

A large, stylized circular graphic on the right side of the page. It consists of two overlapping circles, one in a darker blue and one in a lighter blue, creating a sense of depth and movement.

In touch
with the
NHS

Minimum Wage and Holiday Increase

Many of you may be aware that the national minimum wage is set to rise by 3.8% to £5.73 in October 2008 with minimum annual leave entitlement increasing to 28 days from April 2009.

As a result of this legislation from Central Government, we will be working with partners to review their individual specifications.

If any of our partners have any enquiries, requests or concerns please contact your In Depth Regional Manager who will be happy to discuss these issues with you.

Improving Cleanliness and Infection Control

The cleanliness of NHS hospitals is always under the spotlight so when In Depth were awarded deep clean contracts at Stafford General Hospital and Cannock Chase Hospital we knew our work would be inspected at the highest level.

The work took a dedicated In Depth cleaning team 17 weeks to complete. During this time they worked closely with the

hospital estates teams, in-house cleaners, and the nursing staff to ensure all cleaning procedures was undertaken with as little disruption to patients as possible.

Deep cleaning is part of a package of measures that aims to tackle healthcare-associated infections, such as MRSA and Clostridium Difficile, and ensure patient safety. The government has made hospital cleaning one

of its highest priorities. Its 2008 infection strategy isolated good quality cleaning as being essential.

In Depth also supplied a cleaning team to Warrington Hospital as part of a 6 month deep clean operation. Our staff supported existing in-house cleaners to ensure the programme was completed to Department of Health regulated standards.

Health Secretary Alan Johnson stated: "People want an NHS that is clean and safe; the deep clean programme will help to reassure patients and build public confidence in the NHS."

Mark Fox, of the Business Services Association, added: "The private sector has led the way in developing new and innovative technologies to ensure the highest standards of cleaning."



In Depth's Track Record Assures NHS Contracts

An opportunity recently arose for In Depth to tender for a complete managed services solution for a state-of-the-art, purpose built medical centre.

The Eagle Bridge Health and Wellbeing Centre is an award-winning flagship facility designed to provide the best possible environment for patients and staff.

The landmark structure, which offers integrated health services managed by Central and Eastern Cheshire Primary Care Trust (PCT), is one of the largest primary care developments in the North covering 7500m² over three floors.

We successfully won the contract at Eagle Bridge as a result of our excellent service

delivery track record and have since been awarded contracts at a further four NHS facilities including the Rope Green Medical Centre and Universal House, headquarters of Central and Eastern Cheshire PCT. In Depth provide a complete package of managed services to the facilities that include a full-time janitor, window cleaning, grounds maintenance, and deep cleaning.

In Depth Regional Network Manager for the North West, Peter Bowe, and Trevor Taylor, In Depth Regional Key Account Manager, were invited along to the official opening of the centre in January along with local dignitaries, Eagle Bridge staff, GP's and patient representatives.

Peter said: "I am very proud to be a part of this innovative state of the art facility and hope that this is the first step in a successful partnership between the NHS and In Depth. We look forward to providing further service solutions to the NHS in the future."



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Janet Moore, the Procurement Manager for Mid Cheshire Hospitals NHS Foundation Trust who selected our tender proposal said: "In Depth has worked in partnership with the managers of each of the four medical facilities to provide a service that meets the individual requirement of each building.

"The contracts were awarded on the basis of most economical price and we are very pleased with the level of service provided."

Sparkling Windows Pay Off

In Depth is proud to announce that we have secured another NHS contract to our ever expanding portfolio.

In May Nottingham NHS Trust Consortium, which comprises of three trusts, Nottinghamshire Healthcare NHS Trust, Nottingham City Hospitals NHS Trust, and Nottingham Primary Care Research Partnership, gave In Depth the go-ahead to take over the cleaning of all their windows.

This latest contract is a welcome addition to the existing collection of trusts already using In Depth as their preferred supplier.

In Depth currently work with:

- North Staffordshire University Hospital NHS Trust
- Mid Cheshire NHS Trust
- Warrington and Halton NHS Trust
- Wrexham Maelor NHS Trust

Latest Environmental Bulletin

We are proud to announce that In Depth have now gained BS 8555 accreditation for phases 4-5. This means that we will achieve full ISO 14001 status by the end of the year.

ISO 14001 is the internationally recognised standard for the environmental management of businesses that prescribes controls for activities that have an effect on the environment.

During the assessment process we have been able to identify areas of improvement, which include:

- Reducing fuel use
- Manage chemical and water usage
- Improve our energy and other resources efficiency
- Recycle uniform clothing
- Diminish our carbon footprint

This process has given In Depth the opportunity to reduce waste, lower costs and increase efficiency. Taking care of the environment benefits us, our customers, and the planet.

You can find out more about the In Depth environmental policy on our web site at www.indepth-cleaning.co.uk

Inone with
the Environment

Summer Quotes

“My wife and I have been arguing about where to go on our Summer holidays. I want to go to Tenerife, she wants to come with me.”

Roy Chubby Brown

“A perfect summer day is when the sun is shining, the breeze is blowing, the birds are singing, and the lawn mower is broken.”

James Dent

“Camping is nature's way of promoting the luxury hotel business.”

Dave Barry

“If you look like your passport photograph you are too ill to travel.”

Willkommen

“What I learned from travelling abroad was learning to be better satisfied with my own country.”

Samuel Johnson

Increasing Customer Confidence

In today's fast-moving competitive business world the ability to respond rapidly and effectively to every incoming telephone call is vital in ensuring the commercial success of a company.

The professional image and reputation of a business can often rest on the customer's telephone experience alone and in a competitive environment companies can find it difficult to respond and act upon every call, enquiry or order.

Since inception In Depth has endeavoured to deliver the optimum customer experience at the front line. However, we have intermittently experienced some demanding challenges in the past that have caused understandable frustration for our customers. For this reason

we have invested in the ultimate technologically-advanced communications equipment.

The In Depth Communications Hub is the ultimate call handling solution and provides the very best 'people experience'. Prompt, polite, professional call handling by a specialist communications team trained to respond efficiently and effectively vital to improve our customer's experience and gain a better understand of our customer's needs so we can deliver beyond their expectations.

Heading the Communications Team is Keith Bass who has an impressive background in sales and marketing, and call centre management. Keith joined In Depth in April and under his expert guidance the Hub has become a finely tuned machine with 97% of all incoming calls answered before three rings.

"Successful telephone calls are essential and critical to In Depth's continued success," explains Keith "but require skilled staff, good management and the very best technology."



Sandra Ogden, In Depth Managing Director, said: "We understand that a good call does not happen by chance but is the result of a combination of effective training, advanced technology, and flexible management. Investment in equipment, training and people has meant that we can provide the highest standard of call management services by a skilled team of call handlers who are all professional, courteous and knowledgeable.

"We see our Communications Hub as the definitive focus group. Listening to feedback from our clients and staff helps us to continually improve our service and makes it possible for us to collect customer feedback. We acknowledge that there were difficulties with our call handling initially, but wish to assure our customers that we have listened carefully to their comments and have taken appropriate action."

You can contact the call centre on 0845 6052251 or by email at info@indepth-cleaning.co.uk

Cleaning Tip



Now that the sunshine is here again many of you will be pushing back those sliding patio doors and letting in the fresh air.

To make sure your doors slide smoothly along their runners you will need a bottle of degreasing cleaner, a screwdriver, and few old rags. Spray the tracks generously with the cleaner and leave for a few minutes.

Wrap the screwdriver with a rag, and make several careful passes along the track to get out the grime.

Recognising Performers



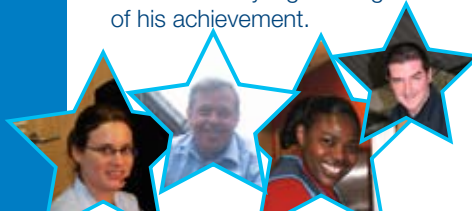
We are proud to announce our very first STAR, which recognises:

- Standards**
- Timekeeping**
- Appearance**
- Response**
- Suggestions and personal input**

Dave Robinson is a mobile cleaner who works in Hull at KCOM Group plc and joined In Depth after retiring from British Gas.

“Staff speak extremely highly of Dave,” said Gwyneth Manning, his Regional Manager, “he carries out extra cleaning at short notice and to a very high standard.”

Dave has been presented with a silver STAR keyring in recognition of his achievement.



Names to Faces



Keith Bass is Head of Communications at In Depth. He manages the communication centre and is responsible for ensuring good communication with staff and customers, and promoting our services to prospective clients. One of Keith's responsibilities is to implement our communication strategy, which encourages a positive culture throughout the business.

Keith's career background is in sales, marketing and customer relations. When he is not working Keith enjoys a busy and varied home life spent with his wife and 7 children. He also spends time involved with church and youth work. When he has spare time, Keith is found walking, camping and enjoying the great outdoors.



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