

FACILITIES SERVICES

DELIVERING A SAFE ENVIRONMENT TOGETHER



Edsential
Community Interest Company

CLEANING

**WET
FLOOR**

Partnership | Standards | Education

Our mission is to deliver a clean, safe and improved environment for young people in education, employees within the workplace and vulnerable groups within care environments.

We aim to develop a collaborative partnership with all of our clients, driving through our high standards and educating our staff in best-practice.

We aspire to deliver the best solution for you; your business is our business



Andrew Allmark
Facilities Manager



Thank you for everything you do on a daily basis to ensure that our learning environment is of the highest standard.

Headteacher,
University of Chester Academy (Northwich)



What Makes Us Different?

Edsential are an independent, thriving Community Interest Company that is now one of the largest education support companies in the North West. As a Community Interest Company, any profits that we generate are reinvested back into our local community.

Only **Edsential** Schools receive all of the following benefits:

- ✓ Enhanced DBS
- ✓ Supply Cover
- ✓ Regular customer feedback
- ✓ Regular visits from Business Manager
- ✓ Safeguarding Training
- ✓ Ethical approach to Health & Safety
- ✓ Annual training for staff
- ✓ Inspections/compliance reviews by independent person from Local Authority
- ✓ Full uniform and PPE, Safety shoes
- ✓ Employers liability
- ✓ Admin Support, HR & Payroll all locally based
- ✓ Emergency deep clean available
- ✓ Star of the Month Award

Our People:

We recognise that our staff are our most important resource. They are directly responsible for delivering your service and often considered to be part of your business.

Our specialist in-house training follows a formal training plan to ensure that all staff have the skills and knowledge required to deliver our high standards.

We recruit staff with a 'can-do' attitude, they are empowered to think for themselves. They are positively managed and are recognised for their performance.



Joy Astbury, Cleaner at The Oakes Community Primary School, Ellesmere Port

I have been a cleaner at The Oakes Community Primary School for the last 2 years. The job could not have suited me better as I can work around the school day and terms times.

I enjoy the friendly atmosphere within the school, which makes it a pleasure to come to work.

I like to take a pride in what I do, I enjoy seeing a difference to the areas I clean at the end of the shift and feel appreciated by the school and Edsential. There is no better feeling than seeing a clean school.

My colleague and I work well as a team and we help each other out when needed.

I would like to say that things are much better organised since Andrew Allmark and his team took over the cleaning service, I feel proud to work for Edsential.





I would like to thank you and your team for all your help and understanding, and for the way you worked with me so quickly to reduce our cleaning costs. We are under significant financial pressures at the moment, your support is very much appreciated.

Upton Heath C of E Primary School, Chester



As we are without a caretaker... The office staff asked Mark (Edsential Cleaner) if he could do the toilets as he was absent. Mark worked like a trojan! The toilets are the cleanest I have seen them and all re stocked with tissues etc. Not only that, but he got round and did all the classrooms as well. I have been coming in early to do the bins and hoover mobiles and corridors etc so it was a pleasant surprise this morning. Another member of staff going above and beyond!

Headteacher Farndon Primary



I would like to thank Andrew Allmark, Facilities Manager, and his on-site team for their response in dealing with the issues that Christleton High School had with Edsential, in respect of the cleaning standards on-site, prior to his appointment.

Andrew has continually responded in a timely and professional manner and the local team are always willing to work with the school to resolve any issues as and when they arise.

The way in which a company responds to issues is a real measure of their levels of customer focus and therefore, on the basis of my recent experiences, I am happy to recommend Andrew and the cleaning service.

Nigel Fallos, Academy Trust Business Director – Christleton Learning Trust



Our Services

We deliver a clean environment for schools, universities, adult care/children's centres, leisure and commercial buildings.

We aim to be the first point of contact to arrange management of infection, fire and flood damage, carpet cleaning, deep clean of kitchen extraction systems, whole of building clean and other maintenance requirements.

We recognise that productivity and standards are balanced with affordability.

Full Cleaning Service

- Full on-site cleaning working to agreed specification
- Supply and management of well trained staff with a 'can do' attitude
- Designated Team Leader as a one point of contact
- Mobile response team relief cover
- Caretaking and key holding cover
- Online quality performance monitoring (3 times per year)
- Management of any variations to work plans
- Productivity monitoring m² cleaned per hour with industry comparison
- Meetings to discuss performance and improvement areas
- Ezi-tracker monitoring to help manage remote workers
- Supply of cleaning equipment and materials
- Compliance with all legislative requirements on Health, Safety & Hygiene
- Specialist risk assessment to determine cleaning frequency and recommended cleaning products
- Advice and guidance on caretaking requirements
- Programme and deliver all holiday cleaning schedules periodic cleaning
- Monitoring to control costs, drive performance & deliver quality
- Stakeholder engagement to determine satisfaction levels and measure success

Client Responsibilities

- Agreed building access
- Access to first aid facilities
- Sufficient secure space for the storage of cleaning materials and equipment
- Accept deliveries of materials on behalf of Edsential
- Use of toilet and washroom facilities
- Electricity, hot water and other services necessary to enable consistent service delivery

Pay as you Go

■ Specialised Service Support (On-Site)

Recruitment & selection, training, risk assessment, building measurement and work plans to improve efficiency can be provided by a member of our cleaning services management team, operating on a 'pay as you go' basis.

■ Additional Temporary Cleaning

We will always do our best to arrange additional frontline resource to cover any sickness and absence you may have.

Advisory

■ Monday through Friday, 52-week 'telephony' service

Same day specialist cleaning advice helping you to make good decisions on your service, giving reassurance and peace of mind.

■ Quality Audit Checks

Online quality performance monitoring to check standards and satisfaction levels (3 per annum). Working to an agreed programme of dates with a copy emailed to you as client, a score rating and any recommended improvement actions.

■ Industry performance and benchmarking data

Collation on productivity (m² cleaned per hour) as a base for you to understand how your cleaning service is performing and collaborative working to consider what opportunities will drive efficiency.

Includes:

Annual Service Charge for
Primary & Special schools

Annual Service Charge for High Schools

Specialised Service Support (on site)

Additional Temporary Cleaning



Frequencies to Improving Productivity

Description	Brush Sweep	Dry Mop	Damp Mop	Wet Mop	Spray Buff	Vacuum Carpet	General Wet/ Polish Wipe
General Teaching Area		5	1			5	2
Corridors		5			2	5	2
Administrative Offices		5	1			1	2
Library (School)		5	1			2	2
Staff Room (Rest Room)		5	1			1	2
Gymnasium		5			1	2	
Dining Room		5	5			5	3
Assembly Hall			5		2	5	2
Laboratory		5	1				2
Domestic Science Rooms		5	2			5	2
Arts & Crafts Room		5	2			5	2
Toilets	5		5			5	
Entrance		5	2		3	5	2
Landings & Stairs		5	2			2	2
Cloakrooms		5	2			2	2
Workshop		5					2
Shower Room	5		5				
Nursery/ Creche Room		5	5			5	2
Kitchen		5	5				3
Social Area		5	1			5	2
Medical/ First Aid Room		5	1			5	2

Description	Brush Sweep	Dry Mop	Damp Mop	Wet Mop	Spray Buff	Vacuum Carpet	General Wet/ Polish Wipe
Darkroom		5	1			1	1
Restaurant		5	5			5	2
Drama Studio		5	1			2	1
Science Preparation Room		5	1				1
Lift		1	1				
Store	1						
Caretakers/ Janitors Room	1						
Plant/Elec. Equip	1						
Outside Areas	1						
Meeting Room		5	1			1	2
Mail Room		5	1			1	2
Print/Reprographic Room		5	1			1	2
Sports Hall		5	1			2	
Squash Court		5					
Stage		5				1	2
Swimming Pool Surround			5				
Workroom		5	1			5	2
Laundry Room			5				2
Living Room (Lounge)		5	1			2	2
Coffee Bar		5	5			5	2
Pottery Area				5	5		5

Frequencies support both hard and carpeted floorspaces. Pottery areas cleaned daily.
Universities: daily cleaning frequency for kitchens, showers, toilets, bins and once-weekly clean for all office and teaching spaces

Daily Clean:



Weekly Clean:



Making Cleaning as Efficient as Possible

Description	Scrub & Buff	Deep Clean	Strip & Apply Polish	Steam Clean	Full Wipe Down	Full Vacuum	Machine Scrub	Clean
Carpeted Areas		1						
Hard Floors	3							
Wooden Floors			1					
Kitchen Extraction & Ventilation		1						
High Level Cleaning		1						
Toilets/Showers				1			3	
Furniture, Window Ledges, Doors, Frames, Light Switches, Bins and Sinks					1			
All internal spaces, pulling out all mobile furniture						3		
Science Laboratories	1		1					
Domestic Science Rooms	2		2					
Art Areas	1		1					
Internal Glass								3

High traffic areas may require additional frequencies.

Periodic Clean:



What Good Looks Like

Carefully agreeing what is going to be done, how often, by whom and to what standard is critical to achieving your expectations.

Our aim is to maximise both your QA score rating and productivity to deliver best value.

Building strong relationships engenders a partnership philosophy to drive improved performance.



Cleaning Frequencies

Supply Cover

Good Housekeeping

Planned Regular
Periodic
Cleaning &
Maintenance

Consolidated
Shifts

Equipment
Efficiency

Environment
& Culture

Team
Cleaning

Regular
Communication

Building Type
& Condition

Performance
Monitoring

Workforce Well
Trained
& Motivated

Facilities

We are your first point of contact to co-ordinate cleaning and facilities management in your environment. These can incorporate:

Total Clean	Environment	Support	Community Patrol
<p>Window Cleaning</p> <p>Carpet & Upholstery Cleaning</p> <p>Deep Cleaning – Kitchen, Canteen & Washroom</p> <p>Telephone & IT Sanitising</p> <p>Steam & Hi-Pressure Jet Cleaning Services</p> <p>Floor, Wall & Ceiling Cleaning & Restoration</p> <p>Builders Cleans</p>	<p>Infection Control</p> <p>Pest Control & Insect Fumigation</p> <p>Graffiti Removal</p> <p>Drain/Gutter Clearing</p> <p>Chewing Gum Removal</p>	<p>Painting & Decorating</p> <p>Carpet Replacement & Tiling Installation</p> <p>Ceiling Tile Installations/Repairs</p> <p>Lighting Repairs & Maintenance</p> <p>Refurbishment to Offices, Factories, Schools</p> <p>Fire & Flood Damage</p> <p>Anti-Slip Flooring Installations</p>	<p>24 / 7 Premise Security</p> <p>Key Holding</p> <p>Rapid Alarm Activation Visits</p> <p>CCTV Monitoring</p>

Good Housekeeping

Supporting a culture of good housekeeping is in everyone's interest.

Time can be wasted tidying up before we start to clean, compromising standards.

Encouraging a positive culture and ethos to help maintain a tidy environment helps us all.

- Programmed toilet checks through the day
- Say no to chewing gum
- Report all spillages
- Clean up vomit & other bodily fluids ASAP
- Muddy football boots off outside
- Clean desk policy
- Everything has a home; encourage picking it up and putting it back
- A final check before you finish... Get everyone involved
- Clean hands equates to good hygiene and reduces the chances of infection

For further information about any of the services in this brochure:

Visit: www.edsential.com

Email: hello@edsential.co.uk

Call: 0151 541 2170

@EdsentialUK

