

TFM Service Delivery

Touchwood Shopping Centre



- Management Training with onsite Managers and Supervisors immediately underway and a bespoke Induction Pack and Training Programme put in place for all colleagues
- Plan for lockdown and furlough during mobilisation - furlough colleagues in a fair manner, managing the team's expectations – flexi furlough in place for colleagues who were suffering with their mental health
- Post mobilisation review, Westgrove carried out a restructure – too many hours/headcount in management, reduced costs but increased hours and visibility on the mall, especially to cover peak times. Window cleaning operative redundant – more of the team are now trained and tasks are shared out, which are carried out more frequently. Cost Saving TUPE to new structure was approx. £130k per annum
- Increased visibility on hard services via new CAFM system, previously the hard services incumbent had inconsistent data in their system and a lack of reporting / use by the on site team meant that the true picture of the assets on site and the PPM / reactive work was not clear
- Full deep dive of the assets on site and sent to the Partner for review – all the PPM's now on the CAFM system and the help desk reactive reporting used properly via handsets by the on site team (easier clearer software)
- Installation of chemical free cleaning units to BOH areas which has increased standards – floors and glazing in particular – and been a positive step for sustainability



- New TFM Manager from Bull Ring, client side operations from Hammerson, and brings a wealth of experience to the role which will benefit the team and the centre going forward
- The transition was extremely positive and embraced by the team – face to face engagement with the Westgrove management team, Welcome to Westgrove goody bag, cakes and meet the team day (with Covid procedures in place), colleague engagement surveys to measure success have shown a positive impact and renewed motivations
- Early engagement with the team was key - 121 meetings, group engagement meetings, weekly newsletters during mobilisation up to start date

Continued.

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- Numerous Reward and Recognition Awards including annual award for Newcomer of the Year (Concierge Manager)
- The contract is overseen by Commercial Director Laurie Barton Wright and Claire McKinley Smith (Strategic Support) and Technical Services Director Paul Booth with support from the Regional Business
- Manager for the Midlands, Clare Danks Mobilisation Manager and, and Business Manager, Technical Services, Ian Edwards.
- Westgrove provide a more hands on approach than the incumbents, creating a strong and reliable partnership with the centre management team.

