

## CASE STUDY

# MUSEUM OF LONDON

### Museum of London and i-Clean work to deliver fair pay and excellent service...

Telling the story of one of the world's greatest cities and its people, The Museum of London houses over two million objects in nine permanent galleries and attracts around 400,000 visitors per year. Overlooking the remains of the Roman city wall, its main site was re-launched in 2010, with the opening of the Galleries of Modern London. The new galleries tell the story of the capital from 1666 to the present day. The re-development includes the Clore Learning Centre, which provides free learning for all and provides hire space for conferences, receptions and training.

Environmental initiatives and the achievement of a Silver Award as part of the UK's national sustainable tourism certification scheme, clearly demonstrate the Museum of London's commitment in this area. It now seeks to ensure its operations are not only sustainable but also financially efficient as well.

In the face of a challenging cash-strapped economy, the Museum of London recognises not only the importance of maintaining the quality of its cleaning service, but also that those providing the service should receive adequate remuneration in line with the 'London Living Wage' rate specified by Greater London Authority.



Expanding City printing press,  
Museum of London

Costing around £500,000 per annum, cleaning of the Museum of London's sites is provided through a single-service, commercial contract, falling due for renewal. In order to introduce the London Living Wage for employees, a further £60,000 per year is needed based on the existing contract's structure.

The i-Clean Cleaning Management System has recently been chosen by the Museum of London, as part of its tender management process of cleaning services. An initial independent contract review, benchmarking overall service provision will determine areas for improvement, as well as identify the best way to implement these as part of a new cleaning contract.

Specifically, there is a requirement to understand how best to deliver overall efficiency savings of 20%. i-Clean will establish if and where productivity gains can be achieved, offsetting them in order to help secure the enhanced pay rates for staff required. Consideration will be given to introducing further management support and to ensure that short-term financial gains do not result in longer term delivery issues.

Mike Boxall, i-Clean Managing Director, said: "As a result of i-Clean's contract review, the Museum of London's management team can be assured of securing the best value for money from their cleaning contract going forward. The i-Clean model will identify industry best practice procedures to help deliver the savings required to fund London Living Wage rates for cleaning staff, clearly demonstrating the Museum's ongoing commitment to corporate, social responsibility in its day to day operations."

"Working with i-Clean to introduce efficient service delivery through our new cleaning contract will be good for the Museum, the staff and the contracting partner that wins the tender. We are working with i-Clean to identify where we can cut costs but still ensure the highest standards," said Graham Stratfold, the Museum of London's Head of Visitor Services.