

SHOPPING CENTRES: TAKING OVER FRIARS SQUARE CENTRE, AYLESBURY

OVERVIEW OF MAJOR RESULTS

- C.UK took over the Friars Square contract and immediately addressed the concerns of the existing officers, ensuring that the TUPE officers were brought quickly into the C.UK fold
- The C.UK officers have been so successful in their first few months under C.UK management that the Center Manager recommended them for the nationwide C.UK CEO's Award
- Friars Square Manager commented: "The team conducted themselves in an exemplary manner in what have been at times difficult situations."

SITUATION

Friars Square is a regional shopping centre in Aylesbury, Buckinghamshire, with 60 stores, 7 food outlets and 800 parking spaces. C.UK Security took over the security contract in September 2009.

Historically, there is always a feeling of unrest with regards to TUPE situations and it is paramount that a good working relationship is developed between all parties from the outset. C.UK has taken over many sites over the years and has developed a good, thorough methodology for ensuring the officers are warmly welcomed and that the client soon sees a positive difference.

The officers that transferred to C.UK under the TUPE regulations, whilst performing extremely well, were de-motivated because of several reasons. First, a major issue that C.UK encountered from the outset was the high volume of vacancies on site. Second, there had been problems with the previous security company's management, which was perceived to have not visited the site as often as was required.

C.UK SOLUTION

C.UK arranged full TUPE briefing meetings with all officers prior to the commencement of the contract, welcoming the officers and ensuring they were aware of the high levels of service demanded by us. C.UK was well represented by various department members at the meetings in order to ensure that any potential question could be answered appropriately.

These meetings proved to be a success and consequently, all site officers transferred to C.UK.

CASE STUDY



The recruitment issue was naturally a main concern. Consequently a major recruitment drive was put in to place immediately. A high number of potential candidates were interviewed. The vast majority were sadly not of the high C.UK standards, exemplified by a detailed recruitment policy that is one of the toughest in the industry. However, three excellent candidates were sourced and have since joined the team. They have already added value to the team. Furthermore, a pool of relief officers have been trained in order to cover sickness and holidays.

To assist the team bond with C.UK, regular visits have been conducted by C.UK management. These visits have ensured that the officers have a main point of contact and also to offer reassurance that the company will provide its full support.

RESULTS

It has been generally agreed that the contract could not have transferred to C.UK at a more difficult time due to a very busy Christmas season. However, the performance of the team has been exemplary. Moreover, the team was nominated by the client for an award due to its professional approach to various events leading up to Christmas. The team was successful in this nomination process and received the award accordingly. This award was extremely well received by the team and went a long way in forging stronger relationships between the Friars Square officers and all the rest of us at C.UK Security.

Naturally, it takes time for relationships to be formed when TUPE arises. However, within a few months of C.UK running this contract, excellent inroads had been made.

An honest and open approach by C.UK management has been well received and the team (both old and new members) is performing to the highest of standards.

CONTACT

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