

Case study



Enhancing passenger experience for SPT

Formed in 2006, Strathclyde Partnership for Transport (SPT) is the largest of Scotland's seven regional transport partnerships. It operates the Glasgow Subway as well as specialist bus services and is responsible for delivering better public transport for all. The Glasgow Subway carries 13 million passengers each year with 35,000 passengers using the Subway every day.



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About the partnership

The collaborative partnership between Churchill and SPT commenced in 2014. The client was about to embark on a progressive refurbishment programme of the whole Subway system and was looking for an expert cleaning partner to support this with a solid track record in the transport sector.

Under the contract, we deliver interior and exterior cleaning of all subway trains, daily cleaning and deep cleaning of subway stations and bus stations, as well as window cleaning, cleaning of offices and engineering depots and provision of consumables.

We look after fifteen subway stations, six bus stations (including one of the busiest bus stations in Europe), a Subway depot and main office buildings. We maintain the stations on a daily basis and carry out deep cleaning works during the night.

Initially, we were awarded a five-year contract, and were successful in tendering for the new contract, to which we are currently in year six of. Winning the contract again was testament to the hard work of the team and their dedication to delivering high quality standards across busy passenger environments.





About the team

75 Churchill colleagues work on the SPT contract. The contract is run by a dedicated management team consisting of a senior contract manager who is supported by a deputy manager and a number of team leaders and administrators. The team maintains daily communication with the client and holds regular fortnightly meetings and a contract review every few months.

Our engagement and retention strategy fosters a one team culture and rewards team members for outstanding performance with gift vouchers and raffle prizes. We have implemented robust development plans to empower our teams to deliver a high-quality service which include health and safety induction training, personal track safety and station access courses, development via our ElevateMe management programme, as well as bespoke and directed learning with a dedicated trainer. As a result, we have an engaged and motivated team that does a fantastic job and a very low staff turnover rate of two per cent (which in the cleaning industry is remarkable).

The team is regularly recognised by the client and nominated for our internal Shining Stars recognition programme. Janice Joyes, Senior Contract Manager, has been recognised for her hard work and commitment while working with SPT and Stadler Rail to ensure the presentation and introduction of the new train fleet is a success and that all processes and procedures are reviewed and in place to support our team. Brian Rankin, Contract Team Supervisor, was nominated for his commitment, friendly approach and work with local veteran charity, The Coming Home Centre.

Supporting Subway modernisation

For the past ten years we've remained flexible and upheld high cleaning standards despite some challenging circumstances as the Glasgow Subway system undergoes its biggest modernisation programme in more than thirty years.

To minimise disruption to passengers, the majority of modernisation works take place during the night. Over the years, our teams have successfully navigated the challenge of cleaning the stations alongside contractors whilst ensuring safe and welcoming environments for Subway passengers.



Innovation

The client trusts us to take the lead on innovation and we're always looking for sustainable and efficient ways to improve our service delivery.

By implementing our PVA sustainable cleaning range, we've reduced the number of cleaning products we use to only three products which are as effective and more environmentally friendly. The total plastic savings to date is 343kg which is equivalent to 43 Henry hoovers.

We also use Odorbac, a powerful all-in-one odour eliminator and multipurpose commercial cleaner. This product comes with a closed loop initiative whereby we return empty five litre containers to our supplier who then washes, refills, and redistributes the product, keeping the containers in use in a fully closed loop recycling system.

Other innovations we've implemented to improve the speed, efficiency and quality of our service include:

- CAR (Churchill Advantage Reporting system to reduce the lengthy auditing process
- Van integrated power reach and wash system
- Foamtech cleaning and sanitising machines
- Battery-operated scrubber driers, flat mopping systems where possible, power brushes and escalator riser cleaning machines

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Commitment to service quality

Our team has continuously demonstrated an ability to deliver high standards and innovative practices in challenging environments with busy peaks in activity as well as a variety of weather conditions and refurbishment works that need to be managed. These efforts were recognised by the client with a new contract award, a key contract milestone for the Churchill team.

We regularly review and report on what we deliver, collaborating with our suppliers to ensure the best service for the client.

SPT's threshold for auditing is high - each site gets audited weekly and must score 95 per cent to pass. Our average audit score for all areas is 96 per cent which once again highlights the consistent efforts of the Churchill team.

Giving back

Since 2019 the Churchill SPT team has been supporting veteran charity The Coming Home Centre, based in the Pearce Institute of Govan, Glasgow.

The charity helps to support ex-veterans who may need assistance in adjusting to civilian life following their work in the services.

Members of the Churchill team volunteer their time weekly to help with allotment and garden clear ups, creating cleaner and more usable spaces for veterans to enjoy together. The team donates time over lunch breaks to get to know the veterans by eating and drinking together, playing pool, tidying the spaces and being a sounding board for those who just want a chat.



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Continuing the journey

Since the beginning of the contract, our provision of quality, consistency, flexibility and exceptional customer service positioned us as a key service partner for SPT to help meet their cleaning objectives. The Churchill team continues supporting the client's plans to modernise and improve transport and has successfully provided a quality cleaning service during the subway refurbishment without any disruption to passengers.

We are looking forward to continuing our collaborative partnership with SPT with more exciting changes on the horizon as the client prepares to roll out a new fleet of trains in 2024.

"Churchill is our current contractor responsible for delivering a consolidated cleaning contract across SPT bus and Subway stations as well as our main office buildings. Through partnership working and using a dedicated cleaning resource, SPT has witnessed many benefits from Churchill's service delivery. During the pandemic, Churchill delivered an enhanced cleaning service and also provided SPT with key updates in relation to mitigating the risks associated with the pandemic which contributed to keeping SPT operational."

Michael Ferrie, Head of Service Operations and Security - Bus

