

# Gloucester Quays & The Docks



## Case Study

- Set in a stunning waterside location, Gloucester Quays is the cities thriving leisure quarter and features an outlet shopping centre, multiscreen cinema, a fitness centre, Waterways Museum as well as a variety of bars and restaurants, plus further investment and development is planned.
- Partner – Peel. Contract March 2018 – March 2022.
- Total retail floor area 150,000 square metres (1,600,000 sq ft)
- 12,000,000 footfall (2019).
- Security, Cleaning, Car Park teams – all separate teams.
- Westgrove introduced a Guest Services Manager to streamline services.
- Combined security & car park teams. Car park team now SIA badged – can pick up issues in the car park instead of calling upon security.
- Removed the deep cleaning in the mornings. The security carry out deep cleaning tasks, using the ride-on scrubber drier during the night shift, saving 14 hours per week on cleaning.



- Teams are cross trained, providing more coverage for blowouts, holidays and sickness. We introduced dedicated relief to the scheme, who are part of the core team and are rostered in to cover any additional hours required at short notice, as well as covering holidays/sickness.
- Ad-hoc Events – Food Markets and Christmas Victorian Markets. The 2019 Christmas Victorian Market brought in 530,000 visitors in just 11 days. Dedicated relief and our MSO (Mobile Support Operatives) were called in at short notice to cover for the busy period. We have regional MSO teams that are trained on site before they can work on that site.