



In touch news

- Wild West Showdown
- Business as Usual
- Reach for the Stars
- Sylvia Retires
- Employee Handbook Online
- Speed Cleaning
- Lean, Mean and Green
- Names to Faces
- Window Cleaners Raise the Bar
- Project JetStream Launched
- Stranger than Fiction

Wild West Showdown

In Depth staff recently participated in a Wild West themed team building day that included Line Dancing and wellbeing activities.



The event, held at Total Fitness in Warrington, required the workforce to be divided into three groups after which each were given the task of selecting a team name based on a Wild West character.

The first challenge was to construct a totem pole depicting the features of their chosen personality while also

incorporating the main characteristics of the managed services industry.

Workshop sessions took place throughout the day that tested the team's strategic thinking and problem solving skills. In Depth work in partnership with Total Fitness to promote the health and wellbeing of our staff so the day wasn't all work as everyone was given the opportunity to unwind during

Holistic Therapy and Pilates classes.

The Wild West theme continued into the evening when the In Depth teams were joined by the rest of the staff within the IDG Group. Together they celebrated Christmas and New Year with a party, traditionally held early the following year.

A Rooting Tooting time was had by all!



Business as Usual



We reported in our last newsletter that Lindsay Prescott, Anne Brackpool, Della Beaulieu and Lisa Myers from the In Depth administration team were in the process of completing NVQ Level 2 in Business Administration.

Congratulations are now in order as the girls have successfully achieved this qualification.

This accolade has been delivered with support from Protocol Training and funding was provided by Business Link.

Reach for the Stars

Our latest STAR has been awarded to Pankaj Patel who made a big impression at the Warrington branch of Magnet.

Our Reach for the Stars awards programme is designed to recognise and acknowledge exceptional levels of contribution and hard work by teams and individuals.

Amy (pictured left), the Branch Manager at Magnet, describes him as being “an outstanding cleaner who works with such diligence and keeps the showroom and offices spotless”.

Mr Patel was presented with his Star by In Depth Contract Manager Simone Johns (right) and Amy who nominated him for being such a hard worker.



Sylvia Retires

Sylvia Jones has recently retired from In Depth since joining the team in November 1998.

Contract Manager, Simone Johns is pictured presenting Sylvia with flowers.



Employee Handbook Online

The latest eco-friendly innovation from In Depth is now in operation as we continue to deliver efficient and effective ways of working.

Following the successful implementation of our Payslips Online service, from February 2010 all In Depth cleaning operatives will have access to their Employee Handbook and Operatives Policies and Procedures online via our web based portal.

The documents includes updates to disciplinary procedures so it is important staff access the

communication and reference tools on the website using their secure ID and password and refer to the Handbook updates.

The facility enables the download of documents online at any time or location, reducing the need for printing and waste. It also ensures that we can work towards helping the environment and decrease our carbon footprint.

Staff who do not have access to the Internet or who opt out of the Online Service will receive an updated printed Employee Handbook by post.

Project JetStream Launched

Once again, In Depth blaze a trail by introducing pioneering technology in the form of a unique automated sales system.

Phase 1 of the system is an online quoting resource and has been launched within the windows and industrial division. The facility allows the sales and management team to provide quotations electronically via email and the Internet. It eliminates the need for paper copies and speeds up the agreement and sign off process.

Once a quote is prepared, an email is sent to the customer that contains a link where it can be viewed, accepted and a PDF copy downloaded if required.

The system, which was developed in partnership with Workwise, went live in January 2010 and has received very

positive feedback from customers.

Phases 2 and 3 are currently under development. When launched, the window or industrial team will have the ability to obtain electronic signatures from clients, generate a payment and invoicing process and further reduce paperwork within the division.

Project leader, Gary Johns commented:

“We have been developing the sales system for 12 months, and I’m really pleased and proud to see it go live. The quoting facility reduces the time required sending a quote and receiving acceptances resulting in the reduction of lead in time before commencing a new project. In a competitive, constantly evolving market, In Depth leads the way in terms of technology and innovative solutions.”

Stranger than Fiction

There are no hedgehogs in Australia

Zeus had five wives. One of them was his aunt, another was his elder sister and a third one he ate

Aulophobia is the fear of flutes

The Maldives consists of nothing but atolls and is the world's flattest country

The inhabitants of Papua New Guinea speak 830 languages

Apollo astronauts left six lunar vehicles and fifty tonnes of litter behind them on the moon

80% of the human race live in Asia

William Blake's exhibition of 1809 received only one review
The critic described him as a lunatic

There are about a billion atoms in a grain of sand

A German Shepherd has 220,000,000 smelling cells in its nose
A human has only 5,000,000

Willow trees contain natural aspirin



Names to Faces



Anthony Colduck is the In Depth Client Relationship Executive. Every day we are commended for his attitude and diligence to his job.

Favourite movies

Hancock and Liar Liar

Favourite expression

Adapt and conquer

Favourite read

Billy Connolly's autobiography

Place I'd most like to visit

Italy or USA

Favourite meal

Bacon and eggs

Biggest self indulgence

Peace and quiet

Favourite sound

A running stream

Most Envied Profession

Professional singer

Window Cleaners Raise the Bar



In Depth has taken full advantage of government funded training that results in a recognised City and Guilds NVQ (National Vocational Qualification) 2 qualification.

The course was delivered by South Thames College and IMPACT Group Training who formed a partnership to provide individual training in first aid, manual handling, ladder work, use of scaffolding towers and mobile elevated work platforms.

Window cleaners without qualifications are often undervalued yet window cleaning is rated as one of the most dangerous ways of making a living. As a reaction to

this risk, demand for training in the sector is growing as increasing professionalism in the industry drives up expectations of contractors and clients alike.

With such specialist areas such as high level window cleaning and working at height it is crucial that the training and knowledge requirements meet the ever challenging work environment of today's window cleaners.

In Depth Windows and Industrial Division Contract Manager, Darren Shingler, was one of the first to take advantage of the scheme. He worked with the partnership to deliver training to our window

cleaning team tailored to meet our specific requirements. His achievements in staff training and development were recognised at the recent Windex Exhibition (below left) where he was presented with the North West Regional Candidate of the Year award.

Sandra Ogden, In Depth Managing Director said:

"In Depth is on a mission to improve window cleaning. This qualification provides tangible proof of competency and gives clients total assurance and peace of mind.

"They know that the window cleaners working on their properties are well-qualified, properly-trained and fully competent."



Speed Cleaning

If you don't have the right cleaning products for the job you'll be amazed at what you can find in your kitchen cupboards.

A solution of fifty percent white vinegar and fifty percent water cuts through bathroom grime once rinsed clean.

To stop your bathroom mirrors from steaming up, rub shaving foam on to them and polish off.

To clean your brass try Worcester sauce, which will soon have it sparkling. Rub in with an old face cloth and then wash clean.



Lean, Mean and Green

In Depth has successfully accomplished the first stage of the ISO14001 Environmental Management System.

This certification was first achieved in May 2009 with the first external audit review being held by NQA in December 2009. Suzanne Richardson and Darran Yates met with the audit team from NQA and this resulted in a successful outcome.

The next logical step following this achievement is for In Depth to achieve OHSAS 18001 by the end of 2010.

OHSAS 18001 was created with support from the world's leading national standards bodies, certification bodies, and specialist consultancies. A main driver for this was to try to remove confusion in the workplace from the increase of certifiable occupational health and safety specifications.

Throughout 2010, In Depth will be looking at inventive business approaches to further reduce its carbon footprint. This will include targeting reduction in use for the following key areas:

- fossil fuels for fleet vehicles
- manufactured chemicals during the cleaning process
- water by the window cleaning division.

In Depth SHEQ-T Director, Darran Yates commented:

"We have a responsibility both to our industry and clients to obtain recognised Health and Safety accreditation.

"This is something which is frequently requested and will further expand our already vast ISO accreditation base."

Inone with
the Environment



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