

Case Study

Everybody Sport & Recreation



WORKING IN PARTNERSHIP WITH EVERYBODY SPORT & RECREATION

Working in partnership with Cheshire East Council and responsible for managing and delivering leisure services in fifteen sites dispersed 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 SLA compliance. important part of the job.

Identifying areas where Everybody Sport & Recreation could improve on, Arrow worked in partnership with Paul and his team to undertake a detailed Workplace Assessment programme which includes a detailed site visit. Investigating the products being purchased and the different methodologies that were being deployed across each site that the organisation looked after, Arrow provided a detailed process and product evaluation. Identifying issues around procedure and locating gaps in product inventory and service provision, Arrow advised Paul and his management team on how to create efficiencies whilst maintaining a consistently excellent standard of cleaning.



Before we began working with Arrow County Supplies, although our cleaning standards were good, we were in a position where many products that were no longer fit for purpose were being used. Through a detailed and extensive pre-cleaning audit that Arrow implemented for us, areas for change and improvement soon became clear.



Paul Winrow
Director



Customer care
is one of Arrow's
great strengths, all staff
have the same aim and
work collectively to
achieve this.



Thankfully, with Arrow's support, this was the case and now that we have defined and standardised the products and processes that we utilise across our centres in East Cheshire, we are benefiting from substantial economies of scale which have resulted in us 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

In addition, Arrow's web portal has proved to be the perfect solution for Paul and his team across all sites by providing a new and easy-to-use process for the ordering of cleaning products.

Providing the management team at Everybody Sport & Recreation with evidence of product efficiency being achieved on other contracts, Arrow offered the organisation competitive prices, as well as a solid, professional working partnership that would enable Everybody Sport & Recreation to save as the business grew. Impressed with Arrow's approach to business, ordering portal and the attention to detail that they showed to Everybody Sport & Recreation, Paul notes:



Giving us clear visibility into what has been used and what is needed, Arrow's centralised ordering system allows us to keep a view on price per product and what is being spent by each site. Very simple to use and extremely easy to understand, we are able to accurately monitor and manage our cleaning budgets.

Arrow County Supplies have been a pleasure to work with, providing us with real business benefits from the solutions and advice that they have supplied. We are now not only saving on time and money, but 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. Now regularly in touch with Arrow via the monthly updates that they provide, we have built a strong business relationship that we hope will be in place for a long time to come.



Get in Touch!

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