

# THE VANGUARDIAN

Vanguard Cleaning Newsletter

September 2018 Issue No. 2



## A NEW HOME FOR AMAZING CLEANING

**B**y the time you read this summer will nearly be over – I hope you've all enjoyed the amazing weather. It's been pretty hectic here since we sent out the last newsletter. Not only have we started working for 9 new customers but we have also moved lock stock and barrel from our old home of nearly 10 years to our new offices in St Martins near Oswestry.

We are only about 5 minutes from our old address but out in the sticks a bit which is great - apart from more wasps and flies coming in and the odd tractor

spreading manure! Our resident all round builder and super skilled tradesman, Peter, has worked wonders from roofing, joinery, plastering and even kitchen fitting. Please do come and see us if your passing. We'd love to make you a cappuccino and show you round. Our new address is on the back of this newsletter should you need it.

We really want this newsletter to include as much about YOU as possible so we'd love to hear what's going on in your life. Whether it be about marriages, babies,

achievements out of work, unusual hobbies etc etc we want to know about it and share it with the rest of the Vanguard family! Don't be shy – a newsletter like this could be so much better than that Facebook thing!

James Crompton  
Managing Director



“ A Newsletter like this could be so much better than that Facebook thing ”



## OUR MAN IN WALES & THE WIRRAL

Loves teamwork and Fish & Chips

**H**ello my name is Danny and I am the Area manager for North Wales and the Wirral. I started my career with Vanguard as Area Support and then was promoted to Area Manager about a year ago.

When I first took over it's a strange feeling as you don't know how the staff will take to you or how they might respond to any changes. However, I needn't have worried - I have a fantastic team who were very welcoming and they made it easy for me to settle in. Because I cover along the North Wales Coast and the Wirral I also benefit from working in some beautiful places with great fish and chip shops too!

I see my job as supporting my team whenever I can. I try my best to help everyone I can whether it's getting equipment to make cleaner's jobs easier or being a good listener when problems occur. I say to my team it's far more than just a cleaning job, in fact they are an integral part of helping Vanguard clean more and more surgeries and protecting patients by giving them a really clean environment to be treated in.

This is a big thank you to all my team for your hard work and making my job enjoyable too.

Daniel Roberts  
Area Manager



### PAYROLL NEWS

Hello Rachel & Beth here. We know getting your pay right is really important and we always try extremely hard to get it perfect for you every month. PLEASE help us to help you by remembering to log in correctly. It makes things much more difficult for us if we don't have an accurate record of your shifts at the end of the month. If you do ever forget please remember to text your area manager so they can make a note you were in.

One final request – please update us if you change your address, phone number or email address. Thanks for all your help with the above and rest assured we are always here to assist with any payroll queries but we need your help too!

Rachel & Beth

### QUICK THINKING SAVES A PRACTICE £4000 !

**A** quick thinking cleaner, Maddie who cleans at the Maples Medical Practice in Manchester, saved the day recently whilst carrying out her shift. She noticed one of the two fridges in the Treatment room was overheating.

She had to act quickly and on her own initiative moved the stock of temperature controlled medicines from the broken fridge to the working fridge.

The Practice Manager praised Maddie's quick thinking which saved the Practice over £4,000 and gave her a voucher to thank her.



### NEWSLETTER SNIPPETS

Please remember to put your wet floor signs out! Slips and trips are never far away and a wet floor sign helps avoid these. Please remember to clean the wet floor sign too – there's nothing worse than a lovely clean floor and a filthy yellow sign!





## FOCUS: Malinslee Medical Practice in Telford



### A TALE OF TWO LADIES FROM THE TELDOC TEAM

Pete Jones  
Area Manager

**T**ina & Nicole have worked at Malinslee Medical Practice in Telford for 3 years now and know the building and staff who work there really well.

They have their individual areas to clean, and both get their job satisfaction from delivering the very high standards of cleaning the medical centre requires.

They both enjoy working for Vanguard, they say Vanguard are a good company to work for - nothings to much trouble when it comes to supporting them in their job.

Tina & Nicole have a very good rapport with the management team for the

area, Pete and Luke, and enjoy their visits. They say the staff at the practice are lovely and friendly too - from the Doctors to the receptionists.

Tina & Nicole like the idea of the quarterly newsletter as it makes them feel part of the Vanguard family. They both believe in team work to get the job done and the newsletter supports that. Malinslee Medical Practice is part of the Teldoc group, this includes, Lightmoor, Leegomery, Madeley, Lawley, Oakengates, Highfield and Aquaduct, Surgeries. Elaine Edwards, Head of Clinical Workforce, Quality & Governance, at Teldoc quoted,

“Our cleaners at Malinslee, and across all our surgeries, are such a friendly, hardworking team. They do a really important job extremely well. I now feel confident that we are meeting a high standard of cleanliness for our patients, Thank You”

#### FACTOIDS

The average kitchen chopping board has around 200% more bacteria on it than a toilet seat.

#### HOLIDAYS

Please ensure your holidays are booked well in advance by texting a message to 07377 869 678. Please use this number for Holiday Bookings only.



## JUGGLING THE ROTA

To deliver 100% service levels

**W**ith the holiday season upon us it's one of the most challenging times of the year for holiday planning.

Each Friday I do the rota for the following week. As you know, we have a team of dedicated mobile cleaners out there who have the essential role of covering for holidays and sickness. We currently have around 14 mobile cleaners and 250 fixed site cleaners so as you can see I need to plan for holidays well in advance. I can do this fairly easily but what

really throws a spanner in the works is short notice sickness! It can have a huge knock on effect for the week ahead as mobile cleaners have to be diverted elsewhere. Sometimes I even have to ask someone who has booked a holiday if they can come in so that I can cover the shift. Delivering the great service we pride ourselves on means we really can never miss a shift - but sometimes a Monday morning after a sunny Sunday when the BBQ's were out can be a bit tricky!

John Hughes  
Operational Manager





# JASON GETS HIGH IN MONEYPENNY

A UK leading call centre brings in the experts to clean their internal windows



Jason Dodd  
Specialist Cleaner

Just in case any of you were thinking that Vanguard are just a one trick pony cleaning nothing but medical centres we thought you might like to see Jason, our very own danger man, cleaning 60ft up in some state of the art offices called Moneypenny, Wrexham.

Moneypenny, a UK leading call centre, called in the experts to clean their internal windows. It took Jason 4 long nights and 12 pairs of clean underpants to get the job done. His steady nerves and typical attention to detail won through and we had yet another very happy customer.



Watling Street Medical Centre

## NEW CLIENT ROUND-UP

In our last edition we mentioned that it was all happening in Telford. Well its still all happening in Telford! We have started cleaning another 3 surgeries here so welcome to all our new team members working in Shawbirch, Oakengates and Highfield Medical Centres. We've also started cleaning another surgery in Stoke on Trent and another in Crewe. Once again we were approached by all these surgeries because they had heard of Vanguard's legendary service! Finally a special mention to Watling Street Surgery in Northwich. We had to start cleaning at really short notice here and by the second evening the practice manager remarked "The Doctor's have already seen an improvement in fact everybody is commenting on our building being clean at last" Well done Angela & Haydn for getting such positive feedback in such a short space of time.



You've missed a bit Jas!



Moneypenny, Wrexham

## FACTOIDS

Vanguard's army of mobile cleaners and area managers clocked up 455,472 miles last year. So this would take you to the moon and back – well nearly we'd be 20,000 miles short!

## YOUR NEWS

Who's looking at you Kid? Welcome to this world Chester.

Chester was born on 19 April. His proud mum Tania covers one of our Welsh sites. He was given some special Vanguard wellies for splashing about in the Welsh weather.

If you would like a dedication to someone special then send us your pictures with a few words to share your good news with all at Vanguard.

