

# HAMPSHIRE COUNTY COUNCIL

## Hampshire County Council's own cleaning unit gets the thumbs-up from i-Clean Systems for its full fitness for purpose

A top-performing council, rated consistently as 'four-star' in Government comprehensive performance assessments, will want to know if the cleaning of its headquarters buildings represents the best possible service and good value for money. So it was that Hampshire County Council asked the benchmarking company i-Clean Systems to reach a view on the fitness for purpose of its own Cleaning Services Unit.



*Hampshire County Council*

The Council's 23 separate HQ buildings occupy approximately 44,200 sq m in the centre of Winchester, housing some 3,000 people working in its various departments. The Cleaning Services Unit, which operates as a self-supporting business unit, has some 41 cleaners who report to a senior supervisor or cleaning manager, who themselves report to an operations manager.

The i-Clean Systems consultant, applying his company's Cleaning Management System, looked at key policies and procedures during his visiting, including operational aspects, financial controls, health & safety aspects and human resources.

"The i-Clean Systems consultant approached the review sensitively, displaying an in-depth understanding of the cleaning industry," comments Michael Lee, who was the Council's Facilities Management modernisation programme manager. "As a result, he soon established a rapport with our cleaning operations manager, followed by good collaborative working.

"The conclusion reached independently, by i-Clean Systems, was that the Cleaning Services

Unit is providing very good quality and value to the Council, in its cleaning of our headquarters buildings," Mr Lee continues.

"Such a big thumbs-up reflects well on all those employed in, or managing, the Cleaning Services Unit," he adds.

Since its introduction in August 2005, the i-Clean<sup>®</sup> Cleaning Management System has attracted interest from a variety of public, commercial, manufacturing and service sectors. It is the first cleaning management system to be approved by the British Institute of Cleaning Science.