

# Moreland Primary School

## The Client - Moreland Primary

Moreland Primary School and Children's Centre is a school on the edge of the City of London with over 400 pupils and a Children's Centre. The school recently moved into a £13million new building, on the existing site, allowing for an extra class of students to be added to each year group.

## The Challenge

The school was using in house staff to clean the original school building and it was clear that, on inspection, the standards were poor and the concern was the school wanted a more robust cleaning regime for the new building. The staff also had little knowledge of COSHH and colour coding, presenting the risk of cross contamination and the incorrect use of chemicals.

There was small window of 4 days from handover of the building to the first classes being held in the school. In that time we had to fix 230 dispensers for soap, toilets rolls and hand towels to the entire school.

## The Solution

For this contract, we put in place a Working Supervisor, 3 cleaners and a floor maintenance operative, this, we felt, was sufficient to successfully carry out the work required, taking into account the pupil levels. We invested in a working site supervisor to manage the team, provide onsite management presence, carry out cleaning audits and liaise with the facilities management team.

All staff are fully uniformed, DBS checked and trained in the use of equipment, COSHH, colour coding of cleaning equipment and safe storage of cleaning materials, these were previously some of the main areas of concern. The training covered, opened the door for intensive cleans to be performed using new high quality, modern cleaning equipment thus increasing overall productivity, as previously other inefficient cleaning methods would have been used. It also allowed quality deep cleans to be performed throughout the year.

## The Benefit

As a result of the changes, a strong relationship was built between us and the client. The assigned area manager was able to regularly liaise with the cleaners and client to ensure that we were fulfilling all set requirements across the contract which we achieved by carrying out regular cleaning audits, regular client meetings, and via soliciting feedback which we logged onto our bespoke client management system.

Due to our success in the start-up and subsequent running of this contract, we were awarded the contract at Moreland's federated school, St Luke's Primary School.