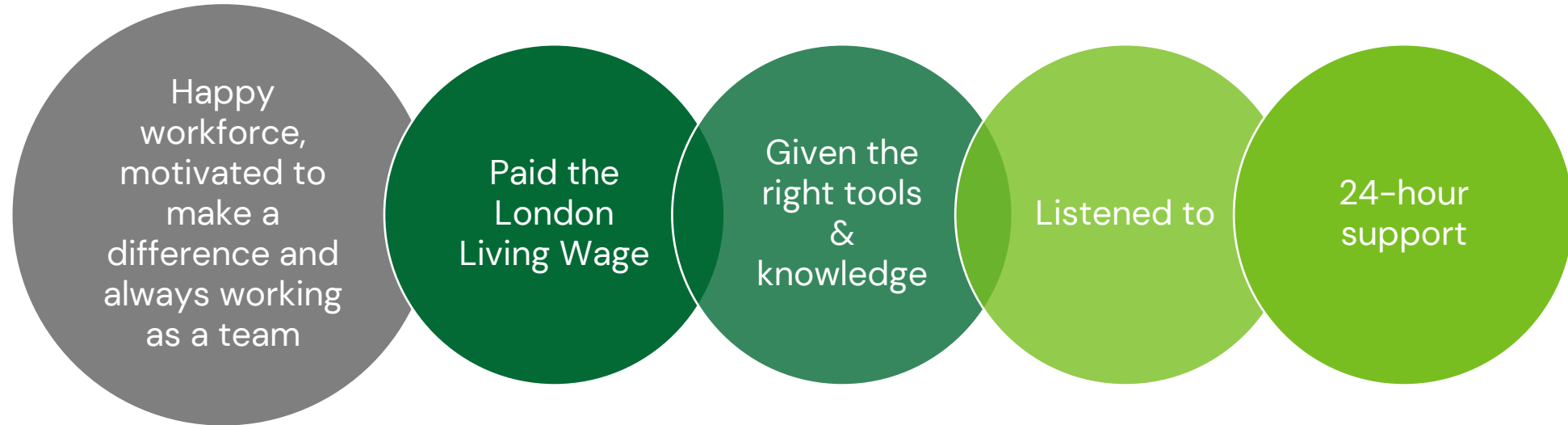


Like everyone, we have our values which guides the way we work. We work together as one team to demonstrate these values daily





Lampton Services Retention Rate



- We are proud to say that our retention rate of our team members is 98.8%
- We treat each team member how we expect to be treated, a job title does not define a person
- Our management team have all been on the frontline themselves they are fully aware of what the job entails and what you can expect as a cleaner which means they understand and know how to motivate



Overview



 100%
Employee Satisfaction

 98.8%
Staff Retention

 12
Senior Management Meetings Per Year

 177
Staff

354
Staff Appraisals Completed Annually

42
Staff Trained In Specialist Works

5
24-Hour Specialist Mobile & On-call Team

 648
Quality Monitors Completed

2%
Less Than 2% Monitor Fails A Year

82%
Average Monitoring Scores 82%


 3
Local Area Managers

1
Local Business Support Manager

1
Local Head of Service Always Available

Enhanced DBS & RTW Checks Carried Out

Full Health & Safety Manual Including Method Statements, Risk Assessments and COSHH Data Sheets Onsite





The Right Tools

All the equipment, chemicals and machinery are hand selected by our team to produce the best results for you.

- ✓ The best value for money for KAA
- ✓ Reducing labour
- ✓ Performing to a high standard
- ✓ Made from recycled products
- ✓ Eco-friendly
- ✓ Inhouse PAT testing

No member of staff will be left on site until they are compliant with our training and are signed off by one of our fully trained Area Managers.

- ✓ Inductions prior to start date
- ✓ 121 training where required
- ✓ Pictorial toolbox talks
- ✓ E-Learning courses
- ✓ Supplier training
- ✓ Refresher training



Cleaning Equipment



Vacuum



Caution sign



Colour coded handle mop bucket



Dual speed buffing/scrubbing machine



Ride on



Sprayborg machine



Micro scrubber drier



Prochem hot water extraction machine



Window Buddi





Induction and Specialist Training

Lampton Services INDUCTION RECORD

Name: _____ Site: _____

Inductee to initial each point to confirm that instruction has been given, received and understood

Site Induction	Site familiarisation including Fire procedure and Assembly Points if yes, has a copy of the Lone Working Risk Assessment been completed?
Is this a Lone Working site?	
Health and Safety (H&S)	
Health & Safety Induction	Risk Assessments / Method Statements
Waste Management	COSHH/Chemical Disposal
Toolbox Induction	Manual Handling
Tools, Machinery and Equipment	
Care and Maintenance	Checking for damage
Tasks - Training	
Colour Coding	Single Solution Mopping
Toilets / Sinks / Floors	Dust Mop Sweeping
Use of Chemicals	Dust & Damp Wiping
Site Rules	
Site Pack/Site Rules/Specification	Storage of equipment and chemicals
Signing in and out	Cleaning cupboard maintenance
HR	
Job Description	Holiday entitlement & Benefits
Employee Handbook / Policies	GDPR/ Data Protection / Privacy Notice
Pay / Pensions	Uniform

I confirm receipt of the information, instruction and training detailed. I understand that compliance with these instructions is part of my Terms and Conditions of employment. I know where the RAMS, COSHH and other H&S information is located and understand this information. I will discuss any issues with my manager.

Inductee Name: _____ Signature: _____ Date: _____

I confirm that all information, instruction and training detailed above has been given in line with Coaslo procedures and as notes overleaf

Inductor Name: _____ Signature: _____ Date: _____

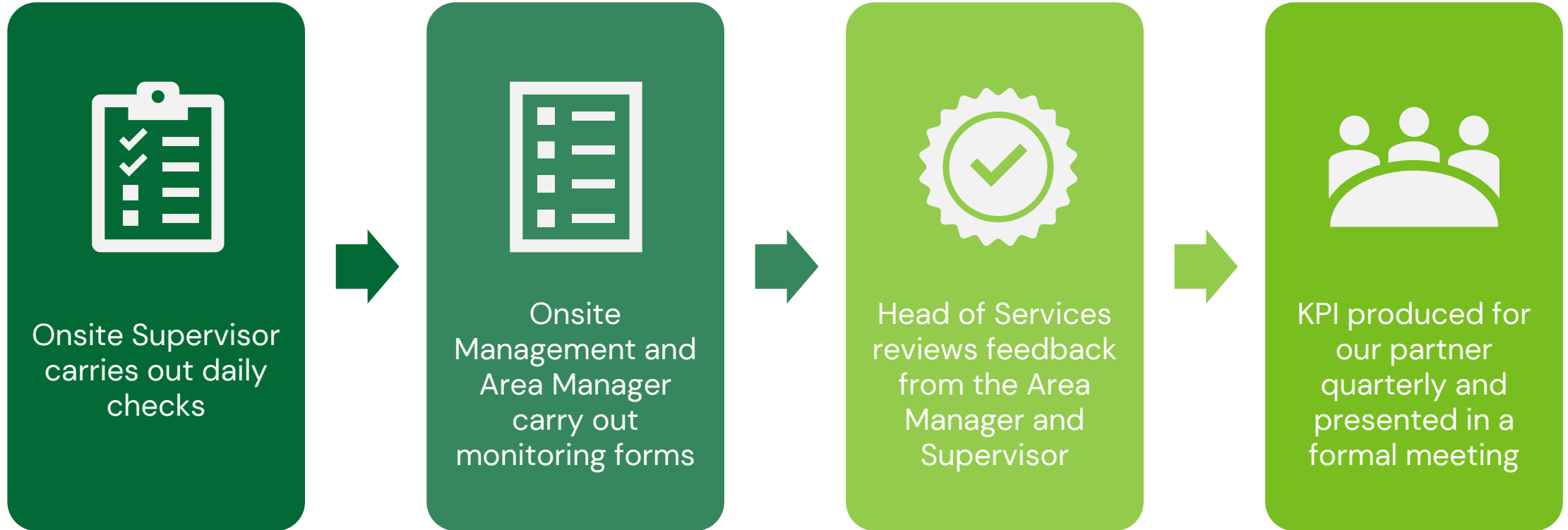
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Induction Record_3
Issued Date: 1st September 2022
Document Owner: Cleaning Team



- 🔧 Carpet Cleaning
- 🔧 Strip and Seal
- 🔧 Upholstery Cleaning
- 🔧 Kitchen deep Clean
- 🔧 Machine Buffing
- 🔧 Machine Scrubbing & Drying
- 🔧 Bonnet Mopping
- 🔧 Dry Steam Cleaning
- 🔧 Body Fluids
- 🔧 Pressure Washing
- 🔧 PC Cleaning
- 🔧 Electrostatic spray/decontamination
- 🔧 High Level Cleaning
- 🔧 Reach & Wash



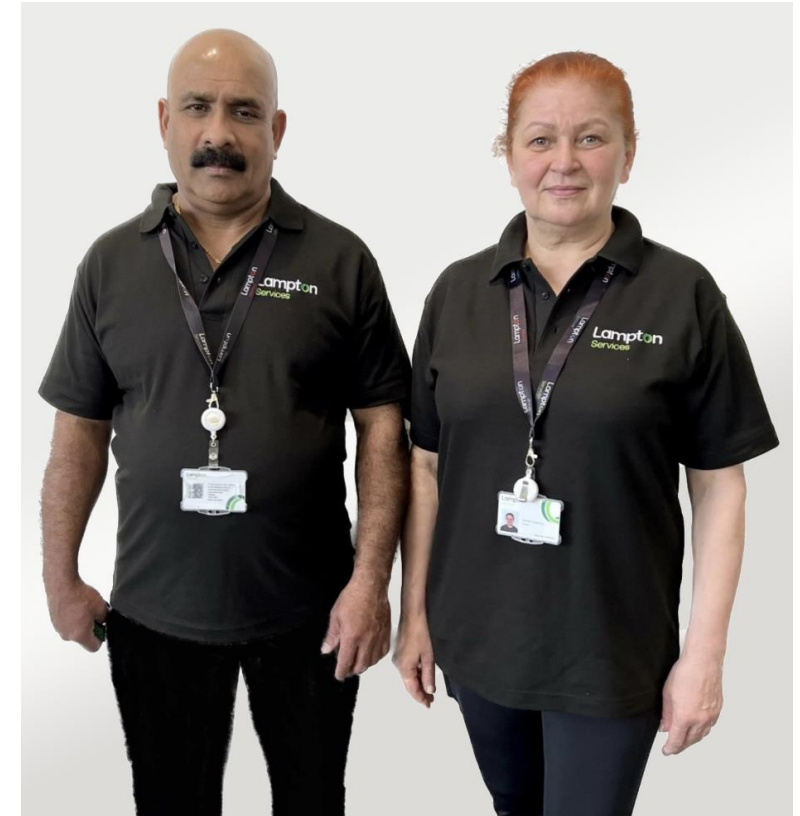
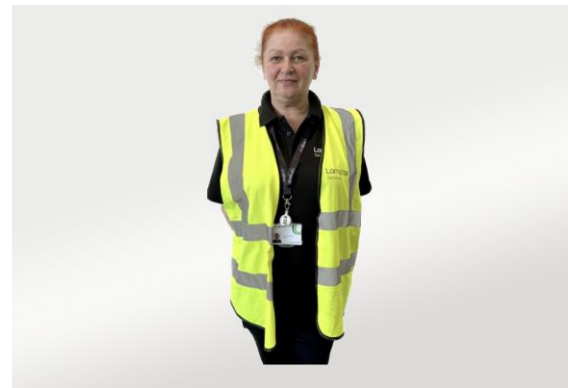
Communication





Keeping you safe

- ✓ Professional PPE and branded uniform
- ✓ Easily identifiable staff
- ✓ ID badges
- ✓ DBS checks
- ✓ Right to work checks
- ✓ TUPE regulations
- ✓ Safeguarding



Why work with Lampton Services



Customer first



One team



Respectful



Energised

- ✓ Experienced management team with frontline knowledge and experience
- ✓ Local supplier, local team and local support available to you
- ✓ We listen and are flexible
- ✓ 25 team members of bank staff – no agency workers
- ✓ We embed our cultures and values
- ✓ 67 sites in and around your area
- ✓ 24-hour mobile team
- ✓ 98.8% retention rate