



The Glasshouse

**Delivering
cleaning
services to one
of the North
East's most
iconic venues**

The Glasshouse International Centre for Music needs little introduction. Formerly known as Sage Gateshead, the curved glass music venue has sat on the banks of the River Tyne since 2004, housing performances, events, and educational programmes.

With irregular peak hours and operations that depend on the performances taking place, The Glasshouse was looking for a partner that could maintain the iconic landmark through flexible services.





About the partnership

We started the three-year contract in July 2025, with the core focus being to clean the interior fabric of the venue. The client was looking for a dynamic approach, greater management presence, and a strategy that also aligned with its financial responsibility as a charity. With expansive areas that function differently, including two large halls, The Glasshouse needed a flexible service delivery to meet the needs of each area.

Our team of 15 operatives is led by an account manager who regularly visits the site and carries out monthly meetings and audits.

A clear management structure was a priority for the client during the tender process. Our performance management and training for both managers and operatives ensure that our teams are supported with accessible instructions and documentation.

As well as covering peak hours with extra staff when needed, clear management means that the client has a dedicated point of contact.





Audits and technology for advancement



We entered the contract aiming to overhaul existing operations. The team introduced smart working practices, adjusting contracted hours to better match the rhythm of performances and activity across the building, while retaining flexibility to scale up for major events. In 2025, The Glasshouse delivered 248 shows across its halls and welcomed over 174,000 visitors, so adapting to its peak hours and footfall is a priority for this partnership.

This approach allows hours to be focused on specific areas when they are most needed, with unused capacity flexed for peak periods. Contracted hours are reviewed on an annual budget basis, ensuring the service continues to align with the client's needs.

We are also working with the client to achieve sustainability goals. By upgrading traditional hoovers to battery backpack options, we have improved productivity and sustainability. We have also streamlined the number of chemicals used on site from 30 to just one by introducing OdorBac. The range enables closed-loop recycling through collecting and refilling each five-litre bottle, so it doesn't enter the waste stream.

Additionally, tasks were set for each area of the venue, rather than the entire site. As The Glasshouse has diverse event and performance spaces, setting adaptable tasks means that we are using our time and resources as efficiently as possible.



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Lewis Hyam, Director of Operations & Technology at The Glasshouse, said:

Churchill has shown a clear understanding of how The Glasshouse operates, delivering a flexible service that works around our performances and events. Their strong management and clear communication give us confidence day-to-day. It feels like a genuine partnership built on trust and shared standards.

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A partnership of trust

Our partnership with The Glasshouse is built on the deliverables and innovation we have introduced since we started.

We improved communications and online systems onsite and implemented an improved time and attendance system, ensuring that the hours we promised are delivered and that we can support staff in their attendance.

A dual logo uniform is a simple change that has strengthened our partnership, signalling that The Glasshouse and Churchill are not just service partners, but a team.

Working with a charity means providing dynamic services, but it doesn't mean compromising on quality. We look forward to continuing this partnership and maintaining a unique cultural hub in the North East.

