

TITLE:

## Cleaning up your Impact at Castle College

DATE:

June 2008



### INSTITUTION PROFILE

FE  
8900 FTE students  
790 staff  
Urban  
18 buildings on 18 sites

### SUMMARY

Castle College was created from the merger of Broxtowe College and the People's College in 2006. The Estates team for the new college wanted to take the opportunity to overhaul the cleaning contract with two objectives in mind: save money and reduce the environmental impact of the cleaning. This case study demonstrates how they were able to do both.

### EAUC COMMENT

This case study provides a very useful example of how an institution can identify and procure affordable and sustainable cleaning service providers.

## THE PROBLEM

Castle College Nottingham was formed by the merger of Broxtowe College and the People's College in 2006. The existing colleges had different cleaning contracts, with different suppliers, and finishing at different times. The Estates Management Team wanted to use the bigger college to set up a better-value cleaning contract, but also use this opportunity to look for the most environmentally preferable option.

Sustainability at Castle College is driven by the principal, Nick Lewis. The college has a sustainability working group, chaired by the vice principal, and the cleaning contract had to fit with the college's sustainability policy.

## THE APPROACH

The college paid Tenet Education Services to help them with the tender process. The tender focused on value for money and sustainability. The college appointed KGB Cleaning and Support Services, because it not only provided good value for money, but had given good consideration to the sustainability of its business and used innovative machinery. It uses cleaning substances which impact the environment as little as possible, minimises water use and uses innovative machinery to help achieve this.

KGB's machinery uses high-powered jets that deep clean, but at the same time minimise water use. The products used break down the fats found in kitchens, toilets and showers, which results in a deeper clean. The company uses products from Selden, which has a comprehensive environmental policy. All of the products it supplies meet or exceed the relevant legislation on damage to the environment, it minimises packaging and water-use during manufacture.

A regular review of the contract assures the Services Manager that there has actually been an increase in cleanliness at the college following the implementation of the new contract.

## OUR GOALS

- To save money on cleaning costs, while reducing our impact on the environment
- To demonstrate that Estates management teams can contribute to sustainability
- To support the college's sustainability policy

## OBSTACLES AND SOLUTIONS

### Obstacles

- Separate cleaning contracts at the two old colleges with different suppliers and end-dates
- Need for specialist knowledge about cleaning in a way which minimises impact on the environment
- Current cleaners would transfer to the new company, keeping their pay and conditions and had just been awarded a back-dated pay rise following a re-evaluation of their jobs

### Solutions

- Synchronise the contracts and employ a company that could provide the college with best value without an overall increase in the impact to the environment
- Using consultants helped the college achieve best value as well as minimise its impact
- The old company paid the back pay. All of the cleaners were supported with training on the new equipment and development opportunities, as well as a comprehensive induction to the new company and to the standards expected

## PERFORMANCE AND RESULTS

The college will save more than £150,000 over the three-year cleaning contract. The cost savings would have been higher but, under the Transfer of Undertakings (Protection of Employment) Regulations, the new company, KGB Cleaning had to maintain the pay and conditions of the cleaners who previously worked on the contract. In addition, the college's environmental impact has been reduced by the improved cleaning products and through reduced use of water.

The Estates Management Team has received compliments from staff about the level of cleanliness at the college. Weekly meetings with the cleaning company allow the team to raise and resolve any issues early.

## LESSONS LEARNT

- Using experts to help with the tender undoubtedly helped the college achieve its aims
- Cleaning necessarily uses chemicals – but there are ways to minimise their impact on the environment
- You need senior buy-in to make such large changes, and changes need to be linked to strategic priorities
- You can save money, on the contract price as well as minimising your impact on the environment

## FURTHER INFORMATION

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Castle College [www.castlecollege.ac.uk](http://www.castlecollege.ac.uk)



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