

South Tyneside Council Building Cleaning Service



South Tyneside Council

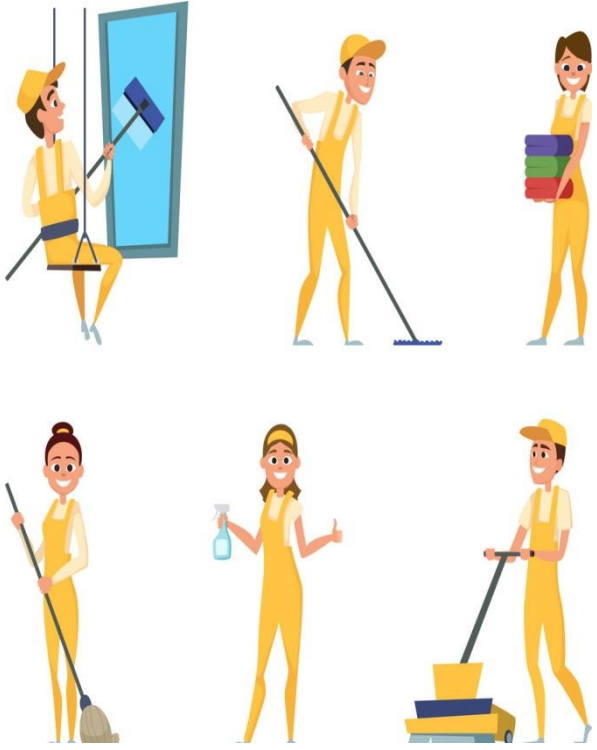
*Delivering exceptional
services for **you** today
and tomorrow*

What we'll cover today...

- **Setting the scene**
- **Service review**
 - **Staffing**
 - **Products and equipment**
 - **Budgets**
- **Family & Friends**
- **What's next for STC**
- **Any questions**



Setting the scene – Our service



280 staff



Over 200 buildings



£1.9m income



Back in 2014...



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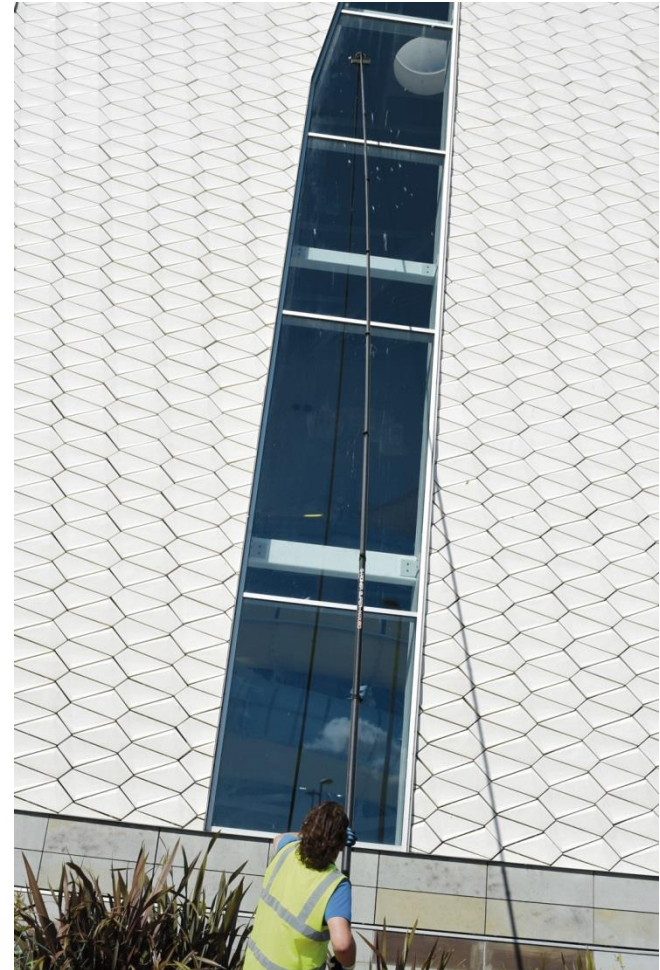
Staffing

- Improved management structure
- Introduction of a mobile model of working
- Allowing ER/VR
- Cultural change
 - Communication and involvement
 - Expectations
 - Training and investment
 - Uniforms



Products and equipment

- Significant investment
- Vacuums and buffers
- Reduced repair / maintenance costs
- Micro-fibre technology (reduced chemicals)
- High-reach system
- Kitchen vent and duct machinery
- Joint procurement with other LA's



Budgets

- Improved budget management and understanding
- Development of a consistent pricing strategy
- Identification of new customers / sectors
- Bidding for external work
- Ensuring other departments utilise in-house team
- Improved budget position...



Family & Friends – What is it?

- Domestic cleaning services provided to Family and Friends of Council Staff
- Launched in Summer 2016
- Carried out by our mobile teams
- Intended outcomes:
 - Secure (and grow) jobs
 - Give something back to Council staff
 - Generate additional income to the service
- Benchmarking, pricing and invoicing
- Market ourselves as high quality product





Staff info

Building Cleaning Family and Friends Spring clean offer



Building
Cleaning

FAMILY AND FRIENDS SERVICE

Get your house ready for Spring by taking advantage of our 10% off Spring clean Wednesday 31 May.

Family and Friends service,
delighted with the
services that some of them



quick note to say that



Building Cleaning

FAMILY AND FRIENDS SERVICE

Launch offer
10% OFF*
*Expires 31st October

CLEAN	PRICE
Domestic Clean	£11.35 p/hr
Specialist Clean	£12.25 p/hr
Needle Sweep	£70
KITCHEN	
Oven Clean	£40
Range Oven Clean	£60
Fridge Clean	£20
FURNITURE	
Dining Room Chairs	£5 each
Upholstery Cleaning	£40 per 3 piece suite or corner unit
CARPET	
Carpet	£25 for first carpet, £15 for additional
Carpet (full house)	£100 or cheaper
Rugs*	£10
WINDOWS AND FASCIAS	
External Windows	Small - £5
	Medium - £8
Large - £10	With conservatory, extra £10
	Internal windows
Fascia	£50

*£10 if incorporated in other clean, £15 on their own

Further discounts available when signing up to regular cleans.
Long term contracts also available

For bookings and enquiries

☎ Bev 0191 427 2591

✉ buildingcleaningenquiries@southtyneside.gov.uk



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Home > Building Cleaning - Family and Friends Service



Building Cleaning - Family and Friends Service

Do you struggle to keep your house clean?
Is there not enough time in the day?
If you have answered yes to the above, then why not take advantage of South Tyneside Council's new Family and Friends Service?*

The Council currently cleans over 200 buildings (including schools, offices and care homes) across the Borough and we are now offering a high quality domestic cleaning service for all family and friends of Council employees and Elected Members.

We guarantee to provide you with an excellent and reliable service that you can trust...with no hidden charges!



*Delivering exceptional services for **you** today and tomorrow*

Family & Friends – Outcomes

- Completed over 1250 Family & Friends jobs to date
- Generated over £50k additional income
- Over 50 regular clients and constantly increasing
- Would not possible without other improvements made
- Staff buy-in has been excellent
- Fantastic customer feedback



The service was fantastic! She got far more done than I'd expected!

I've just had mine and my mothers homes cleaned by two of your team. They've worked amazingly hard to achieve a fabulous result!

I just wanted to drop you a quick note to say that the windows and frames look fab – THANK YOU! I'll definitely be recommending to family and friends and using the service again!

5 star service. 100% satisfied with the service!

I had never seen such a good job on the ceiling height shower screen...and she's only my height!

Everything I have had done has been excellent. Thanks so much!

They are a credit to your team and please pass on my very grateful thanks. Great job by two lovely men!



Happy Customer



WHAT'S NEXT?

The image features a clear blue sky with a dense layer of white, fluffy clouds at the bottom. The text "WHAT'S NEXT?" is written across the upper portion of the sky in large, white, blocky letters that appear to be composed of or surrounded by small, white, cloud-like particles, giving it a soft, ethereal appearance.

Wider Asset Management Commercialisation



South Tyneside Council

Enter search term [My account](#)

Home > Business and licensing > Asset Management Services

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Asset Management Services

Asset Management	Building Design	Building Maintenance	Construction
Energy Efficiency	Facilities Management	Fleet Services	Green Space
Land and Infrastructure	Parking and Utilities	Commercial Property Services	Road Safety
Communities	Strategic Asset Management	Waste and Recycling	

Are you looking for new and innovative ways to deliver your Asset Management based services?

Are you looking to save resources by implementing best practice?

Are you also looking to work with a trusted, reliable and local partner?

Asset Management Service can provide you with all of the above. We have a number of specialist teams that cover everything from car park cleaning to grounds maintenance, compliance to energy efficiency.

Delivering exceptional services for you today and tomorrow

Asset Management Services

Business Development Strategy 2018-19

Delivering exceptional services for you today and tomorrow

South Tyneside Council



Questions?



Thank You

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