



CASE STUDY

USSG Ltd's Manned Security Services for Stay Belvedere Hotels Ltd (SBHL)



USSG LTD OVERVIEW

Universal Support Services Group Ltd has established itself as a professional security company in the UK, delivering exceptional protection with a fully licensed, expert team. USSG combines 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

SBHL was looking for a security provider that could deploy a specialist team and deliver a security strategy for hotels that house immigrants and asylum seekers while their applications are processed and reviewed. It was imperative that the provider could offer heightened security due to the sensitive nature of the population they serve, which includes individuals who may be vulnerable or at risk. Manned security in such a setting plays a crucial role in ensuring the safety of residents, staff, and the surrounding community. Due to the high-profile nature of immigration issues and concerns about potential unrest, it was decided that a comprehensive manned security plan was necessary, and USSG Ltd stepped in.



CLIENT: SBHL GROUP

Stay Belvedere Hotels Ltd (SBHL) is a specialist hotel and residential service provider for accommodation and guest services to clients throughout the UK. SBHL recruits and trains teams to deliver bespoke guest services that not only meet but exceed the expectations of their clients. SBHL has become a leading provider of the UK Government's provision of temporary accommodation for those seeking asylum in the UK. SBHL is responsible for providing temporary accommodation for asylum seekers in hotels located in London and the South of England. Their services include the provision of temporary accommodation, facilities management, logistics and supply chain management, security, welfare, and pastoral support.

SECTOR

Accommodation Services

SERVICES



Manned Security for SBHL

CHALLENGE:

Diverse Population: The residents included individuals from various cultural backgrounds, many of whom had experienced trauma. This created a need for security personnel who could handle sensitive situations with empathy and cultural awareness.


Community Concerns: The local community expressed concerns about safety, given the facility's proximity to residential neighbourhoods and schools. There were fears of potential protests or unrest.


Media Attention: The facility was under constant scrutiny from media and advocacy groups, meaning that any security incident could attract significant public attention.


Legal and Ethical Considerations: Security measures had to comply with human rights standards, ensuring that residents were treated with dignity and respect while maintaining a secure environment.


STEPS TAKEN:


Security Strategy:


 **24/7 On-site Security Presence:** A team of security guards was deployed around the clock to monitor the premises. Guards were positioned at all entry and exit points, as well as at strategic internal locations within the hotel.


 **Training and Sensitivity Programs:** Security personnel underwent extensive training in cultural sensitivity, conflict de-escalation, and human rights compliance. This training ensured that guards could interact with residents in a manner that was respectful and appropriate.

 **Access Control:** Strict access control measures were enforced. All visitors had to be pre-approved and were required to sign in upon entry. Security personnel were responsible for verifying identities and maintaining a log of all individuals entering and leaving the facility.

 **Surveillance Systems:** The hotel was equipped with a network of CCTV cameras, monitored in real-time by the security team. This allowed for immediate response to any suspicious activity and provided a record of incidents for later review.


 **Community Liaison:** A dedicated community liaison officer was appointed from the security team to communicate with local residents and address their concerns. Regular meetings were held to keep the community informed about security measures and to build trust.


 **Conflict Resolution:** The security team worked closely with social workers and counsellors on-site to address any conflicts or issues among residents. Security guards were trained to identify potential problems early and to involve appropriate professionals when necessary.


 **Emergency Response Plan:** A comprehensive emergency response plan was developed, covering scenarios such as fire, medical emergencies, protests, or attempted breaches. Security guards were trained in the plan and conducted regular drills in coordination with local law enforcement and emergency services.


BENEFITS TO SBHL

Outcomes:

 **Enhanced Safety:** The presence of well-trained USSG Ltd SIA-licensed security guards significantly reduced incidents of violence or theft within the hotel. Residents reported feeling safer, and the local community's concerns were largely alleviated.

 **Positive Community Relations:** The community liaison efforts helped build a cooperative relationship with nearby residents. Regular communication and transparency regarding security measures reduced fears and fostered a more supportive environment.

 **Media and Public Perception:** The facility managed to maintain a positive public image by demonstrating a commitment to both security and the humane treatment of residents. There has been no negative media coverage which reflects the high standards and professional conduct of the USSG Ltd security team, reflecting well on the hotel and the managing organisation.

 **Compliance with Standards:** The manned security approach adhered to all legal and ethical standards, ensuring that the rights of residents were protected while maintaining a secure environment. This compliance was crucial in upholding the hotel's contract with the government and avoiding any legal challenges.

CLIENT TESTIMONIAL :

USSG Ltd have given us peace of mind with their level of expertise they have demonstrated, we feel reassured that our property and people are in the best possible hands. The security personnel were not only vigilant and proactive in their duties but also courteous and approachable, making our employees, residents and clients feel safe and secure. The feedback from our residents and staff has been overwhelmingly positive. We initially awarded USSG Ltd with one hotel as a trial and now they deliver security services for all our 14 sites including one of the largest asylum hotels in the country, I highly recommend their services.

Atlee Pereira
Security Manager
STAY BELVEDERE HOTELS LIMITED (SBHL)

CONCLUSION:

USSG Ltd's manned security at the immigration hotel illustrates the importance of a well-rounded security strategy that balances the need for safety with respect for the rights and dignity of residents. Through careful planning, specialised training, and strong community relations, the security team was able to create a safe, secure, and welcoming environment for all stakeholders involved. This approach serves as a model for other facilities facing similar challenges.

FIND OUT MORE

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

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OUR ACCREDITATIONS:



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