

## **MARNER PRIMARY SCHOOL**

A carefully managed mobilisation and TUPE transition

### **OVERVIEW**

In 2025, Juniper Ventures mobilised cleaning services at Marner Primary School in Tower Hamlets, following transfer from the previous provider.

The mobilisation involved the TUPE transfer of nine cleaning operatives, many of whom had been on site for over a decade.

The priority was to protect people, maintain standards and ensure no disruption to the school. Marner Primary School serves 750 pupils aged 3 to 11 and operates within a busy, high capacity environment, requiring consistent and reliable cleaning across all areas.



### THE CHALLENGE

The school required continuity of service during a full provider transition, alongside a compliant and sensitive TUPE process.

Maintaining staff confidence, preserving site knowledge and ensuring uninterrupted cleaning provision were all critical, particularly given the long tenure of the existing team.

There were also practical challenges to manage during mobilisation, including coordination with the outgoing contractor and tendering agent, plus a client request to amend one team member's contracted hours without negatively affecting their earnings.

Juniper worked closely with all parties to resolve these matters quickly and fairly, ensuring a smooth handover from day one.

### THE APPROACH

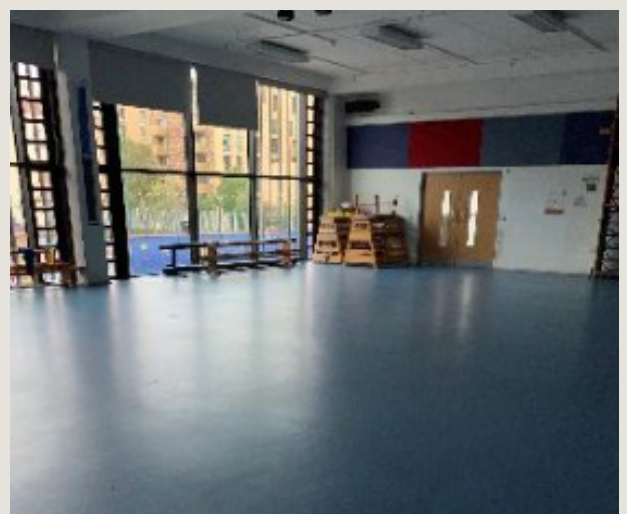
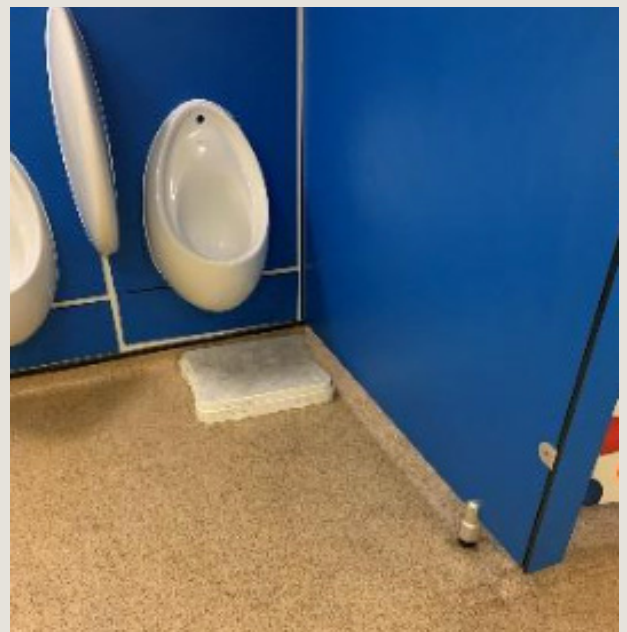
Juniper engaged early with the site, visiting ahead of contract award to understand operational requirements and inform planning.

Following award, mobilisation was led through close collaboration with school leadership, the outgoing provider and transferring staff.

The TUPE process was managed by a dedicated HR team, with face-to-face briefings, written information packs and individual consultations to support staff through the transition and provide reassurance around job security and continuity.

Operational readiness included site audits, equipment reviews and the introduction of appropriate machinery and eco-friendly cleaning products, ensuring the team was set up for success from day one.

This included a backpack vacuum cleaner to improve efficiency and safety when cleaning stairwells, removing the need for trailing cables, and a new battery-powered scrubber dryer for the dual purpose hall to improve floor cleaning standards while reducing downtime and manual effort.



**SITE SURVEY**

# CASE STUDY

## Marnier Mobilisation

### WHAT CHANGED

All nine operatives transferred successfully under TUPE, maintaining continuity and valuable site knowledge.

Cleaning services continued seamlessly from the first day of the contract, with no disruption to the school.

A structured approach to absence cover was implemented, ensuring resilience and consistent service delivery.

Timekeeping and scheduling were also reviewed to ensure alignment between contracted and actual hours worked, improving transparency.

One staffing restructure also delivered an annual saving of almost £3,000 to the client, while redeploying hours in a way that protected the employee's income and maintained service levels.

### THE IMPACT

Service delivery remained consistent throughout the transition, with no interruption to cleaning standards.

Staff were retained, supported and engaged, helping to build early trust and stability within the team.

From the school's perspective, the transition was smooth and well managed.

*“ A seamless transition from start to finish. Cleaning continued without interruption, communication was clear throughout, and the contract has started in a very positive way. ”*

Gary Taylor - Premises Manager



# CASE STUDY

## Marnier Mobilisation

### PEOPLE IMPACT

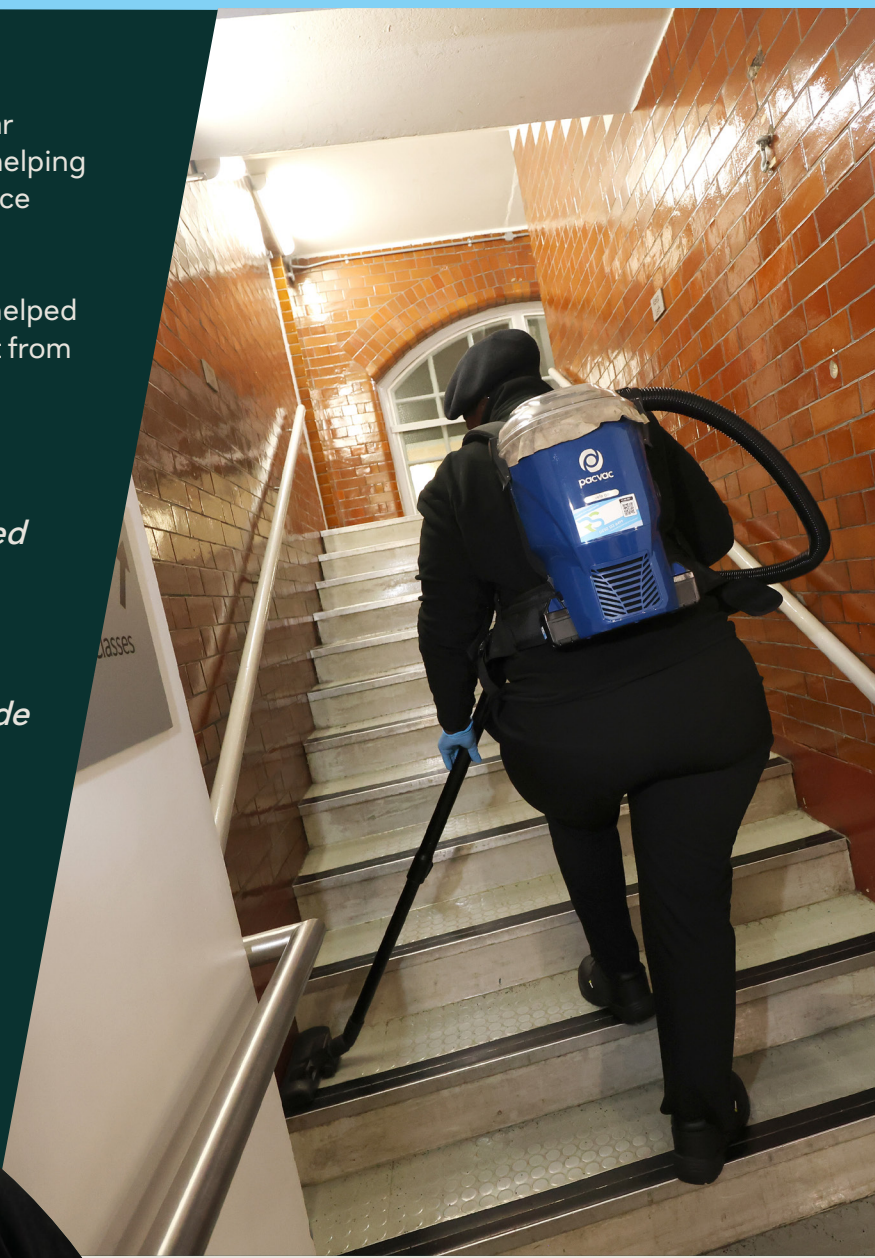
The TUPE process was handled with clear communication and individual support, helping to reduce uncertainty and build confidence among transferring staff.

This approach supported retention and helped maintain a positive working environment from the outset.

*“ One of the things that has helped most is having the right equipment and a team that listens.*

*The new backpack vacuum has made my job much easier, and the whole changeover felt well organised ”*

*Comfort Obeng - Cleaner*



### CONCLUSION

The mobilisation at Marnier Primary School demonstrates how TUPE transitions can be delivered with care, clarity and control.

Through early preparation and a strong focus on people, Juniper ensured continuity for the school and a confident start to the contract.

**The result was a smooth transition that maintained standards, supported staff and reinforced trust with the school.**