

Introduction

It's the start of a very exciting and significant year for our business as we embark on our 40 year anniversary celebrations.

To mark the occasion we have selected a number of charities and projects that we will support throughout 2018. We hope to make a significant difference to the beneficiaries and bring some light to those needing help.

In December, the Indepth family waved a fond farewell to long standing employee Sue Dalton, who I had the pleasure of working with for over 24 years. Sue will certainly be missed but we wish her lots of happiness in her well deserved retirement.

We continue to strive for improved standards across the business and forge relationships with industry bodies and supplier partnerships to deliver a cleaning service that is second to none.

Our people remain at the core of our business and we are looking forward to presenting some key, newly launched, Inspiration Awards to those employees who go above and beyond.

Happy New Year to you all!

Peter Roach
Chairman



Intensive Cleaning

With concerns over germs and super-bugs, more and more clients are turning to steam cleaning to ensure the eradication of risk in key areas of concern in the workplace.

The inherent low-moisture characteristics of vapour steam cleaners make them suitable for use inside buildings and small enough to clean hard to reach places.

Steam cleaners are growing in popularity because of the ability to kill germs and, in some cases, disinfect without the use of chemicals, making them ideal for use in hypo-allergenic environments.

Steam has proven to be effective in combating mold, bacteria, viruses, and other forms of bio-contamination.



Contact our team to find out more about our Steam Cleaning services by calling **0845 605 2251** or emailing info@indepth-cleaning.co.uk

Injecting a New Look

40 years ago our business launched without the assistance of a website or social media - methods of communication were limited to letters and phone calls and later on facsimiles.

As technology has continued to develop and evolve, the importance of being easily identifiable online and being accessible has become a necessity.

Our current website has served us well for many years, but we knew it was long overdue an overhaul. Mobile responsiveness had once upon a time never been an issue and Search Engine Optimisation was an after thought, how things have changed!

We have deliberated long and hard about what we want to say, how we want to be perceived and what is important to our users, and after

design and development stages, we created a platform that we felt ticked all the boxes.

Our new site is in the final construction stages and will be launched in the coming weeks. An announcement will follow, but in the meantime, here is a sneak preview!



www.indepth-cleaning.co.uk

Intake of Consumables

We all expect comfort and convenience when using washrooms. When these facilities are equipped with the right products, they provide a pleasant experience – making it easy for users to maintain proper hygiene.



Together using Indepth products, you can ensure that your commercial or public facilities more than satisfy the hygiene needs of everyone who uses them. From hand towel dispensers to toilet rolls and hand soap, our extensive ranges offer solutions that meet your needs.

Many commercial and public locations demand washrooms that offer comfort and convenience in everyday use. We offer reliable systems, combining low-maintenance common sense solutions with the best in hygiene standards, for a wide range of settings.

Most consumable items are delivered on a next day delivery basis.

Request your Consumables brochure and price list by emailing info@indepth-cleaning.co.uk and see how much you could save by ordering through Indepth.

Inspiration Awards

Our employee reward scheme, Star Awards, have existed for many years and we thought it was time to revamp them with a new name and new reward.

Operatives who are seen to go above and beyond will be nominated by Area Managers on a quarterly basis for an 'Inspiration Award'. Regional Managers will then consider all nominations and select one overall achiever per operational region to receive a watch and

certificate of achievement. All other nominees will receive a letter of recognition for their excellent contribution.

We also encourage clients to make suggestions of suitable nominees to Area Managers who will most importantly, urge employees to strive for greater standards.



Inspiration Awards

recognising outstanding contributions

Instilling Confidence in the Capital

We are very proud of the high standards that our teams deliver up and down the country and this is accentuated when we receive excellent feedback from clients, in particular at prestigious head office locations in the Capital where requirements can be greater.

Our London City Manager, Alex Vidales, and her team of Operatives were recently praised for going above and beyond to exceed expectations and vastly improve standards at a distinguished location in Central London. The client was so pleased with the outcome of the floor cleaning exercise as well as the continuous support they receive from the Management and



Communication Centre, that they sent an email of thanks and well done to Senior Management.

Alex's team are extremely tight knit and work together to achieve the standards that are expected, often going the extra mile so that even visitors to the sites notice the levels of cleanliness and presentation.

We work across a high number of sites in the Central London area and throughout 2018 plan to expand the coverage and increase employment opportunities across the city.

Congratulations to Alex and her team for their exceptional efforts.

To arrange a no obligation site survey, email our Sales team sales@indepth-cleaning.co.uk





Incredible Person

After 24 wonderful years with Indepth, Sue Dalton, Group Admin Manager and PA to the Chairman, has decided it's time to step into the relaxing world of retirement.

Sue has been an extremely loyal and highly valuable member of the team and will be sorely missed by everyone. She has been a fountain of knowledge and a great support to her colleagues.

Sue first started working with Peter Roach in the late 70's and they struck up a great working relationship that remained firm.

To wish her good luck in the future we held a retirement gathering with some of her family and colleagues and presented her with gifts and flowers.

We would like to thank Sue for all her hard work and dedication, and wish her all the best in the future and hope that she enjoys time with her family, especially her grandchildren!

Introducing the Girls

We're delighted to announce that there have been two new bundles of joy welcomed into the world!

Contract Co-ordinator, Amy Clarkson gave birth to Esmal Grace and Area Manager, Shelley Sanders gave birth to Aria.

Congratulations to both Amy and Shelley on the safe arrival of their beautiful baby girls!



Baby Aria



Amy with baby Esmal



Children In Need

In November, Indepth staff at Head Office did their bit for BBC Children In Need and raised over £126.

Staff dressed down, many in Pudsey themed clothes and colours, sold cakes, took part in the online Children in Need duck race and celebrity quiz.

Norma Bolan, Administrator, had the winning duck 'Golden Duck' and the Accounts team won the quiz!

It was great to see so many people making such a great effort.

In the Spotlight... Carpet Cleaning

***According to The Institute for Total Carpet Hygiene (ITCH), a neglected carpet can contain up to four times its own weight in dirt! And with so much footfall in a working environment and approximately two thirds of UK office workers eating at their desks, it's good practice to have your carpets professionally washed on a regular basis.**

Carpets that are neglected can harbour bacteria, food particles, dust and dust mites, pollen, grease, chemicals, germs, etc. that work their way deeper into the carpet and may contribute to health issues such as asthma, hayfever and allergies and emphysema, potentially resulting in an increase in employee sick days.

Dry vacuuming removes the top layer of dust and dirt, but stains remain visible and the particles that have worked their way and been trodden deeper into the pile can make carpets look dull and also loosen the fibres.

Carpets can be expensive to replace, especially in a large workspace often spanning over multiple floors. To ensure that you prolong the life of your carpets, brighten the colours, remove trapped odours and germs, book a no obligation site survey with our team.

Our teams of Operatives are highly trained, use the most effective products and equipment that have been carefully selected, and work around you and your business to avoid disruption to your normal service.

To find out more about our Carpet Cleaning service or to arrange a no obligation site survey, speak to our team on **0845 605 2251** or email info@indepth-cleaning.co.uk

Neglected
carpets can contain
up to **four times**
their own weight
in dirt*



Including a Milestone

To help us mark our 40 year anniversary, we have developed an emblem that you'll soon see appearing across our communications and documents, alongside our logo.

Indepth was formed back in 1978 by Chairman, Peter Roach, who remains at the forefront of the business. He reflects, "I am extremely proud that our business is reaching such a significant

milestone – it's quite incredible looking back through the years.

This year we plan to continue to strive for greater standards, for increased business opportunities and the chance to help the communities that we work within."



Established 1978

Intune With Our Community

In our Autumn newsletter we asked Operatives to nominate charities/projects that we could support throughout our 40th anniversary year.

We have now selected the charities/projects and look forward to working with these worthy causes to make a significant difference in the communities we work within.

We will feature updates in our newsletters, on the News page on our website and via our social media profiles and ask you to kindly help support our initiative.

Head Office: Room at the Inn – The Y Project

Room at the Inn - The Y Project provide a homeless night shelter in Warrington town centre. It provides beds every night of the year to people who would otherwise be sleeping rough. It also has a daytime service, serving hot meals, giving advice, providing showers, washing machines, etc. They also help other vulnerable people in the community, such as those who are very lonely or are without food, clothes and money. It provides vital services for people who would otherwise have nothing at all.

www.facebook.com/RATIYProject

Northern Region: Alzheimer's Society North West

The UK's leading dementia charity providing information and support, funding research and creating lasting change for people affected by dementia.

Their mission is to transform the landscape of dementia forever. Until the day a cure is found, they will strive to create a society where those affected by dementia are supported and accepted, able to live in their community without fear or prejudice.

www.alzheimers.org.uk

Midlands Region: Sheffield Dialysis Patients - Broadfield Patients Social Club

Established for patients who are attending dialysis 3/4 times a week and often don't have a holiday or day out.

The Social Group - supported by SAKA - Sheffield Area Kidney Association, allows patients to go out for a weekly meal and quiz night and go on day trips when possible. It is run by volunteers and a staff member and is a much welcomed distraction for patients coping with the demands of dialysis.

Everything done depends on raising funds to allow patients to go free or at a subsidised rate.

Southern Region: Changing Places

The Changing Places Consortium launched its campaign in 2006 on behalf of the over 1/4 of a million people who cannot use standard accessible toilets. This includes people with profound and multiple learning disabilities, motor neurone disease, multiple sclerosis, cerebral palsy, as well as older people.

To use the toilet in safety and comfort, many people need to be able to access a Changing Places, which have more space and the right equipment, including a height adjustable changing bench and a hoist.

www.changing-places.org

Increasing Knowledge

The Cleaning Industry Liaison Forum (CILF) is a highly educational and beneficial collaborative forum headed by the HSE, aimed to make the cleaning industry as safe as possible.

The forum has been established for a number of years now and has a unique attendee list comprising of people representing industry, trade unions and other industry stakeholders. Indepth are proud to be members and are represented by Darran Yates, CSR Director.



Darran Yates
CSR Director

The 5 main origin aims and objectives hinge upon;

- 1 Slips trips and falls
- 2 Working at height
- 3 Occupational dermatitis
- 4 Employee's whose first language is not English
- 5 Engagement with RIBA / Architects to have an input into new build especially with regard to design concepts for maintaining and cleaning inside and outside buildings.

Since the groups launch it has played a part in the instigation into research in the cleaning sector via The Health and Safety Laboratory

(HSL) and there are now 'cleaning' pages on the HSE website, as well as reference to CILF and its founder members.

This is a positive working group that creates awareness of safety in the cleaning industry and targets preventative accidents, incidents and near misses and reflects the importance of the cleaning industry, which is constant and present in every sector and a necessary part of our economic needs.

The current focus on prevention into the future also sees three main topic areas at its forefront; work related lung disease, work related musculoskeletal disorders and work related stress.

All of these areas may cause ill health rather than the immediate impact of an accident, but the effects can be longer lasting and may have been previously unreported or response may have been slow.

“ It's great to be a member of this forum and sit alongside some key industry peers. Health & Safety is of utmost importance in our business but it's also important to get it right across the sector and influence key decisions that will ultimately keep people safe.

Darran Yates ”

Darran will continue to attend the meetings and contribute to the group, share his findings and developments with the team and publish some blogs on the News page of our website.

To find out more about the forum visit:
www.hse.gov.uk/cleaning/forum.htm
or contact Darran via:
info@indepth-cleaning.co.uk

Interview

Claire Whitlow:
Training & HR Manager



With over 1500 employees, her role is crucial to the organisation and all employees.

Q Can you give us a brief description of your role?

A I am responsible for updating and designing and delivering in-house training sessions to Managers and Head Office employees; identifying and arranging external training courses for managers, ensuring that they have the skills and abilities to carry out their roles and to deliver the necessary training to employees working on client sites - for example BICSc.

I also review and update employee procedures, making sure we are compliant with employment law.

I work with managers to develop skills and processes to manage any employee relations issues, such as performance, absence management, grievances, etc., and work with all levels of management making sure our processes are not only compliant but also deliver what we need as an organisation, whilst treating all employees with dignity and respect.

Q How does your role impact on the successful running of the business?

A By providing managers with the skills and knowledge to effectively manage our workforce; ensuring processes are effective as well as compliant; coaching managers through more complex employee related matters.

Helping with restructures, changes to contracts, TUPE etc.

Q What is your favourite part of the job?

A I enjoy all aspects of my role, but in particular I enjoy the more complex cases where I need to think creatively about the best solution.

Q Can you tell us something interesting about your role?

A Part of HR is finding strategic solutions to issues; I love working through cases, finding outcomes which meet both operational and legislative need - be it based on a client request or an employee issue.

Q What will be your main focuses in 2018?

A Continuing to develop a comprehensive training programme for managers and head office employees which will in turn assist all employees.

Working with managers to provide a more supportive approach to employee relations and procedural requirements.

Q What do you like to do outside of work?

A Spending time with my 7 year old son and our one year old labradoodle.

We like to go camping, enjoy walks and going to the beach (in all weather!).

I'm a football fan and love watching Liverpool FC (season ticket holder) and coaching my son's junior team.

Share the news...

If you have enjoyed reading our newsletter and feel it would be beneficial for your colleagues to receive a copy then please email your details to:
stephaniejones@indepth-cleaning.co.uk