



# CASE STUDY

# CHISENHALE PRIMARY SCHOOL



## CUSTOMER

**Chisenhale  
Primary  
School**

London Borough  
of Tower Hamlets

## DATES

1<sup>st</sup> June 2021 –  
31<sup>st</sup> May 2024

## CONTRACT GO LIVE

1<sup>st</sup> June 2021

## CONTRACT VALUE

£153,917  
over 3 years



## BACKGROUND

We were approached in early 2021 by the Headteacher at Chisenhale Primary School who was inviting companies to quote for the cleaning services at their school.

The school cleaning contract was being run by a private contractor and the school were unhappy with the staff and the cleaning standard of the school.

The school also stated they wanted the cleaning team to be paid London Living Wage as they shared a similar ethos to that of Juniper and a proposal was put forward to the school following a site visit.

We were delighted to be awarded the contract and commenced cleaning on 1<sup>st</sup> June 2021 with a whole new team and equipment.

## CHALLENGES

The school has a large staircase carpeted from top to bottom and it was evident after our site visit that this area was not being maintained and cleaned effectively.

The wooden floors had also not been polished or protected for some time and were looking worn out.

There were frequent complaints around the odour and associated cleanliness of the washroom facilities and cleaning staff were demotivated and had not received any training with their former employer and did not feel that they were part of a team.

## ACTIONS AND SOLUTIONS

- ✓ Staff were provided with a battery operated back vac to clean the staircase.
- ✓ After contract mobilisation, during the summer holidays, all wooden floors were lightly scrubbed using a battery operated scrubber/dryer, sealed and re-polished.
- ✓ Plant based chemicals were used throughout the school to eliminate the odours. These were identified as being most suitable due to their longevity and ability to treat the root cause of the problem.
- ✓ Prior to contract go live an individual assessment of task based training needs was completed and our in-house Essential Cleaning Skills training was delivered on day one by our Head of Cleaning Operations and Area Cleaning Manager responsible for this school.
- ✓ In addition, the cleaning team were provided with new, colourful uniforms and were given the opportunity to raise any issues or concerns which were addressed as part of the on-site training.





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## TESTIMONIAL

“ Since working with Juniper I have noticed a marked difference in the cleanliness of the school.

Juniper's work is of a very high standard and the equipment they use ensures not only that the work is done well, but also that the cleaners have the best resources to do it.

The cleaning is well managed by Chris and Albert and the lead cleaner in school. The Juniper Team keep in touch and are easy to get a hold of if needed.

Regular audits and checks are reassuring and the outcomes shared with the school. The team listen to the school's needs and even remember my personal bugbears!

I am very pleased with the work and relationship we have with Juniper. ”

**Sharon Taylor**  
Headteacher



Sealed and re-polished flooring

QR Code Feedback Form



## OUTCOMES AND RESULTS

Using the back vac meant that the staircases could be vacuumed every day at both a high and low level. Eliminating trailing cables from the previously used mains operated vacuums has meant the cleaning of this area no longer poses a health and safety risk and the standard of the cleaning in the staircases has improved considerably.

Sealing and re-polishing the wooden floors has provided a layer of protection and has helped to prolong the life of the wooden floors. It has also made the daily maintenance easier and ensures that there is an attractive finish.

The use of plant based chemicals has not only led to eliminating the odours but improved the overall cleanliness and appearance of the school. By using plant based chemicals the school has benefitted from a carbon neutral product being used that also is renewable and sustainable.

The cleaning team in addition to ongoing training also use our Cleaning Management Software CYPAD via a tablet which allows real time reporting, attendance monitoring, communication, regular updates and easy access to policies and procedures.

The training and support has made staff more efficient and better equipped to carry out their duties which in turn has helped to raise the standard of cleaning in the school.

Staff now feel valued and part of a team and the new uniform means that they can be easily recognised and stand out.



Plant Based Cleaning Chemicals



Carpet Cleaning

BEFORE

AFTER