



CASE STUDY

Security Firm Providing 24/7 Alarm Response Services for Star Academies Schools



USSG LTD OVERVIEW

Universal Support Services Group (USSG) Ltd has been a leading provider of security services in the UK for over 8 years. Our team consists of highly trained, SIA-licensed security personnel who are experienced in protecting various types of facilities, including corporate offices, retail environments, industrial sites, schools, and residential complexes. Our services include:

Access Control: Monitoring and managing entry and exit points to prevent unauthorised access.

Patrolling: Regular and random patrols to deter potential threats and ensure a visible security presence.

Surveillance: Monitoring CCTV systems and ensuring that any suspicious activities are reported and addressed promptly.

Incident Response: Immediate response to alarms, incidents, or any security breaches, following standard operating procedures.

Customer Service: Guards trained in customer service to assist visitors and employees while maintaining a secure environment.

BACKGROUND

Star Academies is a highly respected multi-academy trust that operates several schools across the UK. With a strong focus on providing a safe and secure learning environment, Star Academies sought to enhance its security infrastructure to protect students, staff, and property. Given the complexity of managing multiple sites with varied security needs, the trust decided to partner with a specialised security firm to provide 24/7 alarm response services.



OBJECTIVES

The primary objectives of the partnership with USSG Ltd were:

Enhanced Safety: Ensure the safety of students, staff, and visitors by providing rapid response to any security threats or breaches.

Asset Protection: Safeguard school property, including sensitive data, expensive equipment, and infrastructure, from theft or vandalism.

Compliance: Meet all regulatory requirements related to school safety and security, ensuring that the trust remains compliant with government guidelines and educational standards.

Peace of Mind: Provide reassurance to the school community that security is being managed effectively, allowing them to focus on education.

SECTOR

Alarm Response Services

SERVICES



CHALLENGES

- ✓ **Multiple Locations:** Star Academies operates numerous schools, each with its own unique security requirements.
- ✓ **24/7 Coverage:** The need for round-the-clock monitoring and response, even during school holidays and outside regular school hours.
- ✓ **Tailored Solutions:** Different schools have different layouts, assets, and potential threats, requiring a customised approach to security.
- ✓ **Integration with Existing Systems:** The new security solutions needed to seamlessly integrate with existing alarm systems, CCTV, and access control systems.

SOLUTIONS IMPLEMENTED

USSG Ltd implemented a comprehensive 24/7 alarm response service tailored to the needs of Star Academies.

Site Assessment and Customisation:

- Conducted detailed assessments of each school to understand the specific security needs.
- Developed tailored security plans for each site, considering factors such as location, size, and potential threats.
- Integrated new security measures with existing systems, ensuring seamless operation.

24/7 Monitoring and Alarm Response:

- Established a centralised monitoring centre that provides round-the-clock surveillance of all Star Academies sites.
- Deployed trained response teams, ensuring that any alarm trigger would be met with an immediate and appropriate response, including notifying the police if necessary.

Communication and Reporting:

- Maintained clear lines of communication with Star Academies' management, providing regular reports on security incidents, response times, and any areas for improvement.
- Implemented a system for immediate notification of school leadership in the event of an emergency, ensuring swift decision-making.



RESULTS

- 1. Improved Security Response:** The introduction of 24/7 alarm response services resulted in faster response times to incidents, reducing the risk of harm to students and staff.
- 2. Reduced Incidents:** The presence of a robust security system acted as a deterrent, leading to a noticeable decrease in security incidents such as trespassing, vandalism, and theft.
- 3. Compliance and Safety:** Star Academies successfully met all regulatory safety requirements, maintaining their strong reputation for providing a safe learning environment.
- 4. Peace of Mind:** School leaders, staff, parents, and students reported increased confidence in the security measures, allowing them to focus more on educational outcomes.

CONCLUSION

The partnership between Star Academies and USSG Ltd was a success, demonstrating how a tailored, comprehensive security solution can effectively safeguard educational institutions. By providing 24/7 monitoring, rapid response, and ongoing support, USSG Ltd not only met but exceeded the trust's expectations, ensuring the safety of its school communities.



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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