



Daytime Cleaning in Secondary Schools

Ian Walker Assistant Business
Manager

SOLUTIONS SK
A Stockport Council Company

Historically

- Reduced the impact on the normal business expectations.
- Pupils / Teaching are not disturbed.
- Been reliant on a part time workforce.

Transition

- Communication with the clients is essential.
- Empathy with the cleaning operatives.
- Meeting the required cleaning standard.
- Output based specifications.

Clients Considerations

- Cleaning requirements .
- Increased need for customer facing skills.
- Managing absenteeism and sickness.
- Clients expectations.

Managing the transition

- Increasing knowledge and training for cleaning operatives.
- School staff / pupils become supporters of daytime cleaning.
- Implementing the process.

Employees Benefit

- Cleaning operatives gain more respect.
- Increase in hours.
- Could enable career progression.
- More sociable hours .
- Up skilling. May be able to do other duties.

Employers Benefits

- Cleaning costs reduced.
- Recruitment and retention of staff is easier.
- Staff are more committed and motivated with full time job.
- Continuous cleaning maintains better standards.
- Training is easier to organise.
- Productivity increased .

Customers Benefits

- Reduces security arrangements.
- Reduces energy costs.
- Higher customer satisfaction.
- Cleaning staff could do additional tasks.
- On going assessment of cleaning.

Priestnall

- Peter Lennon – Business Manager : We are happy with the arrangement but as with everything there were some teething problems and occasional day to day issues which have been resolved. The main issue is the provision of cover for absences that doesn't always provide us with the committed responsibility that we have with the permanent staff



Questions & Answers