

# Quayside MediaCityUK

## Case Study

- Quayside forms an integral part of one of the largest commercial destinations in the UK, MediaCityUK. This is a centre for culture, learning, media, business, arts, shopping and leisure. Further investment and development is planned, including a brand new waterfront dining concept 'The Watergardens', part of a £26M development.
- Partner – Peel Outlets (Peel Land & Property) , Contract start date March 2018 – March 2022
- Over 11,000,000 footfall (2019) - high footfall due to Manchester Utd Football and Lowry Theatre plus ad hoc event schedule We provide the cleaning, security and car park services. Due to the nature of the scheme and demanding levels of changing footfall we restructured the cleaning team, so there are more hours in the day and to cover for peak periods in line with the Theatre opening/closing times.
- Westgrove restructured the security and car park teams, so there is more resource and flexibility within the rota to bring in additional resource for when football matches are on. Both the security and car park teams are now trained to use the car park POF machines and help customers with any problems. We streamlined the security and car park teams into one team.
- The team have to manage intoxicated and angry fans on match days, we carried out conflict management training to ensure the team can safely deal with incidents.
- Extra cleaning and security resource is rostered in on match days. Dedicated relief are guaranteed a minimum number of hours each month, so we have the flexibility to cover for peak periods.



- There is a lot anti social behaviour issues with youths, including joy riding in the car parks. Our team are trained to manage the situations and also issue car park notices to offenders.
- Unfortunately there have been several suicide attempts on site, we train our colleagues to become Mental Health First Aiders and our Partner Retail Trust provide support for colleagues 24/7.