

## CASE STUDY

# RYDENS ENTERPRISE SCHOOL

Rydens engage i-Clean Certification to anchor cleaning standards



### CHALLENGE

Rydens Enterprise School's (RES) cleaning contractor was delivering a poor, unreliable and dwindling standard of cleaning. "Complaints were rising and it was becoming a continuous fight to keep standards near reasonable. Staff were consistently arriving late, failing to complete full shifts and not undertaking routine cleaning, even when asked."

Clare Berni, Assistant Bursar HR & Facilities, RES.

### SOLUTION

RES instructed i-Clean to undertake an independent benchmarking review and audit of services. The review recommended the revision of the current specification, including periodics and the review of shift patterns, health and safety procedures, cleaning schedules, equipment and the introduction of an audit system.

Following the creation of a new specification and audit system, i-Clean supported RES to re-tender and managed final clarifications to specification and contract value, to secure the winning contractor within budget without compromise to standards.

On-going i-Clean Certification Reviews also formed part of the contract value, to independently audit, measure and support continual improvement.

### RESULT

"Our new contractor is much more professional and they have a very good management structure in place. Staff complaints have dropped-off and if I ever have the odd rumble, I have ports of call to go to and everything gets sorted.

The certification support from i-Clean has been brilliant. The contract runs smoothly and consistently and I know that standards won't fall. Following mobilisation, efficiency was at 86.5%, at the first 6 month review it had risen to 93% and currently stands at 95%."

### ABOUT RES

Rydens Enterprise School and Sixth Form College is a mixed, secondary school situated in the pretty village of Hersham, Walton-on-Thames, Surrey. The school has 1,250 pupils and holds Specialist Business and Enterprise College status.

Under current plans, RES is set to transform the school by developing a completely new £25m school campus with community and state of the art facilities to match the very best in the country.

### ABOUT US

i-Clean provide independent best practice benchmarking of cleaning and waste services to organisations in all sectors, helping clients improve standards, reduce costs and ensure best value for money.

i-Clean has demonstrable experience throughout the spectrum of education, having worked with independent and state schools to further and higher educational institutions.

### CONTACT US

t: 01684 580 680

e: [efficiency@sitemark.co.uk](mailto:efficiency@sitemark.co.uk)

w: [www.sitemark.co.uk](http://www.sitemark.co.uk)