

United Colleges Group

Working in partnership since 2020



The Client

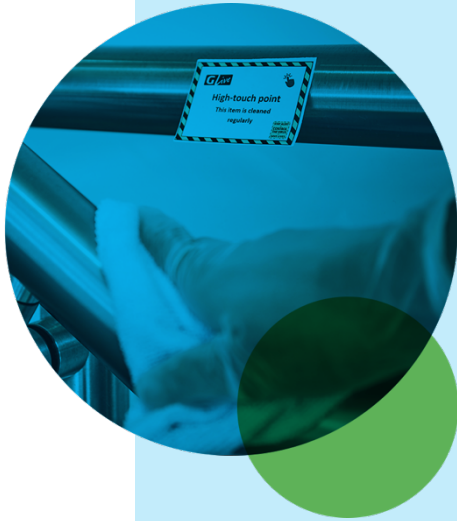
United Colleges Group was formed by the merger of City of Westminster College and the College of North West London in August 2017.

The City of Westminster College operates from two centres, Paddington Green Campus, a modern building completed in 2011 and Maida Vale Campus which has recently undergone a complete refurbishment and opened in September 2017.

The Process

The cleaning is completed primarily early morning on both campuses with a total of 27 cleaning operatives, 2 waste operatives and 4 day janitors working 452.50 hours per week. The teams on both campuses are supported by Non-Working Supervisors and a dedicated Contract Manager Olayemi Sunmonu (Yemi), who oversees the day to day running of the contract. Yemi is supported by Jane Taylor the dedicated Area Manager, Jane has more than 40 years industry experience and has a proven track record with the running of large educational contracts and is responsible for monitoring the cleaning standards, personnel performance and carrying out independent quality control audits.





The Process (cont.)

On a day-to-day basis these staff are responsible for maintaining the cleaning standards throughout the college campuses as per the agreed specifications. During non-term time the operatives and the Brayborne specialist cleaners complete the deep cleaning which includes high and low dusting, deep clean of toilets, stripping and sealing of the hard floors and carpet cleaning. The campuses also benefit from Day Janitors who maintain the common areas and toilets throughout the day.

The Results

At Brayborne it is always important to us to keep an open and honest relationship with our clients. From our open book accounting to proactive account management style; we deliver a client led service. With the combined use of our "Helpdesk" team and an onsite liaison book we can deal with any issues in a timely manner. As well as regular site visits to the staff, monthly minuted meetings between Ian Smith, Yemi, Beverley Mason and Jane Taylor take place to review quality control audits and any ongoing matters. In addition to the monthly meeting there is a quarterly review of the contract which is also attended by Lorraine Gibson the Managing Director.

Over the last 8 months we have worked alongside the site team at United College, we have come to understand what they expect from their facilities company. We know that they require a reliable and consistently high standard of cleaning from a team of motivated and well managed cleaners. By following our clear ISO9001 accredited structure we can confidently provide a service that we know they will be happy with. Jane's can-do approach ensures that all staff and students at the college will consistently have a clean working and learning 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. In creating a partnership with Brayborne, The United Colleges Group can be sure that they are using a responsible contractor as backed up by our ISO14001 accreditation.

