

Sage Gateshead in Tune with Axis Group

Project: Sage Gateshead

Sector: Arts, Entertainment
& Recreation

Product: Manned Guarding and
Cleaning and Support Services

About Sage Gateshead

The Sage Gateshead is a music and entertainment venue that exhibits national, regional and international performances. It is managed by the North Music Trust and hosts a wide range of entertainment shows, seven days a week, both in the day time and the evening.

It also holds numerous festivals, runs community 'Make Music' programmes and is home to a café, brasserie and four bars. It aims to bring about the widespread and long-term enrichment of the musical life of the North East of England.

The Challenge

Having been pleased with the manned guarding services provided by Axis Security, the Director of Operations at Sage Gateshead was keen to explore the advantages in combining security with a cleaning and support services contract, delivered by Axis Cleaning and Support Services.

"The security team won National Team of the Year at Axis Security's National Security Awards and this is testament to the dedication the team shows," he said. "It is more than just a security contract, however. Customer service is crucial when welcoming performers and the public, and these standards were something we were looking for in our cleaning provision.

"By combining the two contracts we have been able to use both the cleaning and security hours in the most efficient way, ensuring that we retain valuable and experienced staff members."

Director of Operations, Sage Gateshead

The Solution

The Axis Group has now extended the services it provides Sage Gateshead to include a combined cleaning and security contract, which in addition to manned guarding, now covers full cleaning services to the entire building, including all back-stage areas, the stages and auditoriums, dressing rooms, bathrooms, front-of-house and main concourse.

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Axis Group transferred all existing cleaning staff under TUPE and the Director of Operations has been pleased with how the mobilisation has gone: "Performances continue to run regardless of when we change suppliers and, as hoped, the changeover has been very smooth. As we have seen with the security contract, part of this is because Axis management is on hand locally to proactively manage issues when they arise."

Jonathan Levine, Axis Group CEO, says that the Group's combined service offering is proving a success across the country: "We won the contract by achieving the highest scores in the tender criteria, but we are also able to provide the added benefit of a linked security and cleaning management system and the cost efficiencies of a combined contract," he said.

"This concept is relatively new in this industry and we look forward to demonstrating how well it can work at the Sage Gateshead."

