



CASE STUDY

EVERYBODY HEALTH & LEISURE

In collaboration with Cheshire East Council, Everybody Health & Leisure manages and delivers leisure services across fifteen leisure centres in East Cheshire. To achieve greater efficiency, consistency, and cost savings, Everybody Health sought to reassess its cleaning strategy, processes, and suppliers.

“WITH ARROW’S SUPPORT, WE HAVE DEFINED AND STANDARDISED THE PRODUCTS AND PROCESSES USED ACROSS ALL OUR CENTRES IN EAST CHESHIRE, BENEFITING FROM SUBSTANTIAL ECONOMIES OF SCALE, AND RECORDING IN EFFICIENCY SAVINGS OF OVER 5%.”

Everybody Health & Leisure

AT A GLANCE



**15 leisure
centres**



**Streamlined
online ordering**



**5% efficiency
saving**



**Solved onsite
health & safety
challenges**

ARROW COUNTY SUPPLIES

Arrow House, Longden Road, Shrewsbury, SY3 9AE
T 01743 283 600 E askarrow@arrowcounty.com W www.arrowcounty.com

PROBLEM

Each of the fifteen leisure centres under the Everybody Health & Leisure banner employed different cleaning service providers. This resulted in inconsistent product use and varied cleaning methods, making it difficult to maintain a uniform cleaning standard across sites and manage budgets effectively.

“I AM RESPONSIBLE FOR THE DELIVERY OF CLEANING SERVICES FOR ALL OF OUR SITES, AND I NEEDED TO BE SURE THAT WE WERE NOT ONLY RECEIVING THE HIGHEST STANDARD OF SERVICE BUT ALSO USING THE CORRECT RANGE OF PRODUCTS IN THE RIGHT WAY. STAFF AND CUSTOMER SAFETY IS A KEY ASPECT OF CLEANING IN AN ENVIRONMENT WHERE PEOPLE ARE SWIMMING AND GETTING CHANGED, SO IT WAS VITAL THAT WE HAD COMPLETE CLARITY ON THE SUITABILITY, PERFORMANCE, AND SAFETY OF THE CLEANING PRODUCTS USED THROUGHOUT OUR BUILDINGS AND FACILITIES.”

Facilities Manager, Everybody Health & Leisure

SOLUTION

Arrow utilised its WorkSmarter Programme to closely examine the cleaning products and methodologies at each site. The evaluation identified issues with existing cleaning processes, gaps in the product range, and inconsistencies in service provision. As a result, Arrow worked closely with Paul and his team to implement efficiencies while maintaining an excellent standard of cleaning.

OUTCOME

- Standardised products and processes across all sites for consistency and efficiency.
- Training for cleaning staff on the correct use of new equipment and materials.
- Implementation of Arrow's **Arrow Connect** portal to streamline ordering and monitor usage, pricing, and expenditure across all centres.

“NOW, USING CLEANING EQUIPMENT AND MATERIALS THAT ARE FIT FOR PURPOSE, OPERATED BY STAFF TRAINED BY ARROW, WE ARE CONFIDENT WE ARE PROVIDING AN EXCELLENT LEVEL OF CARE FOR BOTH STAFF AND VISITORS ACROSS ALL OUR FACILITIES.”

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Arrow's competitive pricing and partnership approach have contributed to significant cost savings and service improvements as Everybody Health & Leisure continues to grow. Paul was particularly impressed with Arrow's proactive support and commitment to delivering real business benefits.

"ARROW'S ARROW CONNECT PORTAL PROVIDES FULL VISIBILITY INTO PRODUCT USAGE AND ORDERING, DOWN TO THE PRICE PER PRODUCT AND SITE-SPECIFIC SPENDING. THE SYSTEM IS SIMPLE TO USE, EASY TO UNDERSTAND, AND HAS ENABLED US TO ACCURATELY MONITOR AND MANAGE OUR CLEANING BUDGETS."

"PROACTIVE IN THEIR APPROACH AND TRUE TO THEIR PROMISES, ARROW IS A PLEASURE TO WORK WITH. THEY HAVE PROVIDED US WITH TANGIBLE BUSINESS BENEFITS THROUGH THEIR SOLUTIONS AND ADVICE. WE ARE NOT ONLY SAVING TIME AND MONEY BUT ALSO RECEIVING POSITIVE FEEDBACK FROM OUR CUSTOMERS ACROSS THE REGION."

"THE TRAINING AND AFTERCARE FROM ARROW EXCEEDED OUR EXPECTATIONS, AND WE HAVE BUILT A STRONG BUSINESS RELATIONSHIP THAT WE HOPE WILL CONTINUE FOR YEARS TO COME."

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