

Churchill wins contract extension and new site with Parliamentary and Health Service Ombudsman

4 years ago



The [Churchill Group](#), one of the largest soft service providers in the UK, is delighted to announce that its contract with the Parliamentary and Health Service Ombudsman (PHSO) has not only been renewed for the Manchester premises, but also extended to its London office as well.

The PHSO helps people with complaints that have not been resolved by the NHS or the UK government departments and other public organisations. Churchill began its partnership with the PHSO in 2018 at its head office in Manchester, and this new contract extends to the PHSO's secondary workplace.

The contract in Manchester has been renewed for another four years for the current team of five cleaning operatives. In London, Churchill has been awarded a two-year contract with the option to extend for another two years. A team of three cleaning operatives are working in the London office on a programme that commenced in May 2022.

Churchill's initial partnership included providing routine, periodic and window cleaning services at the Manchester office. When the covid-19 pandemic hit, Churchill was able to adapt its scope to support PHSO employees during the height of the pandemic, as well as increasing services when the return to in-person work began, keeping the teams safe and comfortable when working in the office. For example, some tasks changed from periodic cleaning to regular cleaning for high touch point areas.

The PHSO was impressed with Churchill's commitment to its work and its ability to adapt methods as and when required. The PHSO was particularly pleased that Churchill continued to go above and beyond

expectations and uphold high standards of cleaning at all times. This led to the decision to renew the contract in Manchester and introduce London.

James Bradley, chief operating officer at Churchill said: “We are thankful to the PHSO team for recognising our great work and giving us the opportunity to continue delivering our cleaning services not only in Manchester, but in London too. We look forward to continuing our relationship with the PHSO.”

Matthew Dean, assistant facilities manager at the PHSO, commented: “We are excited to extend our partnership with Churchill for the coming years as our cleaning provider. Churchill’s resilience and commitment to keeping our Manchester office clean and covid-safe during the height of the pandemic was hugely appreciated, and we look forward to Churchill delivering the same high standards in our London office.”