

## How innovative, sustainable cleaning technology is delivering marked productivity improvements, and a visible uplift in service standards

### Background

Orchard Hill College and Academy Trust (OHCAT), a Multi-location College and Academy Trust delivering specialist education for students with Education, Health and Care Plans (EHCPs) with SEMH (Social, Emotional and Mental Health) as their primary identified need, though the majority of students have additional special educational needs such as speech, language and communication difficulties; ADHD; opposition defiance and attachment disorders.

### Our Involvement

As part of this, we deliver daily and periodic cleaning services, in accordance with BICSc standards, to 3 of Orchard Hill College and Academy Trust's properties in London and Surrey.

This includes Grafham Grange School, set in 42 acres of beautiful Surrey countryside in Grafham, offering education for up to 70 students.

Our cleaning team is closely supervised by our mobile Area Cleaning Manager, who spends time with each team at each location to consistently high quality standards across the portfolio.

### Challenges

The cleaning requirement within specialist education schools can be very different from mainstream schools. Some of OHCAT's students can present challenging behaviours, resulting in increased contact, and marking of surfaces, walls, and floors than is usual within mainstream schools. Indeed, students on the autistic spectrum can present unusual challenges in terms of toileting issues and a fascination for plants soil, stones and weeds.

### Contract Statistics

**Award Date:** January 2022

**Term:** Our contract with Grafham Grange was recently renewed for a further 3 years until Dec 2027

### Scope of Services:

- Daily/periodic cleaning
- Deep cleaning
- Carpet & window cleaning
- Washroom services
- Mobile reactive cleaning team
- 24/7 Service Desk

### Our Approach

Our service model takes these factors into account, with a heavy focus on deep cleaning methodology to significantly enhance current cleaning standards in line with BICSc standards as a minimum baseline level to maintain hygiene levels throughout the schools. There is also a requirement for rapid response cleaning to ensure hygiene levels are maintained, giving special consideration to noise levels & vigilance to ensure cleaning products are kept away from inquisitive students. We also have additional safeguarding measures in place, which are necessary when working alongside students who may have difficulties in communicating with others. This is addressed through extensive safeguarding training during our induction process.



### Our Approach

At the outset, AEFM undertook a thorough deep cleaning programme, in all areas of the schools and colleges covered by this contract to bring cleaning standards, in line with BICSc standards and deliver a noticeable improvement in the appearance of the buildings.

### Sustainable Cleaning Technology

At the Trust, there is a huge focus on sustainability and to support OHCAT in driving energy efficiency and reducing its impact on the environment, AEFM has introduced a number of innovative, sustainable cleaning initiatives which are not only improving OHCAT's environmental performance, the productivity and effectiveness of our teams, with visible results: This includes:

- Energy efficient floor cleaning machines have been introduced to tackle some of the ground-in marks on the floors - with impressive results
- Rechargeable 'bac-pac vacs' assist our cleaning teams with a more ergonomic approach to cleaning stairs quickly and efficiently
- Reduction or elimination of CoSHH products in cleaning routines with washable microfibre cloths used in conjunction with effective, yet non-hazardous, non-irritant, non-carcinogenic, environmentally friendly, and fully biodegradable multi-surface cleaning solutions. Tested to BS EN 1276 and BS EN

14476 protocol, these products are proven to kill 99% of bacteria and also effective against viruses including Covid-19, herpes, and norovirus. Our intention is to move to a complete CoSHH-free cleaning model, with minimal water usage at all schools/colleges within our contract portfolio.

### Bespoke Empathy and Safeguarding Training With Our Teams

Though we appreciate the majority of cleaning services are delivered out of hours to minimise disruption to students, we provide training to our cleaning teams on how to work conductively alongside students on the autistic spectrum and with complex needs.

obstructions such as cleaning trolleys/signage, avoiding closure of areas used frequently by students to avoid disruption in routines), and smell/tastes (strong smelling cleaning chemicals/perfumes) that may trigger a reaction in a student.

Through consistent communication, regular messaging, ongoing training and focus leadership, our cleaning teams understand the importance of the Trust's work and are fully aware that everything they do on site benefits and enhances life for the students.



This includes how to interact appropriately with students, so as to avoid triggering challenging behavioural issues related to sensory stimuli in the individual's environment - visual (e.g. fluorescent or bright lights, unfamiliar cleaning personnel), auditory input (e.g. noise from cleaning equipment), tactile input (e.g. ensuring no

