

National Theatre

DOC
CLEANING



Delivering Excellence Behind The Scenes At The National Theatre

In May 2025, DOC Cleaning began a five-year contract with the National Theatre, one of the UK's most prestigious performing arts institutions and a landmark on London's South Bank.

Following a three-month mobilisation, our team successfully transitioned cleaning services from an agency arrangement to a long-term, structured partnership. The National Theatre sought a provider capable of delivering visible improvements, introducing sustainable initiatives and providing a fresh approach to operations in a high-profile, high-footfall environment.

Our approach focused on quality, consistency and long-term resilience, achieved through detailed planning, transparent communication and close collaboration with the National Theatre's leadership team.

The partnership reflects DOC Cleaning's commitment to creating lasting value through expertise, care and collaboration. Our team combines modern cleaning methods with respect for the National Theatre's heritage and purpose.

Together, we have built a foundation for continuous improvement that supports both the visitor experience and the day-to-day operations of one of London's most iconic cultural venues. It is a partnership built on trust, and a collective commitment to excellence.

The National Theatre

Located on London's South Bank, the National Theatre has been a centrepiece of British arts and culture since opening its doors in 1976. Designed by Sir Denys Lasdun, the building is recognised as one of the capital's most distinctive landmarks and remains home to three world-class auditoriums.

The venue welcomes over 2.5 million visitors annually, hosting hundreds of performances, workshops and community events that celebrate creativity and storytelling. The site is a vibrant destination for both Londoners and international visitors.



A Collaborative Mobilisation

Mobilisation was led by Jeff Silver, Head of ESG, acting as Bid Lead and Mobilisation Manager, supported by Angela Alvares (Contract Manager), Justin Gray (Operations Director) and Lee T Andrews (Joint Managing Director). Nine members of staff from our Head Office - including leaders from our People & Culture, Operations, ESG and Marketing divisions - attended the initial welcome day, ensuring oversight and engagement at every level.

Weekly client meetings, live online trackers and shared risk registers ensured the process remained open, well-structured and aligned with the client's expectations. This transparent approach enabled both parties to manage timelines effectively and deliver a seamless transition.

Angela joined the project one month before the contract start date to begin site familiarisation and build relationships with the team. Her early involvement was key in creating continuity and understanding before taking on full management responsibility.

During the mobilisation, DOC Cleaning successfully onboarded 40 employees from an agency into permanent DOC roles - a major achievement that strengthened team culture, improved communication and enhanced service consistency.



Delivering Visible Improvement

From day one, the focus was on raising presentation standards across the National Theatre's public, performance and back-of-house spaces.

Our partnership makes an impact by:



Enhanced service structure

A tailored schedule was introduced to reflect the theatre's dynamic environment:

- Defined housekeepers to provide visible front-of-house support.
- A dedicated performance cleaning team to manage high-traffic intervals.
- Improved periodic cleaning programmes during quieter hours to maintain presentation standards.



Investment in equipment

Significant investment was made in state-of-the-art cleaning equipment to improve productivity and quality:

- A wide-area vacuum increased coverage of large carpeted spaces by 50%.
- Upright scrubber dryers enhanced hygiene in catering and washroom areas.
- An external cylindrical scrubber dryer improved the cleanliness and safety of outdoor cobbled areas.



Sustainability-led innovation

DOC also brought external soft and pressure washing in-house using a DOFF machine, a method approved by English Heritage for listed buildings.

This sustainable approach reduces carbon emissions through HVO fuel and eliminates the need for subcontracted services.

These improvements have already enhanced presentation standards and efficiency across the site, creating a cleaner, safer, more welcoming environment that reflects the prestige of the National Theatre.

Supported By Trusted Suppliers

We are proud to work alongside trusted supply partners who share our values and commitment to excellence.

The mobilisation at the National Theatre brought together expertise from across our network to deliver high standards, innovative solutions and sustainable results. By combining resources and expertise, we continue to develop cleaning solutions that deliver both performance and sustainability in a complex, high-traffic environment, directly benefitting the National Theatre's staff, performers and visitors.

Collaborating with partners such as Simply Washrooms, Grace & Green and Remind, we've introduced responsible products and systems that improve hygiene while supporting social and environmental goals. These initiatives demonstrate what can be achieved when innovation and purpose work hand in hand.

Testimonial

“We were delighted to be selected to provide our services to such a cultural landmark. The close collaboration between DOC Cleaning and the National Theatre during mobilisation has already strengthened our partnership and delivered visible improvements across the site. We look forward to continuing this journey together and supporting the Theatre's commitment to excellence and sustainability.”

Jeff Silver
Head of ESG
DOC Cleaning



About DOC Cleaning

DOC Cleaning is a family-owned business with over 50 years of experience delivering professional cleaning services, with a portfolio spanning cultural landmarks, corporate headquarters and commercial spaces across the UK. As we continue to grow, we remain committed to building trusted partnerships, investing in our people and innovating for a cleaner, more sustainable future.

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