

Maintaining a sense of security on campus

“I work closely with the Securitas Team on a daily basis, and the relationship has gone from strength-to-strength.”

Maxine Gore, Site Services Manager,
Cranfield University

Seeking better service

For Cranfield University – a highly regarded, exclusively postgraduate establishment – the safety of its thousands of students, staff and visitors is a priority.

However, in 2014, they began experiencing a number of issues with their existing security provider.

A high turnover of officers, sickness levels and lack of officer training and motivation meant that the service was simply not reliable, so the University went in search of a better alternative.

The story in brief:

- Our reputation for quality and reliability was a key factor in Cranfield University’s decision to give us the contract for campus security
- We provide an integrated package of protective services, including on-site officers, access control, monitoring and alarm response
- Regular communication, structured monthly reviews and a collaborative approach have contributed to the creation of a long-lasting relationship.

Fast facts

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Sector
Education

2

Location
Bedfordshire

3

Services
Mobile patrols
CCTV
Access control
Alarm response





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Covering every angle

The University campus has industry-scale facilities, including lecture theatres, laboratories, libraries, halls of residence and retail and leisure amenities.

Invited to tender, we recognised that the site’s scope and scale demanded a solutions-led approach to security that would integrate on-site officers, access control, monitoring and alarm response.

Following a thorough site survey and assessment, Securitas proposed a range of protective, cost-effective – and wholly reliable – services, and we were delighted to be awarded the contract.

Our solution includes the deployment of a dedicated team of SIA licensed security officers to manage the security and protection of people, premises and property on campus. The services provided by this on-site team include perimeter protection, foot and vehicle patrolling, alarm response, CCTV surveillance, gates, barriers and access control. The on-site officers have all completed our unique training and development programme.

Extended service

The initial three-year contract began in 2014 and has since been extended. Both sides agree that ongoing communication is fundamental to this long-lasting relationship.

“I work closely with the Securitas Team on a daily basis and we meet every month to review and discuss agreed KPIs, and to address any concerns relating to the campus,” confirms Maxine Gore, Site Services Manager at Cranfield University. “We also use the time to explore potential changes that would offer further protection.” For example, with our support the University installed additional CCTV surveillance in its library, which both enhanced security levels and resulted in a saving of £25,000 per annum.

We also are on hand to provide students with general advice on matters of security, for example by being present at ‘Welcome Week’ events for new student intakes. “This input”, says Maxine “ is a reflection of the collaborative relationship we have developed”.

Extensive sector experience

Cranfield is one of several universities across the UK with which we have security service contracts in place.

To find out more about how our solutions-led approach could support your security needs please get in touch. @securitas.uk securitas.uk.com

