

UNIVERSITY OF LIVERPOOL

University embraces opportunity to enhance the student experience



CHALLENGE

The University of Liverpool took the decision to independently review and benchmark its cleaning provision in a bid to bolster recruitment and enhance the student experience.

"With the change in the student recruitment process, the market is far more competitive and the quality and standards of any universities facilities are a key factor in attracting new students."

Catherine Anderson, Director of Residential, Sport and Commercial Services.

SOLUTION

As part of the review process, i-Clean engaged a cross-section of university personnel to include cleaning staff, supervisors, trade unions, managers and directors, to gain an accurate understanding of the current provision and culture of the organisation.

"One of the biggest challenges for us was overcoming the mistrust and scepticism which had arisen from a past flawed review. However, i-Clean quickly gained the confidence and cooperation of all, which was essential for the project to be a success."

The report of findings identified, among positives, a disparity in the labour allocations and standards of cleaning between the residential areas, academic quarters and other individual buildings. The report made recommendations to standardise the performance across all buildings to improve the consistency of cleaning and the student experience.

RESULT

"From the initial meeting to the final report, i-Clean's professionalism and interactions at all levels cannot be faulted.

Their report was on-time, detailed, logical, clear, concise and balanced. The recommendations made were founded on research and expertise, making them achievable and acceptable to all, which was no mean feat. The cleaning needs and labour requirements for each building have been recalculated and work planning will follow these needs.

I feel fortunate to have commissioned i-Clean and would have no hesitation in recommending or engaging them again in the future."

ABOUT UNIVERSITY OF LIVERPOOL

The University of Liverpool is one of the UK's leading research institutions and is ranked in the top 1% of higher educational institutions worldwide.

With an annual turnover of £400m and a member of the prestigious Russell Group, the university is undergoing a £600m investment programme as part of its commitment to providing a world-class student experience.

ABOUT i-CLEAN

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.

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