



Churchill Cleaning case study

St Pancras International (managed by Network Rail High Speed) welcomes more than one million passengers every day - daily commuters, visitors to the city, business travellers and those setting off on their holidays via Eurostar. Whatever their destination, a positive passenger experience is critical.

St Pancras International is nicknamed 'the destination station', offering duty-free style shopping and a restaurant complex. It is an iconic station due to its mix of new and old architecture - half the station comprises of grade I listed 19th century ironwork combined with modern glasswork.

The station is a gateway to Europe via Eurostar and the Channel Tunnel. In 2014, The Queen unveiled a plaque at the station to mark the 20th anniversary of the opening of the Channel Tunnel and the launch of the UK's first high speed railway.

About the partnership

We have worked with Network Rail since 2017, delivering cleaning, janitorial and pest control services. Our partnership is built on our ability to deliver a world class service in a safe manner, focused on enhancing the customer experience aligned with Network Rail's ethos of always putting passengers first.

We have helped various Network Rail stations achieve recognition for their cleanliness and safety. Stratford International was highly commended in the Large Station of the Year category at the National Rail Awards 2020, in part thanks to the hard work of our cleaning team in ensuring that the station was safe throughout the pandemic.

St Pancras International was ranked first in the Consumer Choice Centre “European Railway Station Index 2020” thanks in part to its high passenger convenience. It also received a passenger satisfaction score of 96 per cent – the highest of any UK station. We are proud to have helped the station achieve these accolades.

The challenges

One million passengers passing through the station each day presents a very unique set of challenges for our team, such as queuing time and maintenance for washrooms.

One of the most unique elements of this contract is the diverse mix of space, which creates different atmospheres and experiences within the station. From the Avenue of high-end stores to the various dining options in the Circle, St Pancras is much more than a station – it is a world-renowned destination in a unique environment.

Therefore, passengers, shopping customers, diners and tourists expect the very highest level of care, cleanliness and hygiene. Our teams are dedicated to their own zones which helps them to get to know the finer details, spot anything out of the ordinary and react quickly.

Due to the nature of its 19th century design, there are large ironwork structures of great height in the Grade I listed part of the building and glasswork in the new building. We work alongside English Heritage to ensure the grade listed building is maintained in line with regulations.

Covid-19

The ongoing pandemic has understandably brought about a new set of challenges.

Cleanliness and hygiene is more important than ever, but demonstrating excellent hygiene to the public can be difficult as bacteria is impossible to see with the naked eye.

We have had to maintain the highest standards to ensure that people feel safe and confident in using the station and the facilities.



The solution

We have a dedicated team to replenish and maintain the washrooms round the clock. Our service is designed to flow with the passengers using the washrooms to ensure that the service provided does not obstruct the usage and cause delays.

In June 2020, we partnered with technology company Infogrid to implement smart cleaning processes. We were impressed by the insight, data value and alerting potential from the Infogrid software. Initial deployment of the technology has been at St Pancras, with an eye to rolling out successful strategies across all stations on the H1 line. Our partnership with Infogrid will also involve developing use cases, ongoing R&D and building new features.

The partnership started with an IOT system for toilets by installing utilisation sensors to understand flow, and some additional ones in toilet roll holders to alert cleaning teams when it needed replacing.

The sensors allow cleaning operatives to be on the scene as and when required and helps us create smarter cleaning rotas. They also give an idea of footfall, which is a much more accurate indicator of station use than tickets sold.

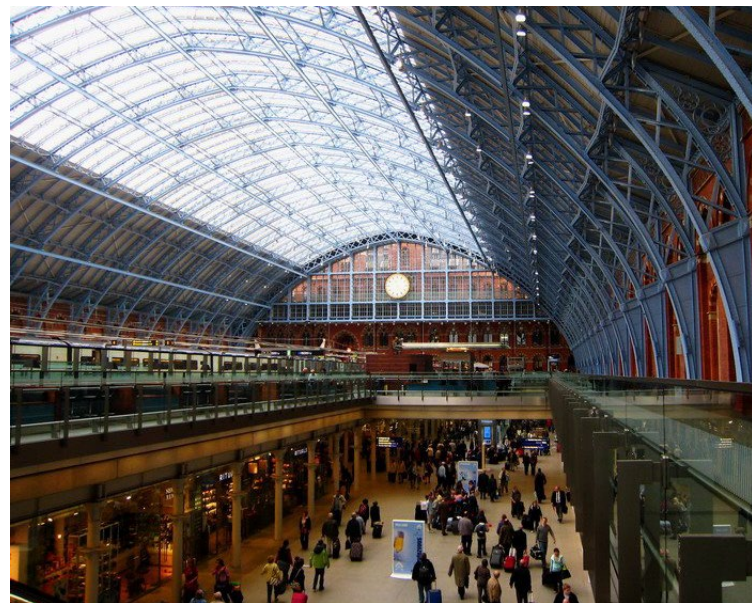
Alerts are sent to devices of cleaning operatives to ensure a fast response which will enhance the passenger experience with seamless service.

The system is being developed weekly by Infogrid in partnership with Churchill and Network Rail High Speed, which is bringing new ideas and smart ways of working. The initiative will move us to a more predictive offering, increasing cleaning presence in peak times and reducing in lower footfall times. When we have identified efficiencies in cleaning hours, these are to be redeployed to high touch point areas and sanitisation programmes.

Next steps

In July, we launched PRISM, our workplace hygiene programme. PRISM brings the realms of people, science and technology together via a four step programme – audit, review, change and monitor. The aim of this tech-led approach to workplace hygiene is to give both site users and employees the confidence to use a space backed up by scientific insight.

We hope that the PRISM programme, working in tandem with Infogrid, will ensure that St Pancras remains a top-rated station among passengers for many years to come.





The results

The station has a 95 per cent pass rate for cleaning audits carried out, with the main drivers for passenger satisfaction including station upkeep and cleanliness. We have also seen a reduction in customer complaints and an enhanced team culture. This has resulted in a better team focus and greater impact on the overall customer experience.

A representative from Network Rail High Speed said: “Happy passengers are always our first priority and the impact of Churchill’s improvements in efficiency and cleanliness in the station is reflected in passenger satisfaction scores. Innovation is one of the key reasons we first partnered with Churchill. Smart cleaning is the future, and we are always keen to embrace technological advancements that help us to put our passengers first.”

Antony Law, managing director, Churchill: “Working with an innovative client such as Network Rail High Speed and a partner in Infogrid has allowed us to pilot different technologies. The team have weekly data meetings and challenge each other on what they are seeing. This is only the start of what will be implemented here which will move our offering to a people led, data rich and insight driven service. Phase 2 is implementing PRISM which will take the technology and hygiene factor to a new level.”