



# CASE STUDY

PEACE RESUMES FOR LONDON RESIDENTS  
THANKS TO 1ST CLASS PROTECTION



## CLIENT

Our client is one of the leading property management companies in the UK. Established for over a decade, they have grown exponentially and currently manage over 20,000 individual homes, 300 residential blocks and employ over 100 staff.

Property Management companies have a duty of care to the residents of blocks they manage, to keep them safe from threats such as vandalism, intrusion, burglary and violence, to name a few examples. Therefore, it is important to hire a team of experts who are well-practiced in preventing and/or managing such problems so to ensure a safe and secure environment in and around each site. 1st Class Protection were called on to help our client with a specific London location where troubling behaviour had been reported.

**“WE HAD RECEIVED COMPLAINTS OF ANTISOCIAL BEHAVIOUR AT ONE OF OUR LOCATIONS AND TALKED TO 1ST CLASS PROTECTION ABOUT HOW WE COULD ELIMINATE SUCH DISTURBANCE FOR OUR RESIDENTS. THEY QUICKLY CAME UP WITH AN IMPRESSIVE PLAN OF ACTION.”**

## PROBLEMS FACED

Residents from one of the blocks were experiencing great disturbance by way of antisocial behaviour and petty criminal activity perpetrated by local teenagers. They were entering the building unlawfully, drinking and fighting, which was not only endangering themselves but the residents of the block too.

There was the constant threat of damage to the property and high noise levels at unsociable hours, making the environment of communal spaces quite intimidating and unpleasant for those living there.

1st Class Protection were hired to assess and solve the problem.





## OBJECTIVE

Our overriding objective for the project, as with all projects, was to create a safe and secure environment in and around the residential block. When dealing with young adults we knew it was going to require a slightly different method, involving dialogue rather than a forceful approach.

We hoped to devise a plan to deescalate the tension amongst residents and teenagers and to solve the issue without use of physical force. Essentially, our aim was to bring the residential block back to 'normality' and restore relationships amongst those involved.



## ACTIONS TAKEN:

We began by first analysing the situation, carrying out our preliminary assessments to design a solution that was going to work best in this instance. This was especially important given the potential challenge of getting the teenagers on side.

We decided to create a visual deterrent by providing a large security presence around the site perimeter: we also allocated uniformed guards to man every entrance and exit of the building, so that no one except those who lived in the block and their guests were able to enter.

We placed a uniformed mobile patrol around the perimeter for two weeks to defuse the tension. Our guards' uniform is similar to the police uniform so this acts as a strong deterrent in itself.

We engaged in conversation with the local teens who had been entering the building to explain our intentions and the benefit to them.

**"1ST CLASS  
PROTECTION PROMISED  
US A QUICK AND  
EFFECTIVE SOLUTION  
AND I AM PLEASED TO  
SAY THEY DELIVERED  
BEYOND EXPECTATION.  
FOR THIS, WE ARE  
INCREDIBLY  
GRATEFUL."**

## OUTCOME:

As a direct result of our manned guarding and patrolling, all attempts to enter the building unlawfully stopped immediately. Consequently, antisocial behaviour and any kind of threatening disturbance was eliminated within the perimeter.

We are proud to have provided a solution that did not require physical force. The residents and client were greatly appreciative of the way we resolved the situation calmly and efficiently and that the safe and secure environment they had enjoyed previously was resumed. In short, residents were able to feel safe again. With these schools on the Kantor Campus as their security partners to date.



## **FURTHER ACTION:**

After just two weeks, having witnessed the change in behaviour, we cancelled the mobile patrol, in order to minimise the cost for our customer. We continued to man entrance and exit points for a few days more.

Once we were convinced that tensions had dissipated and that there were going to be no further attempts of antisocial or unlawful behaviour, security was reduced to two guards around the perimeter.

Our management and mobile response team continued surveillance of the location; visitation was still frequent to ensure that our presence was clearly visible until management were happy that the situation had been resolved.

We continue to work with our client today and are proud to have continued to provide a safe space for residents. Such a dramatic security intervention is not always necessary; but it is always a relief to know that the security company you have hired and well-equipped to deal with the vast possibility of threats that can arise in residential areas.

