

Winchester City Council

Working in Partnership Across Multiple Sites



The Client

Winchester City Council have been working with Brayborne since May 2016 and have multiple sites within the one contract. Over the past 5 years we have worked closely in partnership with Winchester City Council to improve the standard of cleaning.

This contract was awarded following a full and detailed tender process where the staff were part of a TUPE transferred to Brayborne. As part of a TUPE transfer, the Brayborne Management Team met with the staff and ascertained training levels, right to work information and all other relevant information to ensure that all aspects of the transfer were covered.

Brayborne always endeavour to build solid working relationships with all of their clients and partners, and this was achieved from the award of Winchester City Council Contract by way of a clear and unequivocal mobilisation plan which was created to ensure that all preparation was carried out prior to commencement of the contract and that communication with all key stakeholders was carried out regularly and professionally. At Brayborne we feel that this mobilisation period is vital as it ensures that the contract is given the best start and that the transition is as smooth as possible for both staff and the Client.

Requirement & Process

The multiple sites are cleaned during both early morning and evening. Both the morning and evening teams are supported by experienced supervisors who oversee the day to day running of the contract liaising with the staff. On a day-to-day basis these staff are responsible for maintaining the standard of the sites inclusive of all core cleaning & hygiene tasks within the various specifications.

This is especially prevalent by way of Hygiene given that Winchester Guildhall is open to the public on a daily basis over seven days per week. Therefore, due to the heavy footfall of this building we ensure that it also benefits for example, from a second clean to the public toilets on a daily basis.

Given the nature and importance of the site to the people of Winchester, we also carry out a schedule of periodic cleans such as carpet and upholstery cleaning, deep cleans of toilets etc which are completed by our Specialist Cleaning Division. There is also a weekly kitchen deep clean as part of the contract which is completed and signed off by the Catering Manager.



The Results

At Brayborne it is always important to us to keep an open and honest relationship with our clients with the result that from our open book accounting to proactive account management style, we deliver a client led service. As well as regular site visits to visit the staff, our Management team have :

- Documented monthly meetings with the Winchester City Council client, which take place to review quality control audits and any ongoing matters. At these meetings, all aspects of Health and Safety and Environmental are also discussed and reviewed to ensure that both Brayborne and Winchester City Council are fulfilling their requirements.
- We jointly review all areas of the specification on a consistent basis as there is always change and so the requirements may need adjusting to meet the needs of Winchester City Council. Examples of this are additional periodic cleans following refurbishments to ensure that the standards of the new fabrics are maintained with the correct methods, equipment and chemicals.

The Results (cont.)

- Over the many years with working with Winchester City Council, we have also become culturally familiar. Following our clear ISO9001 accredited structure we can confidently provide a service that we know they are happy with & the team's can-do approach ensures that all council staff at the sites will consistently have a clean environment.
- 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.
- 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 BICSc standards as we are a BICS's hub and assessor centre.
- Throughout our partnership with Winchester City Council, we have been flexible with certain requirements that each site has, especially during the numerous building refurbishments that have taken place, where we have been able to redeploy staff to other areas of working whilst the refurbishments are taking place.





The Results (cont.)

- Additionally, in conjunction with Winchester City Council, we have again consistently shown agility in our working approach in being able to facilitate additional / changes to cleaning due to events within the Guildhall both at weekends and bank holidays, with additional cleans, and sometime at very short notice.
- At Brayborne we understand the importance of making our staff feel valued, where we have a number of different reward schemes in place this as Recognition Awards which range from client specific Risk and Reward to our S.T.A.R award (Staff, Training, Achievement & Recognition).
- Our clients are a pleasure to work with in terms of their cultural approach and their assistance. As a result, our conscientious and committed teams, including management & supervision are a credit to our company and they take a real sense of pride in the hard work they do on a daily basis.

We are proud to retain our service partnership with
Winchester City Council