



ROPEWALK

CASE STUDY

Ropewalk Shopping Centre, Nuneaton

Centre Manager: Tony Wilkes Managing Agent: Lee Baron



Working with Centre Manager Tony Wilkes and his team at Lee Baron, Westgrove were appointed to provide both cleaning and security.

During the mobilisation process, key objectives were agreed and Tony was keen to explore innovative solutions, including the use of the Westgrove Sphere bespoke patrol management system which provides operatives with hand held devices to record a variety of tasks and activities. Devices are linked back to a 'real time' portal accessible by all stakeholders.

Both security and cleaning teams were issued with Sphere handsets which were uploaded with information bespoke to Ropewalk. As well as providing a tag point system around the centre to record patrols, Sphere is now used to record Centre Fire Testing, Cleaning Machine Checks, Void Unit Checks, Customer Engagement Feedback, Sprinkler Checks & weekly Cleaning Audits. Further reports are continually being added to reduce paperwork and record all information securely on the cloud based system.

Sphere is also used to record incidents including accidents, slip & trips and near misses. When attending an incident all the relevant information is recorded and photographs taken of the exact location. This is then escalated to members of the centre management team via simple PDF document which can then be forwarded to insurers if necessary.

The Control Room daily occurrence book has been replaced with a Samsung Tablet running Sphere which creates a permanent record that is fully auditable and that can't be altered. With normal written occurrence books, entries can be added and altered, but with Sphere the record is time stamped when entered creating an accurate record of events throughout the shift.

Tony Wilkes: *"The introduction of Sphere has made the day-to-day auditing of tasks within the centre far more streamlined and reliable. Sphere produces in-depth reports sent directly to my team which are timestamped and include, where appropriate, good quality photos. I feel reassured that the team are collecting the right information throughout the day to measure efficiency and also demonstrate effective H&S management on site. I feel that this will certainly have a positive impact on our insurance premiums in the future."*



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