



education

Helping your students reach their full potential in the **right environment**

norse
GROUP 

Helping you meet your challenges head on

Never has there been more pressure on the education sector to make savings, to manage decreasing budgets, and yet continue to provide excellent results.

Integrated packages with one provider can offer considerable value for money, not to mention freeing up your valuable time so that you can focus on your students and your teams.

As a trusted partner working hand in hand with our clients throughout the UK, Norse can offer you single service or bespoke packages that deliver flexible solutions to meet your needs and your budget.

Our personal approach includes locally based and dedicated management support, to ensure our services continue to be of the high quality you would expect.

And we can draw upon our nationwide team of qualified experts to offer you advice and guidance to help you manage the whole range of challenges you face in your education settings.

“...These are tough times for the public sector and we were looking for cost efficiencies and less administrative work by joining our services together. We wanted to see innovation... Norse came across as a business which could offer us savings by making the services more efficient.”

Schools Procurement and Estates Officer

One solution to offer value for money

Outsourcing services continues to be the preferred option for the majority of education settings, offering real benefits including:

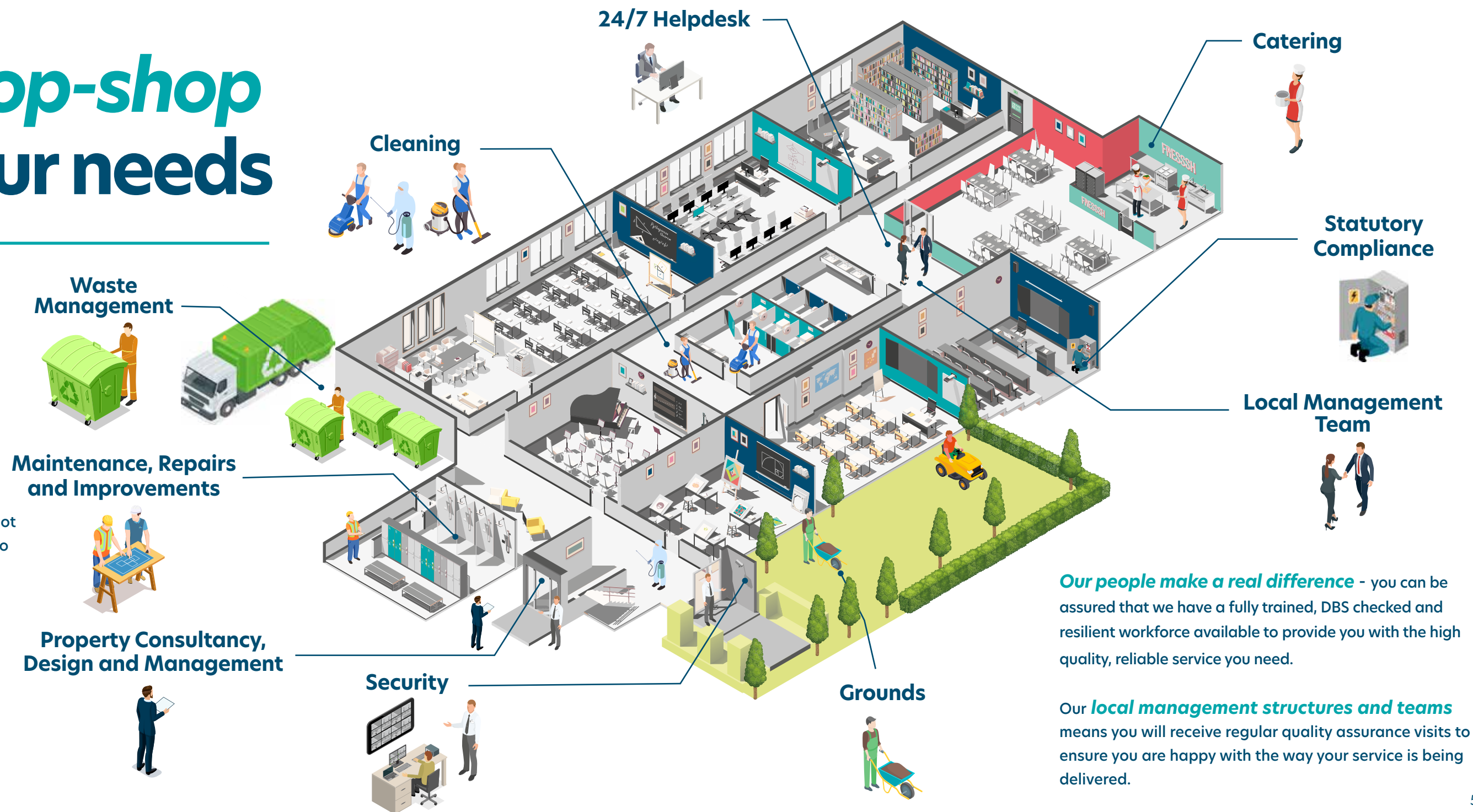
- **Reducing costs and making savings** supporting your budgets
- **Proven efficiencies** delivering quality
- **Access to skilled expertise** allowing you to focus on your priorities
- **Improved risk management** reducing your burden

A *one-stop-shop* for all your needs

Providing a wide range of property and facilities management services, at Norse we act as a *one-stop-shop* for all your requirements.

Working in partnership with hundreds of clients for many years - within both commercial and public sectors - there's not much we haven't dealt with, and we try to do some of the thinking for you.

We aim to keep our clients informed not only about the services we offer, but the standards and requirements you may need to meet in the future, offering *affordable solutions to keep you on track.*



Our people make a real difference - you can be assured that we have a fully trained, DBS checked and resilient workforce available to provide you with the high quality, reliable service you need.

Our *local management structures and teams* means you will receive regular quality assurance visits to ensure you are happy with the way your service is being delivered.

Creating *perfect* environments for their futures



First impressions count, therefore *providing clean, safe, warm and inspirational environments* for learning is a promise that we will deliver.

Our property consultancy professionals create high quality, innovative spaces that inspire and motivate your students to learn.

We deal with projects of all sizes, from individual refurbishments and alterations to designing new schools. Whether you require a single service or an integrated package, we tailor our solution to suit your needs and help you to create the best possible environment for learning.

When you choose us, you enjoy access to our wide field of experts, who work together to support your project.

- Architectural design
- School masterplanning
- Interior design and space planning
- Mechanical and electrical design
- Project management
- Structural design
- Surveying and maintenance
- Energy management and monitoring
- Project and cost management
- Sustainability consultancy
- Agency and estate management
- Bidding assistance eg, Condition Improvement Fund



Ensuring *your building* runs smoothly

We understand the need to carry out projects within fully operational 'live' environments and ensure that our works are carried out with the minimum impact on the day-to-day life of your school.

With extensive experience working within the education sector, we work closely with you to improve, maintain and develop your facilities, to ensure you have an environment your staff, students and parents are proud of.

Our 24 / 7 facilities management helpdesk offers you an around-the-clock service, including for emergencies. Local teams will respond quickly and efficiently helping to give you peace of mind should any issues arise. We even offer full support in working with your insurers.

Planned or unexpected, when works need to take place an agreed set of procedures are in place to ensure this happens safely and with the least disruption possible. And all works are carried out to the highest quality and safety standards, drawing on the skills and knowledge from right across the Norse Group.

Our skilled teams undertake full preventative, repair and replacement services, including to:

- Building structures
- Fixtures and fittings, windows and doors, walls, fencing and gates
- Electrics, plumbing and heating
- Renewable and low-carbon energy technology
- Kitchen and catering equipment
- Assisted technology

Local food *to feed minds*

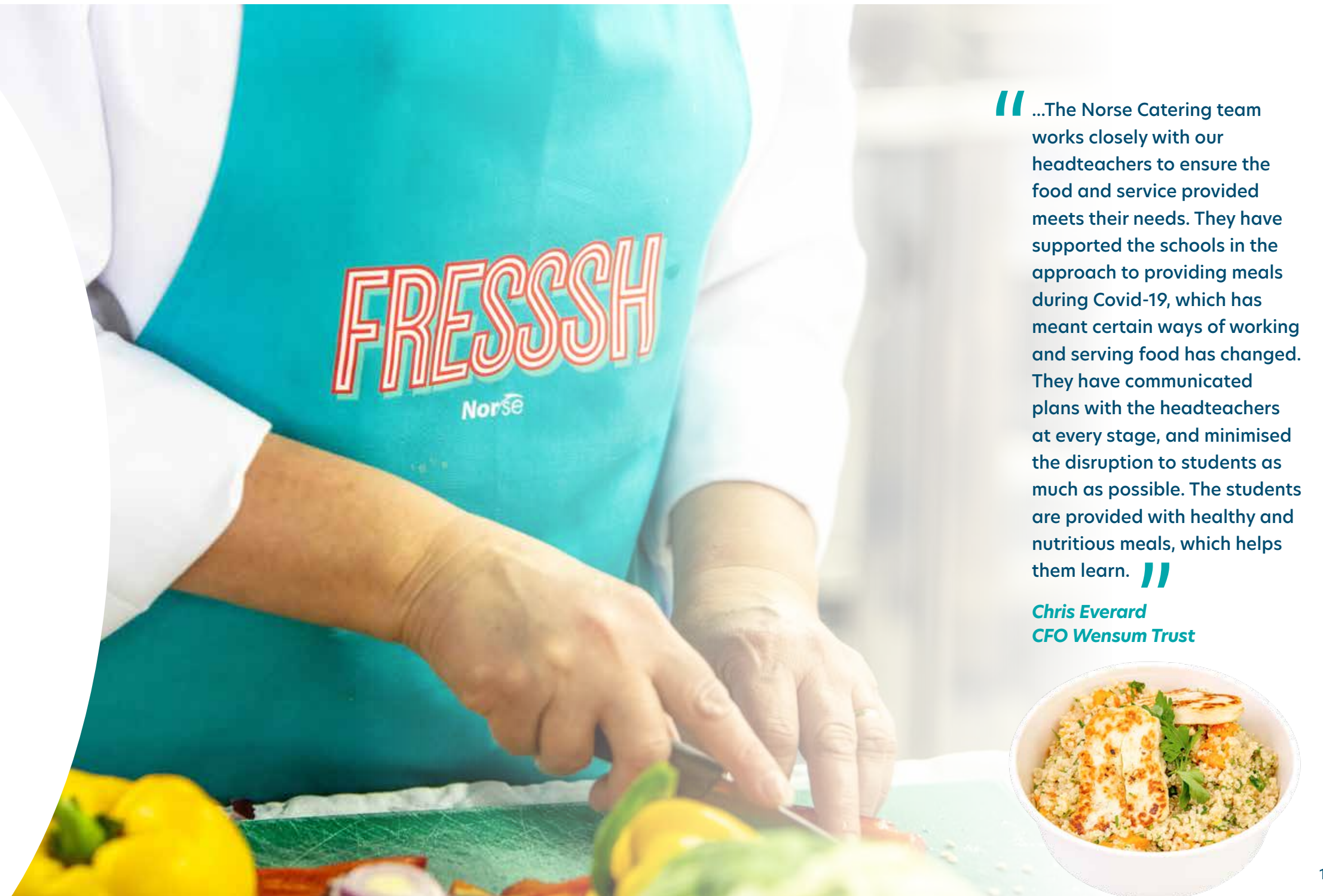
When pupils eat well, they are fuelled for learning and *perform better in school*.

We are fortunate to be surrounded by fresh, locally sourced produce and are proud to work with producers and suppliers who care about the world around them.

This not only enables us to deliver a high quality catering service to schools and academies, it also helps to deliver great value to our clients while helping to sustain the local supply chain.

Our menus are engaging, seasonal and nutritionally balanced to ensure pupils are fuelled for learning.

- **At least 75% of all produce is cooked from fresh, on site each day**
- **An NHS dietitian supports our menu development and ensures we provide tantalising flavour combinations and healthy, diverse meals**
- **We employ local, reliable account managers and mobile teams**



“...The Norse Catering team works closely with our headteachers to ensure the food and service provided meets their needs. They have supported the schools in the approach to providing meals during Covid-19, which has meant certain ways of working and serving food has changed. They have communicated plans with the headteachers at every stage, and minimised the disruption to students as much as possible. The students are provided with healthy and nutritious meals, which helps them learn.”

Chris Everard
CFO Wensum Trust

Services you can *rely on*

Cleanliness in schools has *never been more important* and you're right to expect high standards of cleaning and hygiene, providing a safe learning environment.

Our motivated staff ensure your buildings are kept in a first class condition, providing cost effective, reliable solutions, including:

- Deep cleaning
- Specialist cleaning
- Window cleaning
- Periodic cleaning

The 'in-house' team we supply to you - with access to additional mobile support staff - ensures you enjoy a continuous service.

We invest in the latest technology and our state of the art tools provide live, online quality auditing and fault reporting. Accessible through any device, this gives you visibility of your service, at any time.

The range of services we offer, combined with the use of technology, and innovative and eco-friendly cleaning products, allows us to price competitively, passing savings on to our clients.



“ Since taking on the contract, the management team at Norse has maintained cleaning standards and, in many cases, improved them. The business and operational relationship has built quickly and effectively at a senior level, and at each of our schools.

Recently, Norse has supported the reopening of our schools by adjusting cleaning rotas, adding additional tasks by adapting the existing contract hours, and ensuring that sufficient supplies of additional hygiene items have been delivered to our schools by the agreed date.

The relationship has worked very well throughout the extremely unusual period of the pandemic, and we look forward to building on this success. ”

Richard Cole
Inspiration Trust

Inspiration Trust is a multi academy trust with 14 schools in Norfolk and north Suffolk.

Keeping you *compliant*

The statutory duties with which you are required to comply can be overwhelming. *Our specialist teams can ease that burden*, providing a comprehensive assessment of your building needs to meet compliance.



We offer:

- Legionella management
- Building maintenance compliance
- Portable appliance testing and schedules (PAT)
- Gas and electrical safety
- Asbestos management
- Fire risk assessments and alarm management
- Accessibility audits and action plans

Beyond the school walls

It's not just the internal workings of your school that matter - *we take on the jobs that make a real difference to the outside of your premises too.*

Our waste collection, management and recycling services include:

- Wheeled bins and skip services
- Recycling advice
- Scheduled collections
- Full contract administration
- Qualified staff who can offer guidance and support

Our security services include:

- Key holding
- Door supervision
- Event stewarding
- CCTV

All of our staff are trained and licensed via the Security Industry Authority (SIA) and are deployed to deliver bespoke security services based on your needs.



Helping *green spaces* thrive

First impressions count and our grounds teams ensure your premises are maintained to the highest standards, creating tidy and inspiring places for students and staff to enjoy the outdoors.

We provide:

- Grass cutting, shrub maintenance and seasonal bedding
- Playing field and pitch maintenance
- Tree advice and works (arboriculture)
- Fencing and boundary works
- ROSPA play equipment inspections
- Soft play and MUGA installations and maintenance



Keeping it *local* for you and your needs

The Norse Group creates, maintains and services innovative and sustainable learning environments throughout the UK.

As a values-led organisation, we deliver £8m of economic benefits back into local communities every year.

We do this by developing locally based businesses - both public sector and commercial - and by employing local people to deliver those local services.

Our central purpose is clear - to strengthen local communities by providing vital services that help to improve people's lives.

Services are subject to location across the UK

Why choose *us...*?

We have highlighted many reasons why you should consider an outsourced solution and the Norse Group is here to help, offering a **one-stop-shop** to meet your needs. We will always aim to deliver innovative solutions which are centred around you.

Talk to us and find out more about how you can benefit from just some of what Norse has to offer.

- Bespoke and integrated solutions to match your budget
- Reliable and responsive services to meet your needs
- High quality, consistent services you can depend upon
- A personalised approach, with local management and local teams
- Experience and expertise from a trusted and established provider
- Advice, support and guidance from highly trained professionals



Customer satisfaction
results of

92%



11,000
employees



Largest local authority
trading company
(LATCo)
in the UK



Bronze Food for Life
accredited (NCS)
RoSPA Silver Award
for Health & Safety
(Gold Award for NCS)

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