

Case study | Education



Leeds Metropolitan University

“

Now we have a team who are making sure that the student experience is a good one ...

Brian Bolton
Campus Service Manager

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In 2009 Securitas won the contract to provide security solutions at Leeds Metropolitan University.

The background

Campus Services manager, Brian Bolton was looking for a Security company who could provide more than just “basic” security.

The University were looking for a company they could work with in making a positive difference to the daily lives of it's students.

Ongoing development

Securitas Officers patrol the campus in close cooperation with the in house team.

A major part of the team's role which includes the overnight manning of the Library is to provide Security Cover at University events, in particular for Graduation days throughout the year.

Securitas officers provide an approachable, knowledgeable source of help and information for the 35,000 students on site. “It's the little things that make a difference, states Brian, ..“Eighty to ninety per cent of what they do is over and above their actual duties.

As the partnership between Securitas and Leeds Metropolitan University grew, Securitas were able to deliver on the promise to continually evaluate the best and most financially beneficial security solution for the University. When technical solutions have proved to be a better option to physical guarding they have been recommended.

Knowledge sharing between the two companies has proved to be a huge success. Securitas have welcomed members of the in house security team to take SIA courses at their Offices in Wakefield and in return the University have offered the services of the on site Police who train courses in Disclosure.

Results

Since implementation Securitas and Leeds Metropolitan University have developed the Security offering to deliver the extra value that Brian had asked for. “Now we have a team who are making sure that the student experience is a good one, making their lives less stressful.”

This flexibility and ability of Securitas to offer the correct security solution through it's selected Service Partners has added to the trust between the two parties and the result has been a doubling of the number of services that Securitas provide.

The success of training and knowledge sharing between the two parties has led to the development of a “Securitas Ambassador” trained by the University and imparting this knowledge to the Securitas team.

True partnership and a service we are delighted Brian describes as “awesome”.