

"Wyboston Lakes Resort is the best meeting venue I use in the UK – bar none. I highly recommend it and PeoplePlus will always view it as our go-to destination for events."  
Simon Rouse, Managing Director.

PeoplePlus held a face-to-face meeting for high-level executives at Wyboston Lakes Resort in September. Here is why and how the event was made Covid-safe.

In early September, PeoplePlus, the largest UK-wide skills and employability provider ran a strategy meeting for a group of five senior business leaders across two days. The group needed to develop a five-year strategic plan for their business, which meant it was essential for them to meet off-site and step away from their day jobs.

Reflecting on why they chose to meet face to face rather than virtually, Simon Rouse, managing director of PeoplePlus, said: "Face-to-face meetings are essential when discussing and taking decisions on major strategic issues over many hours. They are the best way to create clear communication and connection between the team, and they contribute strongly to creativity and productivity. That's why we felt it was so important for this senior leadership gathering to be held in person."



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## The Challenge:

"The biggest challenge was ensuring this meeting could take place in a Covid-safe way with social distancing being maintained, while still providing a high-quality environment for the level of thinking required."

## The Solution:

A solution was provided by Wyboston Lakes Resort. The 380-acre conference, training and events complex in Bedfordshire offers spacious, modern and technologically advanced meetings facilities. The Resort has been accredited by three prestigious organisations for health, hygiene and safety standards, which have become paramount following Covid-19. Wyboston Lakes Resort was the first venue to receive the new AIM Secure Accreditation from the Meetings Industry Association (MIA) and one of the first hospitality venues in the UK to secure the 'Safe, Clean and Legal' accreditation from Quality in Tourism. A third badge of approval came from the AA COVID-19 Confident accreditation scheme.



A Safe Events plan was introduced by the management team in the early weeks of the UK's lockdown in March because the venue continued operating to provide essential training facilities for the NHS to help its effort to tackle Covid-19. The plan was developed in consultation with medical professionals onsite to ensure all venues at Wyboston Lakes Resort run safely in accordance with government guidelines for both guests and team members.



Key components of the now tried and tested policy include advising guests on social distancing rules, the introduction of maximum capacities in public areas and the rearrangement of layouts to ensure social distancing regulations can be upheld.

The Resort has also introduced thermal temperature check technology at venue entrances throughout the complex and an online food ordering portal for use in the bar and bedrooms. In-room information has moved online for guests and cleaning regimes have been intensified with hand sanitising stations available throughout.

These thorough, yet unobtrusive measures were extremely important to PeoplePlus. Rouse explained: "Wyboston Lakes Resort was still able to offer its superb service and fantastic facilities but in a Covid-secure way that makes you feel safe. Rules were easy to follow but it was unobtrusive. The team was exceptional. They were very clear and professional on how we should adhere to the rules, but in an understated way."

For the strategy meeting, PeoplePlus used the newly refurbished Willows Training Centre, while The Waterfront Hotel & Spa provided overnight accommodation for the group. A post-meeting evening dinner was held in The Waterfront Restaurant & Bar, overlooking the resort's beautiful East Lake.

