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# Cityserve Birmingham

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> Case Study



*Cityserve Birmingham provides facilities management services to around 230 schools in the city. In March 2015 a new organisational structure was introduced and the decision was taken to modernise and standardise cleaning across the schools.*

## > CITYSERVE BIRMINGHAM

Cityserve wished to take advantage of innovations in the cleaning industry and move away from the traditional metal buckets and dolly mops that they had used previously.

Colour coding system was also to be introduced across the schools, with new equipment required to fulfil this need.

Up to 1,000 cleaners working across the city needed to be trained in new procedures. As this was such a large-scale project, phased roll-out was required across the sites.



Working closely with Cityserve, SYR formulated a multi-dimensional solution to fulfil all of the client's requirements. An SYR microfibre flat mopping system was recommended as an alternative to traditional dolly mopping, designed to mop surfaces quickly and effectively, as well as offering a more efficient option for spill management, ideal in the busy school environments Cityserve cleaned.

In addition, to this new method of mopping, SYR assisted Cityserve in formulating a cleaning system in line with BICSc standards. One method of fulfilling these standards, improving levels of cleaning and hygiene across all premises, was to introduce a colour-coding system. Created to help simplify the cleaning process whilst preventing cross-contamination, SYR supplied cleaning tools to the client in a fully colour-coded range, making it easy for cleaning staff to adopt the new system.

To help fully embed these changes into cleaning routines, SYR worked closely with Cityserve to plan bespoke training over four days across 15 venues. This training was fine-tuned in meetings with client managers to ensure that it met Cityserve's specific needs, and involved tailor-made videos, handouts and practical training. The training included:

- > New colour-coding guidelines
- > Correct use of equipment
- > Cleaning procedures compliant with BICSc standards
- > Use of PPE

A six-week equipment roll-out was co-ordinated.



“ Changing to a flat mopping system will enable Cityserve staff to have the tools to become a more efficient and productive workforce. With these changes in place, the time they will save will enable staff to concentrate on others areas of cleaning within the schools and help to achieve a more thorough, quality service. Our client managers attended a training session at SYR to gain a level of competence in using the new flat mopping systems. We had a fantastic day and all of the client managers walked away saying they had a lot more of an understanding of the new cleaning products and colour coding.”

**LUCY HADDON - CITYSERVE TRAINING AND DEVELOPMENT SPECIALIST**



## Contact Us

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