



CASE STUDY



OUR CLIENT

Our client is a property and facilities management company.

Amongst their properties is a portfolio of specialist schools—a vital learning environment for children with complex special educational needs and disabilities (SEND).

THE BRIEF

This was a 12-month security and caretaking contract.

Our brief was to:

- Protect the children and staff while remaining sensitive to the unique needs of the students.
- Provide an immediate response to any security alarms or incidents.
- Maintain the school premises, keeping them in optimum condition at all times, and making regular checks for security risks.

Security and caretaking for specialist schools

THE PROCESS

This project presented a unique set of challenges, so our approach had to be multi-faceted—combining vigilance and efficiency with awareness and understanding.

We were protecting the safety of children with autistic spectrum conditions, learning difficulties, speech, language and communication needs.

At the same time, we had to ensure that each school in our client's portfolio continued to run smoothly.

To meet these challenges, we assigned our onsite staff a dual role—both security officer and caretaker.

Each operative held valid CCTV SIA licences and, due to the nature of this assignment, enhanced DBS checks were made.

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THE PROCESS continued...

At the schools, their duties included:

- **Managing entry and exit points** to maintain a safe, secure environment for children and staff.
- **Routine patrols.** Regular site checks to identify and deal with any security risks or maintenance issues.
- **First responder** to security alarms and incidents. Swift action plus minimum disruption.
- **Incident management.** Dealing with emergencies in line with agreed protocols.

Dedicated support team, 24/7 response

This contract comes with a dedicated support team—an Operations Manager and Contract Manager—who offer security expertise, insight and a steadfast commitment to exemplary service. Additionally, CSG's in-house control room team provides our client with continuous vigilance and an instant response, both day and night.

THE RESULT

This carefully thought-out approach, combining security and caretaking roles, was highly effective. The 12-month contract ran without a hitch—a proven demonstration that tailoring services to meet specific needs reaps multiple benefits for our clients.

Over 12 months, those benefits included:

- **Safety, security and peace of mind.** Our operatives were there to manage access and egress, protecting both staff and vulnerable students.
- **A smooth school day** because our onsite staff could respond instantly and professionally to any alarms and incidents.
- **Safe, healthy school environment.** Consistent maintenance meant the school buildings remained a safe, secure working environment for staff and students.

At CSG, we're experts at tailoring our security packages to meet specific requirements—including the needs of specialist service providers. We'd be happy to help. Call us on **08445 610 578**.



About Classic Services Group

With over 70 years in the security business, Classic Services Group delivers intelligent, responsive protection for commercial, industrial and public sector clients. From manned guarding and mobile patrols to access control, CCTV, and vacant property security, we provide tailored solutions backed by experience, reliability, and round-the-clock support.