

Kendrick School

Working in partnership since 1998



The Client

Kendrick School is a high achieving selective grammar school for girls aged 11-18 located in the Centre of Reading. The Southcote sports hall, dance studio, fitness suite, gym and indoor swimming pool are open to and continuously used by the local community and clubs as they are open 7 days per week throughout the year.

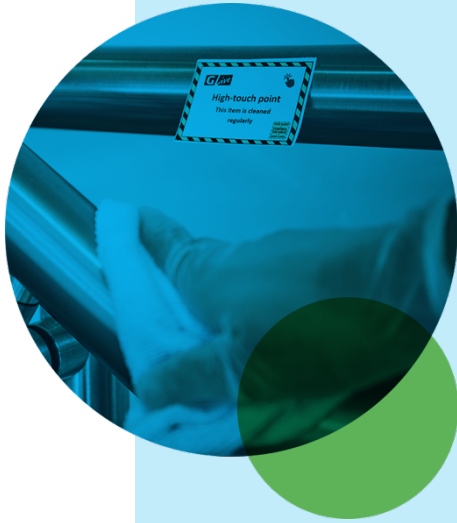
Over the last 19 years Brayborne have worked in partnership with the school to continually provide a high-quality standard of cleaning. Our conscientious and committed on-site team are a credit to our company who take great local pride in the work that they do.

The Plan

Kendrick School is cleaned primarily in the evenings as well as an early morning clean within the areas used by the community. A dedicated experienced non-working supervisor is employed to manage the day-to-day cleaning on site reporting directly to our local Area Manager. The staff are responsible for maintaining the standard of the school, cleaning all areas in line with the specification both core and periodic.



The Process



As part of the scheduling process, during the holidays, our Hygiene operatives tackle the deep cleaning of all areas completing high level dusting, carpet cleaning, stripping and sealing of all hard floors, deep clean of all hygiene areas. The on-site staff are also responsible for the locking and securing of the school areas on certain days when the caretaker is not available. At Brayborne it is important to us to keep an open and honest relationship with our client and as a result, we follow our open book accounting to transparently and proactively manage the account & deliver a client led service. With the use of our onsite liaison book and the introduction of our on-line portal approach, we are able to deal with any issues in a timely manner. As well as regular site visits, monthly minuted meetings are documented between Kendrick School and our Area Manager which review quality control audits, monthly schedule v actual and all other on-going matters.

Over the last 19 years we have worked with Kendrick School we have come to understand the culture and the ethos of the school. We fully understand that they require a reliable and consistently high standard of cleaning from a team of motivated and well managed cleaning and hygiene operatives. By following our clear ISO 9001 accredited structure we can confidently provide a service that we know they are happy with, ensuring that the staff and students have a hygienically clean working and learning environment.

The Results

- It is also important that the environmental impact is considered in every aspect of the service we provide. At Brayborne we do all that we can to ensure that our environmental footprint is minimal for example using Toucan rather than a basket of chemicals for our cleaning products. In creating a partnership with Brayborne, Winchester City Council can be sure that they are using a responsible contractor as backed up by our ISO45001 accreditation.



The Results (cont.)



- Proper training and refresher training is essential to providing a quality service. All of our operatives have undergone refresher training through the second lockdown and as a group we now have 86% of our staff completed and passed a thorough training and refresher plan with us. This includes health and safety procedures, colour coding, understanding the COSHH manual, right to work, accident reporting, and environmental procedures via our e-portal training portal. All of our operatives are trained to BICS standards as we are a BICS's hub and assessor centre.
- All staff on site have also completed Safeguarding training which is documented on their individual training record. In addition to this will also be completing 'Preventative Training' in line with new government guidelines.
- Staff stability is extremely important and we have achieved this at Kendrick School with staff retention figures well above the industry average.
- This is testament to Brayborne's commitment to Staff Welfare, ensuring that everyone feels part of the team. Many of our staff at Kendrick have received Employee Recognition Awards and Long Service Awards such as S.T.A.R (Staff, Training, Achievement & Recognition)
- With recent budget restraints we have worked very closely with Kendrick School to reduce their costs and have achieved this by re-organising the work areas and increasing the efficiency in some areas.
- Throughout Brayborne's time at Kendrick we have consistently been flexible in our working approach and have been able to facilitate additional cleaning due to school events and community use.
- In the past and recently, we have assisted the school during health concern outbreaks by washing and disinfecting all touch areas (doors, stair rails etc.) to reduce the potential infection across the site.
- In addition to this we have supplied emergency response out of hours when there was a flood in part of the school, supplying labour and specialist equipment to ensure that the school could be fully operational the next day.

Brayborne are also very proud to have been a sponsor for the school's annual speech day for the last 19 years.