

Everybody Sport

Responsible for managing and delivering leisure services in fifteen sites throughout East Cheshire area, Everybody Sport & Recreation were keen to assess their current cleaning strategy with a view to restructuring processes and suppliers to allow greater efficiency, consistency, and cost savings throughout the organisation.

Employing a number of individual cleaning service providers to maintain each of the fifteen leisure facilities under the Everybody Sport & Recreation banner, Director Paul Winrow wanted to standardise both the products being used and the cleaning methods being deployed to allow greater control over budgets and greater visibility on achieving compliance.

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Before working with Arrow, although our cleaning standards were good, we were in a position where many products that were no longer fit for purpose were being used. I needed to be sure that we were getting not just the highest standard of service but that we were using the correct range of products in the correct way. Following Arrow's Workplace Assessment Programme, areas for change and improvement soon became clear.

Paul Winrow, Director

Challenges

Arrow's Workplace Assessment Programme provided Paul with the perfect opportunity to investigate the products purchased and the methodologies used across sites. Following a series of site visits, and evaluation of the processes and products used, Arrow were able to identify issues around procedure, product inventory and service provision.



Implementing the changes across a number of different sites needed to be simple and seamless. Thankfully, with Arrow's support, this was the case and now that we have defined and standardised the products and processes we use across our centres in East Cheshire we are benefiting from substantial economies of scale, making efficiency savings in excess of 5%. Now using cleaning equipment and materials that are fit for purpose, by cleaning staff that have been trained by Arrow on how to use them properly, we are happy that we are providing an excellent level of care for staff and visitors across all our facilities.

Paul Winrow, Director

Our Solution

Requiring a new and easy-to-use process for the ordering of cleaning products, Arrow's web portal proved to be the perfect solution for Paul and his team across all sites:

They really took note of the hospitality environment we work in and the fact that customer experience is paramount; they didn't just try to look for cost savings, but instead presented ways we could improve our service and environment cost-effectively.

Impressed with Arrow's approach to business and the attention to detail that they showed to Everybody Sport & Recreation, Paul concludes:



Arrow have provided us with real business benefits. Their solutions and advice mean we are not only saving on time and money, but are also benefitting from the positive feedback we are getting from our customers across the region. The training and excellent aftercare that we received from Arrow was a huge bonus to us and went above and beyond what we were expecting. We have built a strong business relationship that we hope will be in place for a long time to come.

Paul Winrow, Director