



# Income Generation

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# Background

- October 2018 – **Restructure** undertaken to create Project Officer Post with part of the remit of income generation – look for income opportunities out-with the existing core services we currently provide within Catering, Cleaning & Janitorial.
- In 2017/18 there were high levels of spend to **specialist cleaning providers** for services such as industrial carpet cleaning. However, with additional training there was nothing to stop our existing skilled workforce carrying out these works and keeping this in-house.
- **researched the existing outsourced services**, their providers and which equipment they use – this ensures we could offer a like for like service at competitive rates
- With an already **established relationship within Education** and the knowledge that most of the budgets were managed at establishment level this was the area we primarily wanted to focus on. Savings in 2010/11 meant we no longer undertook a periodic clean, but HT were willing to pay for this themselves.

# “You don’t build a business. You build the people first, and people build the business” - Zig Ziglar

It is important that we **develop our workforce**, it encourages personal growth, increases their engagement and productivity while allowing us to keep up with industry trends.

The primary stages of this service allows staff the ability to increase their income when they choose without being tied to specific days/hours. This also gives us the opportunity to ensure we have the correct team when it comes to the selection of permanent staff in the near future.

Primary Cost		
Tools	Training	Team
<ul style="list-style-type: none"><li>▪ Research</li><li>▪ Purchase Equipment</li><li>▪ Repairs</li><li>▪ Maintenance</li></ul>	<ul style="list-style-type: none"><li>▪ In house Training Provider</li><li>▪ Train the Trainer</li><li>▪ Maintain</li></ul>	<ul style="list-style-type: none"><li>▪ Source Skilled Team</li><li>▪ Invest in them</li><li>▪ Training</li><li>▪ Review &amp; Support</li></ul>

# What We Have Achieved So Far

Although our service is still in its primary stages we have successfully carried out numerous specialist cleans, have a highly skilled team, top of the range equipment and now have our **first mobile cleaning unit**.

## **Some examples of works we now carry out in-house:**

- Industrial Carpet & Upholstery Cleaning
- Deep Cleans for Dignitary Visits, Opening of New Schools, Business Centres
- End of Commercial / Industrial Tenancy Cleans and have secured a contracts with NL Properties
- De-Infestation Cleans
- Industrial Catering Canopy Cleans
- Cemetery Cleans and secured a contract for 13 establishments to date
- Sanitising Cleans

# Where We Are

Before and after examples of our works that we would have previously outsourced:



# Reviews of our Services

We really appreciate that this work was undertaken over a weekend resulting in absolutely no disruption to the school. The quality of service and the value for money have been outstanding

Thanks to the team for all of their hard work, we are now able to turnaround a properties more swiftly

Thank you for cleaning up after our little visitors and for minimising the disruption to our nursery provision

We've had some very good feedback from Internal Audit about the standard of cleaning at our cemeteries, thank you!

Just a short note of thanks, the difference your team have made to our carpets is amazing, who knew they were blue?

Just wanted to say a huge 'Thank You' for the carpet and upholstery cleaning. We are absolutely over the moon with the results and couldn't believe our eyes when we saw the difference this morning. The place looks great and smells so much fresher!

After the team's visit today I'm delighted with outcome. The chairs and carpets have been given a new lease of life, and the staff areas look like new!

It's fantastic to know that the money is being regenerated back into the Authority

# *“When Life Gives You Lemons.... Make Lemonade”*

Like most of you, prior to Covid we had a vision of how we were going to take our business to the next level and already had the following opportunities in place:

- requests from a number of work places to install catering units – **the staff of these workplaces are now home workers**
- We were in discussions with Social Work regarding Social Care cleans via Care in Community – **These clients are now in the high shielding category**

Faced with adversity, yes we **could have put commercialisation on the back burner**, after all funding for the types of future services we had in mind would no longer be viable. As a team we are optimistic and have a can do attitude even in the face of this adversity and acknowledged that yes we are in a difficult situation but we had to turn this terrible situation into something positive and desirable which to date we have.

# *“Doing the best at this moment puts you in the best place for the next moment”*

Prior to Covid-19 we had researched and placed and our initial order of the **Toucan Systems**, a more eco-friendly and cost efficient cleaning / sanitising products. The delivery of the first batch so happened to coincide with the start of Covid-19 which for us was ideal. The product **surpasses the accreditation required for COVID**, we independently got GSL to verify the certification to keep us right.

The Toucan Eco range allows us to make our own multipurpose disinfectant cleaner from **just water, salt and electricity that kills up to 99.999% of microorganisms**. It's eco-friendly, effective and safe, and replaces most chemical cleaners and the single use plastic bottles they are supplied in. So this not only reduces the cost of cleaning products in the long run **but also met our goal of plastic reduction**.

We initially trialled the smaller of the units, Eco III in our school kitchens and gradually rolled out the larger Toucan Eco across both cleaning and facility management sites.

The feedback on both units has been very positive and has already resulted in the reduction of cleaning products required.





# “Doing the best at this moment puts you in the best place for the next moment”

During the initial return from the first lockdown, Covid the areas / buildings which had confirmed cases in our authority were sanitised by a private contractor initially by other areas of the council who weren't aware of what we had developed. As you can imagine this was an expensive and frequently used service, however this allowed us the time to research equipment and allow the necessary training to take place before being confident enough to introduce this as an in-house service.

Following research the Service initially invested in 5 'Storm' units, 'Storm' is a Ballistic Virus Killer which is currently used in hospitals and dentists throughout the country and we introduced this into our chargeable cleaning services and gradually reduced the need for outsourcing.

As the confirmed cases rose we could see that it would be more financially viable for each establishment to purchase their own units. We discussed this with the Heads of establishments to gauge interest then met with the supplier to reach an agreed cost price.

To date we now have 5 members of staff trained and certified to run our own chargeable in-house training sessions which we have incorporated into the purchase price of the units.

A large proportion of our schools and early years establishments have already invested in their own units with new requests every week .

***Commercialisation isn't always about making money, it is about building a trusted relationship and our customers knowing that no matter what we do the right thing.***



*Thank You for listening*

Any questions, please feel free to contact our Project Officer Nikki Thomas:

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