



Hinkley Point

The challenge

First Travel Solutions (FTS) received a phone call in November 2016 from the Managing Director of First South West. They had an urgent requirement for on the ground staff to support them with a coach contract they were operating on behalf of EDF Energy.

The contract meant First South West providing coach travel to EDF staff from various park and ride sites to and from Hinkley Point.

First South West contacted FTS to seek support with providing a visible customer service presence to the EDF staff using the coach service on a daily basis.

The initial request was received from First South West on Tuesday 29th November asking for FTS staff to be in place and supporting the contract by Thursday 1st December 2016.

The challenge for FTS was to recruit and secure staff who had the correct experience and skills to support this contract at short notice.

The solution

FTS staff set about establishing the availability of staff who could work away from home Monday to Friday each week, every other weekend, for potentially a long-term operation.

The staff recruited had to be experienced in specific skills. This included being able to support coach/bus manoeuvres, have experience of bus operations and of course excellent customer service skills were essential.



**Planning
coach
and bus
timetables
on a daily
basis**





Once staff were recruited, FTS then contacted their internal dedicated team who allocate accommodation all over the UK and asked them to assist to provide the best, most suitable accommodation as close to the various park and ride sites as possible for these staff.

The result

The Hinkley Point contract is running smoothly and efficiently with the help and organisation of FTS staff on the ground at the various park and ride sites and at Hinkley Point.

FTS staff are helping with planning coach and bus timetables on a daily basis as well as assisting the customers every day to get to and from their destination.

The contract has been extended until the end of May 2017 and EDF Energy has praised FTS and their staff for their supportive role in delivering this contract.

Recruit and secure staff with the correct experience

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