

Case Study

The Wellington Centre

After a competitive tender exercise, Westgrove were delighted to be awarded the 3-year security and cleaning contract for The Wellington Centre. Based in Aldershot, The Wellington Centre is a multi-level shopping centre with over fifty retailers.

The Problem:

The team were demotivated and demoralised, lacking training and development. There were a number of vacancies and the team didn't feel looked after. The contract needed rationalising and standards needed improving.

Our Solution:

During the 3 month mobilisation period, we assigned a dedicated mobilisation manager who was onsite weekly and worked closely with the Centre Management and onsite team to ensure everything was setup and ready for transfer on day 1 of the contract.

A key principle at Westgrove is to adopt a people centric approach, putting our team at the heart of every decision. Our solution included better pay, new fit for purpose fully branded uniforms, colleague benefits and transparent training plans for all. Regular group and 1 to 1 sessions were held onsite throughout the mobilisation period to ensure the whole team understood the vision and values of Westgrove and the Centre Management Team and our commitments for the contract moving forward. These vital sessions provided an outlet for individuals to voice any concerns and ask any questions to ensure that everyone knew the vital role each and every one of them would play in the contract.



Key Improvements:

- We introduced the site to chemical free cleaning, providing a sustainable solution with improved cleaning methodology
- Waste Services – we looked at improvements in waste management on-site. Working with our trusted waste management partner we were able to reduce the cost but keep the service at a high standard and we reinvested the saving back into the team. We're now also looking to introduce dedicated food bins to site, reducing compactor waste, providing further cost reduction and ultimately reducing the sites carbon footprint
- Pest Control – we sourced a new supplier who were able to provide a better service to fit the needs of the centre
- The Introduction of new machinery increased productivity and helped boost the team's morale
- The site was suffering with anti-social behaviour. We provided the team with training around combating this issue and our National Operations Centre are in place providing out of hours incident support and a specialist patrol helpline.
- Communication has improved for the partner who has access to all levels within Westgrove. With a fully transparent approach, all parties have a good understanding of the contract and how we are continually working to improve it.

The Success so Far:

- We have made overall savings on the previous contract of 15%
- The Team have all been enrolled onto bespoke training platforms including e-Learning
- The team won Best Team of the Quarter in the Westgrove Reward & Recognition Awards
- We have showcased the team and their achievements in Wellington's newsletter, sharing their best practice and successes with all the tenants on-site
- External Mystery Shop reports are averaging 90%, showcasing excellent cleaning standards and strong customer service levels.

THE
WELLINGTON
ALDERSHOT