

Consultancy – Case Studies

Pizza Hut

This process started when we delivered some training for Pizza Hut's London Managers a few years ago. Pizza Hut loved the material and the delivery but couldn't afford (both in terms of time and finance) to roll the training out all over the country to all of their staff. Pizza Hut had an existing system of training which involved the Restaurant Managers delivering training to their respective Team Members. Pizza Hut asked us to work with them to develop this process for Personal Safety Training.

The existing process involved working through their 'CSL' which are Pizza Hut's documented policies and procedures. The Suzy Lamplugh Trust worked to develop these policies and procedures by conducting and analysing their risk assessments, setting up and running focus groups with Restaurant Managers and by meeting with Pizza Hut's Health and Safety and Training Managers.

As a result, The Suzy Lamplugh Trust developed a training workbook for the Restaurant Managers to work through with their team. This workbook is designed to be worked through by the Team Member independently, following and completing exercises on their own. The Team Member then completes some exercises with their Restaurant Manager which are designed to demonstrate that the Team Member has taken on the knowledge learned from the exercises that they completed independently. The workbook focuses very much on owning your solutions and encourages Team Members to be active in choosing and using solutions that work for them individually, there is no blanket 'right answer' for all staff. The Manual is now complete.

Pizza Hut are very happy with this consultancy and have decided to use a similar process for their lone workers (their Delivery Drivers). For this stage of the process, The Suzy Lamplugh Trust are standing back some what. Pizza Hut will be designing policies and procedures and The Suzy Lamplugh Trust will just verify them and give feedback. This is not only beneficial for Pizza Hut financially but it also shows that we have improved their confidence and knowledge enough that assistance in writing policies and procedures is no longer required.

As a whole, this system has provided a feeling of confidence among staff that something is being done about their safety and they feel more able to deal with difficult situations, it has led to a solid policy and procedure on Personal Safety which is now in place and being rolled out to staff. The Suzy Lamplugh Trust have improved management knowledge and confidence to manage their staff's Personal Safety and finally, this consultancy has improved the reporting procedure for incidents and encouraged staff to use it.