



Churchill Cleaning case study

Strathclyde Partnership for Transport (SPT) is the Regional Transport Partnership for the West of Scotland covering 12 local authority areas. It is responsible for planning and delivering transport solutions for all modes of transport including the Glasgow Subway and supported bus services in the Strathclyde region. SPT employs 480 people and carries 13 million passengers on the Subway each year, with a further 15 million travelling within bus premises.

About the partnership

Since May 2014, we had made a transformational difference to SPT. The original contract won by Churchill was motivated by two main objectives, which required us to focus on enhancing the attractiveness, reliability and integration of the transport network and ensuring the provision of effective and efficient transport infrastructure and services. These objectives aimed to improve connectivity for both people and freight. After five successful years providing a cleaning service and supporting plans to modernise and improve transport for customers within the Scotland region, we have recently been awarded a new cleaning services contract with SPT for a potential 10 years.



The new requirements

The new contract expressed the need for improved means of communication between teams and enhanced IT systems.

Furthermore, the chosen supplier had to provide ongoing support during the Subway modernisation refurbishment, ensuring that the stations are kept clean and presentable for the travelling public.

Progression and transformation

By building on outstanding day-to-day management and exceptional leadership, we were able to fulfil SPT's requirements within the new contract. We introduced an engagement and retention strategy that saw an improvement to staff welfare and the implementation of efficient training plans that integrated both the SPT and Churchill values and achieved a 'one team' culture.

From the beginning of this new contract, staff were rewarded for their help with gift vouchers and raffle prizes.

We have also introduced a 24/7/365 call out system for SPT and reduced consumable costs by introducing clear bin bags and roll in place of hand towels.

A number of cleaning innovations were implemented, including:

- The CAR system, which aimed to reduce the lengthy auditing process
- SkyVac
- Foamtech
- Battery-operated scrubber driers
- Manual carpet sweepers
- Power brushes
- Escalator riser cleaning machines

Our provision of quality, consistency, flexibility and exceptional customer service has helped SPT to meet key cleaning objectives set out in this contract.

"The Churchill team has proven itself to be reliable and forward thinking over its tenure working with SPT. We are excited to have extended the contract and continue working with Churchill to provide a safe and welcoming environment for all of our customers!"

Michael Ferrie,
Customer Services and Security
Manager, SPT

