

# CASE STUDY

## 1ST CLASS PROTECTION PROVIDES A 1ST CLASS SERVICE TO LONDON SHOOLS' CAMPUS

The Kantor Campus in Essex is host to two schools: Kantor King Solomon High School (KKSHS) and Wohl Ilford Jewish Primary School (WIJPS).



## CLIENT

The campus welcomes roughly 2,400 students and staff across the two sites each day. As well as sharing this physical space, these schools are further linked through their spiritual, moral, social and cultural ethos and both passionately promote inter-faith tolerance and respect. School security is a growing concern in today's climate where threats ranging from vandalism, violence, intrusion or even terrorism are unfortunately real dangers for our young people and those who work with them.

1st Class Protection, established in 2003, has been trusted with the guarding of many schools and colleges in and around London and we have been working at the Kantor Campus since 2015. Due to an increase in potential security threats, we were contracted to investigate and manage the security on the Kantor Campus on behalf of both King Solomon and Wohl Ilford Primary.

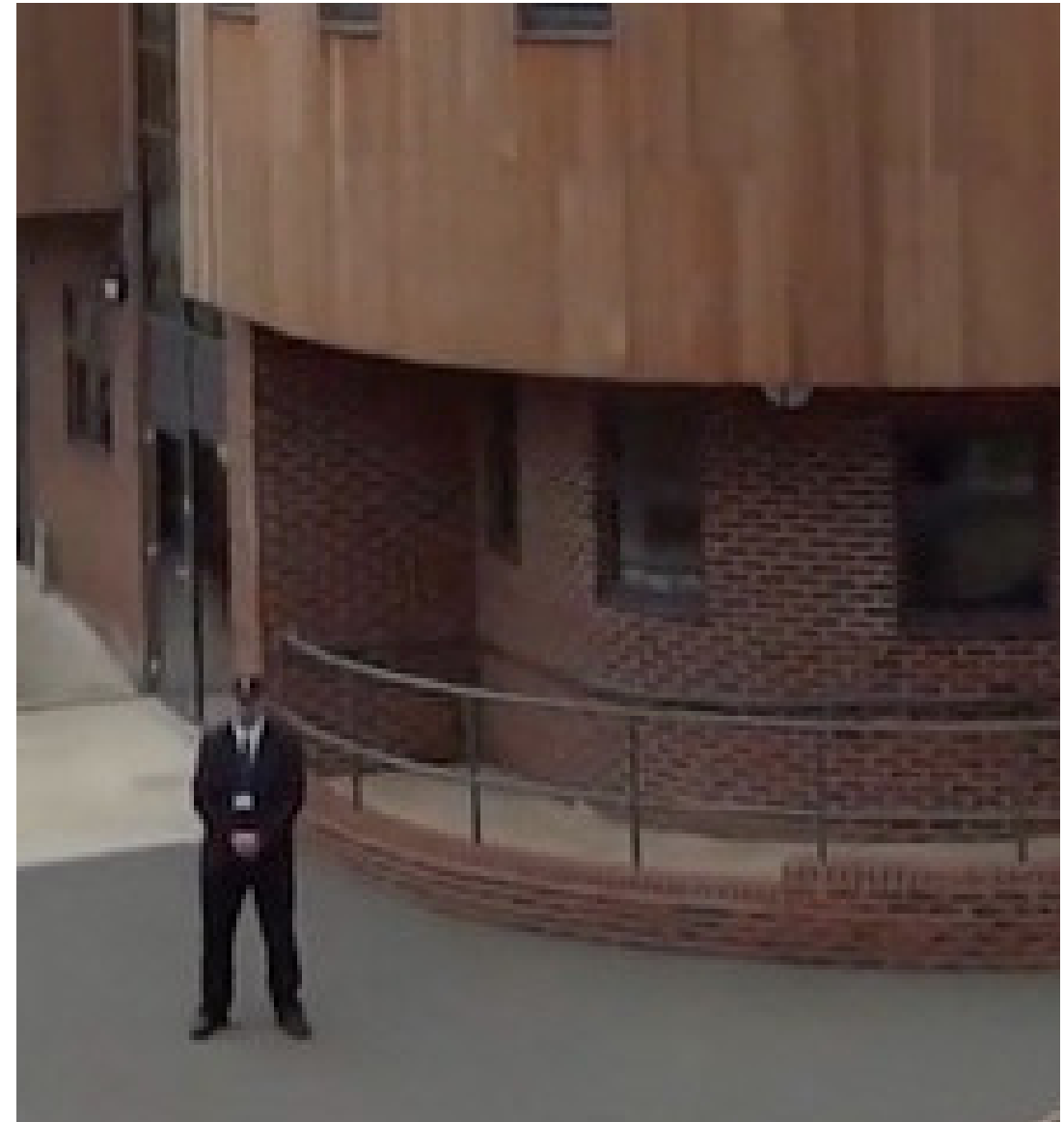
Our preliminary risk assessment highlighted several measures that could be improved upon to tighten up security and the school consequently hired us to take over the security management on and around the site.

**"WE WERE IMMEDIATELY IMPRESSED BY 1ST CLASS PROTECTION'S LEVEL OF EXPERIENCE IN SCHOOL SECURITY. THEY WERE ABLE TO QUICKLY IDENTIFY OUR WEAKNESSES AND DEVISE A PLAN TO ELIMINATE THEM."**

## OBJECTIVE

Our objective, as in all our projects, was to create a safe and secure environment; in this case, for students, staff and visitors. We aimed to establish a security folder where the rules, regulations and procedures would give guards clear instruction on what to do during their shifts and protocol on how to deal with all types of emergencies and threats that could occur.

When taking over the management of security at the school, we were tasked with managing existing staff as well as our own. This can be a delicate operation and one that required sensitivity because ultimately we wanted to keep staff morale high.



We also wanted to provide training for existing guards, as we do with our own employees, and to create an inclusive and effective team, utilising their knowledge of the location and combining it with our expertise in security procedure and management.

We sought to create a security team with high ethics, strong discipline, a confident understanding of all procedures and a customer service based attitude.

## ACTIONS TAKEN:

We immediately created a comprehensive security folder with Assignment Instructions and all necessary paperwork, which was completed within a couple of days. We tried to create an inclusive team, taking time to listen to the ideas and concerns of the existing guards and trying to work flexibly to accommodate them as far as possible.

Despite our best efforts, some guards made a decision to leave. However, due to our extensive recruitment database, we were able to replace them with staff who shared our values and practices. We deployed fully-trained, uniformed personnel and provided further site-specific and scenario-based training. Management regularly monitored the progress on site and only walked away from the location when the client was fully satisfied.

## OUTCOME:

Our client, as well as parents and visitors, praised our improvements instantly; the client was incredibly grateful for the changes we made and the safe and secure environment we had created. As a result of our efforts, the security level at this location was improved dramatically from the lowest to the highest rating.

We were proud to secure the contract and we continue to work with these schools on the Kantor Campus as their security partners to date.

**“WE WERE ALWAYS  
CONFIDENT IN  
TRUSTING 1ST  
CLASS  
PROTECTION WITH  
TAKING OVER  
SECURITY  
OPERATIONS AND  
HAVE NO REGRETS  
IN MAKING THAT  
DECISION.”**

**ROSALIND  
DENNISON,  
SCHOOL BUSINESS  
MANAGER**

