

Case study | Government



# Vinci Facilities

## Welsh Government - Llandudno Junction

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Debra Pritchard  
Senior Facilities Manager

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## Providing security solutions to Vinci at the Welsh Government's new office, Llandudno Junction in North Wales.

### The background

In 2010, Securitas was awarded the contract to provide security solutions to Vinci at the Welsh Government's new office, Llandudno Junction in North Wales.

Senior Facilities Manager, Debra Pritchard, was looking for a security company who could provide a local security solution, "Utilising their local knowledge, staffing pool, with a national framework and support."

### Ongoing development

Llandudno Junction was a new addition to the Welsh Government portfolio, offering a completely purpose built building, which is now the central point for all government affairs in the North and regularly visited by several ministers.

Securitas developed an innovative security solution for the new building, incorporating both man guarding and technology services, managed in partnership with Vinci and Securitas. Debra Pritchard explained "Using a knowledge leader in security has been incredibly useful and an integral part in the success of the contract.

To be able to call on the expertise of the officers and management for advice, or to carry out a security procedure with regards to risk assessments, fire and health and safety issues have been invaluable".

The team, consisting of a dedicated on-site Security Manager and 13 officers carry out a variety of duties, including;

- CCTV monitoring
- Reception
- Site patrols
- Car park management
- Access and egress
- X - Machine operations
- Fire and intruder alarm response

As part of the services to the contract Securitas has worked closely with both the Vinci and the Welsh Government to ensure there is a bilingual capability within the Securitas workforce deployed on site.

Both the Securitas Site Security Manager and Branch Management team are engaged daily ensuring that the service provision is under constant review allowing for us to offer a bespoke package at all times.

Securitas know the importance of having highly trained, experienced officers and invest heavily in their development. At Llandudno Junction, officers are offered the opportunity to complete an NVQ course alongside an individual training matrix. To develop further their skills with Rapiscan, officers were taken to Liverpool John Lennon Airport, where they gained a higher level of understanding in a demanding environment.

The training programme has proven to be a great success and increased motivation within the team, evidenced further by the implementation of the programme to their own staff at the Welsh Government.

### Results

All Welsh Government sites require security that offers both protection and sensitivity. It was essential that the security solution implemented on site delivered, Debra Pritchard explains, "A consistent, professional service in a high profile government building is essential, and the close partnership which has evolved between Vinci and Securitas enables us to react quickly to changes and introduce improvement measures immediately as and when the need arises."