

Case Study

Client



A fabulous selection of brand new 2 bedroom apartments and 2, 3, 4 & 5 bedroom homes! Our brand new Great Western Park development set in the vibrant town of Didcot comprises of a fantastic selection of new homes with a wide range of facilities and services. The stunning new designs are a mix of traditional architecture with spacious, high specification interiors perfect for modern living.



Great Western Park - Didcot

Taylor Wimpey recently appointed Kendal Facility Management as their security solution provider for the scheme. The new house designs, were created following feedback from house hunters about the preferred layout of an ideal family home and incorporates a number of innovations based on customer responses, including wider front doors and hallways, more spacious family kitchens, better equipped bathrooms and more roof windows to provide improved natural light.



Officer out on patrol

Client Problem

Our client's site, Great Western Park – Didcot, had an investment of £60million in transport, schools and other community facilities, both within the development itself and the surrounding area. Plans include schools - both primary and secondary, shops, community centres, a health centre, open spaces and play areas.

Due to the value and nature of the project, protection of lives and property became our priority. Located next to a park, the development required constant monitoring, by our security personnel both in and around the site.

Apart from the risk of theft and vandalism, there was also the issue of neighbours walking their dogs, and people playing in the park.



Site Project

Solution

After carrying out a 'Lone Work Risk Assessment', we advised the client to have manned security service on site. The risk of personal attack on officer was high, however after much consultation with local police and the client, a decision was made to have one night duty security officer backed by a local company mobile response unit.



Site area

Due to our operations expansion, we provided a locally based responsive contract management support programme team. We also conducted regular monthly review meetings with service level agreements to our company performance targets. This meant that we were able to specify and design a security service level, which met the security requirements of the company. It also helped us develop new services as well as improving existing ones for their company.



Officer inspecting a building

The Officers also reported faulty site defence barriers to the manager on site e.g., fencing. We registered with the local Police station and arranged regular Police patrols in conjunction with our backup mobile patrols. We took on the responsibility of securing any unlocked doors, gates, alarms etc. as long as keys, locks or codes were provided to our supervisors. Our officers had to undergo and complete an official intensive induction on joining to the site. Officer deployed had a Door Supervision SIA Badge and Company ID card in order to handle groups of people and trained on managing conflict.



Site lock-up at the end of shift

The officers use our Real Time Readers to ensure safety and purposes of lone working. Warning signs were strategically placed around the site as a deterrent to any potential intruders. Officers recorded and notified management of any potential hazards as occurrence and incident report books are filled, signed and updated whenever there is an incident on site.



Officer Securing Site Compound

We registered with the local Police station and arranged regular Police patrols in conjunction with our backup mobile patrols. We took on the responsibility of securing any unlocked doors, gates, alarms etc. as long as keys, locks or codes were provided to our supervisors.

Conclusion

These are some of the value adding services our clients benefits from sourcing our services. The contract is challenging and fulfilling to both the client and Kendal Facility Management.



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