

# Cleaning & PRM Services

## Doncaster Sheffield Airport

- The UK'S number one Airport. Westgrove provide the cleaning and PRM services (Persons with Reduced Mobility) services
- Partner – Peel Land & Property, 5 Year Contract June 2020 – May 2025
- The award followed a competitive tender process which involved a number of market leading facilities management companies including the incumbent Interserve and OCS
- 1,407,862 passengers (in 2019)
- Planning: Flight schedule, percentage passenger booked loads and arrivals profile give an estimate of passenger numbers in the Airport, per hour over 24 hour period. This generates a resource planning map of the peak times expected and then is rostered accordingly, to ensure the correct resource levels against demand in the most economical way.
- The team have to plan for the different type of assistance required by each passenger, from complete lifting on and off aircrafts to just a wheel chair to arrivals.
- Westgrove operate two systems to the benefit of the Partner, Connect360 and also a bespoke PRM system which converts the CITA information direct from the airlines
- Westgrove resource our operation in two ways: we have a requirement to be able to offer the service 24/7, therefore there is a core minimum resource working 24 hours per day. Over and above that, driven from the planning we increase resource over the peak periods by utilising part time colleagues working 4/5 hour shifts. This team is essential to our operation as they are flexible to be able to meet peak demand and due to the short shift pattern, resource is not overstaffed after peak times.
- Day to day challenges include - When flights go off schedule, either arrive early, depart late or delayed causing a higher peak than planned, could cause 4 or 5 aircrafts on the deck at the same time. Passengers waiting for long periods of time in the departure lounge and PRM passengers that have not pre notified the airport and just turn up for assistance.
- We overcome these challenges with processes and contingency planning. We pull all available resource from non-critical operations to assist the teams i.e. cleaning/ housekeeping, extending part time shifts, and asking colleagues to stay on past their finish time, the team are very flexible.
- Close liaison with the Airport Management and Ground crew is essential to be able to plan the loading, off-loading of the flights in the most effective way, while maintaining our wait time SLA.
- Cross training of the cleaning and PRM teams to assist each other in busy peaks and also provide more cover for sickness and holidays.
- During peak periods the cleaning/housekeeping only cover public areas on a rotational basis to ensure the standards are maintained during high peaks. They are also able to react quickly to any spillages. All general cleans and maintenance tasks are suspended during peak periods so the team can purely focus on maintaining all public areas during these periods.
- We liaise with the Airport operational teams such as Airfield Operations and Swissport Ground Handlers to keep track of the operation and any changes that may happen. A close relationship and planning skills of our duty supervisor are essential to ensure we still meet our SLA for wait times for PRM passengers even when the operation is off schedule.

