



CASE STUDY

USSG Ltd's Security and Mobile Patrol Services for London & Cambridge Properties Ltd (LCP)



USSG LTD OVERVIEW

Universal Support Services Group Ltd has established itself as a top-tier security company in the UK, delivering exceptional protection with a fully licensed, expert team. USSG combines cutting-edge technology with personalised service to ensure robust and reliable security solutions for diverse needs. Trusted by high-profile clients, our commitment to excellence and innovation makes us a premier choice for comprehensive security services, ensuring the utmost safety and peace of mind for our clients.

Our highly skilled teams are dedicated to protecting and securing your premises, property, employees, and assets. USSG Ltd is an SIA-approved contractor operating throughout the UK and offering exceptional security. Our innovative approach enables us to continuously improve our services and processes, delivering swift results and offering cost-saving solutions to all our clients.

PROJECT

LCP Group had experienced a significant increase in vandalism incidents at several of their sites: Lime Square, Halewood, and Lichfield, including damage to properties, graffiti, broken windows, fire, and theft. The sites were all located in bustling areas and had been popular destinations for shoppers for many years. However, the shopping centres, retail spaces, and car parks were becoming common targets for continued vandalism and disorder. This not only tarnished the shopping centres' reputation but also led to a decline in foot traffic and a sense of insecurity among shoppers and tenants.



CLIENT: LCP GROUP

London & Cambridge Properties Ltd (LCP) founded in 1987, is a leading privately held property management and investment firm operating in key locations throughout the UK, Germany, and Poland.

Their main activities include the acquisition and management of commercial properties along with the provision of associated services.

They are experts in intensive property management, with a track record of raising portfolio values and incomes from mixed-use properties.

SECTOR

Property Management

SERVICES



CHALLENGE


- **Increase in Vandalism:** Vandalism incidents were occurring almost daily, leading to increased maintenance costs and a negative perception among potential shoppers.
- **Decline in Shopper Confidence:** The rise in vandalism made shoppers feel unsafe, resulting in decreased footfall and lower sales for tenants.
- **Tenant Concerns:** Tenants were increasingly frustrated with the damage to their stores and the surrounding environment, leading to concerns about safety for both their businesses and the public.
- **Maintenance Costs:** Frequent repairs and cleaning due to vandalism were escalating operational costs.


THE SOLUTION


To address these challenges, LCP Group management decided to implement a comprehensive manned guarding solution. A reputable security company was contracted to provide highly trained security personnel to monitor and patrol the premises, along with exceptional cleaning services.




STEPS TAKEN:

 **Deployment of Security Guards:** Uniformed security guards were deployed at strategic points within the shopping centre and retail car parks, including entrances, exits, and known trouble spots.

 **Regular Patrolling:** Security guards conducted regular patrols throughout the day and night to deter potential vandals and ensure the safety of the premises and the public.


 **Monitoring:** The security team monitored the shopping centre 24/7, enabling a quick response to any suspicious activities and reducing threat levels.


 **Community Engagement:** Security personnel engaged with shoppers and tenants, providing a reassuring presence and addressing any security concerns directly.


 **Cleaning Services:** A skilled team of cleaners ensured the sites were kept to the highest standards and regularly maintained to exceed hygiene and health and safety standards.

BENEFITS TO LCP GROUP

The implementation of manned guarding had a profound impact on the overall security and perception of all the sites.

 **Reduction in Vandalism:** Within the first month, incidents of vandalism decreased. The visible presence of security personnel acted as a significant deterrent to potential vandals.

 **Increased Shopper Confidence:** Shoppers felt safer, which contributed to an increase in foot traffic. The renewed sense of security encouraged more people to visit the shopping centres and retail areas.

 **Tenant Satisfaction:** Tenants expressed high levels of satisfaction with the improved security measures. The decrease in vandalism led to fewer disruptions and reduced maintenance costs, allowing businesses to focus on their operations.



Cost Savings: Although the initial investment in manned guarding was significant, the reduction in vandalism-related expenses and increased revenue from higher foot traffic resulted in overall cost savings for the sites.

CLIENT TESTIMONIAL

I have found their service to be reliable, cost effective and highly successful across any of the regions that we have deployed.

I have no hesitation in recommending any of the services provided by USSG.

Kind Regards

Kevin Andrews
Group Head of Facilities Management



CONCLUSION

The introduction of manned guarding successfully addressed the issues of vandalism and insecurity. The presence of professional security personnel not only deterred criminal activities but also restored confidence among shoppers and tenants. This case study demonstrates the effectiveness of manned guarding as a proactive security measure in protecting commercial properties and enhancing the overall public experience.

FIND OUT MORE

To find out more about our specialist security services, call us for a free, no obligation chat, on: **01619746506**, email **sales@ussgl.co.uk** or complete our online enquiry form.

OUR ACCREDITATIONS



Contact



01619746506 sales@ussgl.co.uk

01619746507 operations@ussgl.co.uk

01617912791 control@ussgl.co.uk

Follow Us

