

Case study | NHS



Northumberland, Tyne and Wear NHS Foundation Trust

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Over the last 2 and half years Securitas and the NTW/ NHS trust have developed and grown to become a true partnership by working together as a team with two way dialogues. Securitas have responded magnificently to all my immediate concerns.

Ian Ross
Service Manager - general services at NTW/NHS

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Securitas were awarded the contract to provide Security solutions to the Northumberland, Tyne and Wear NHS Foundation Trust (NTW/NHS) in August 2009.

The background

The trust was looking to greater control its Security provision across the 7 NTW/NHS hospitals through one provider. They were looking to achieve greater efficiencies and felt they could replace the need for NHS night time porters.

The concern was that any new provider would suffer from a lack of knowledge of all the sites, and finding a solution to this would be critical to delivering a successful solution. The initial contract was to provide security solutions for the seven NTW/NHS hospitals.

Ongoing development

Working with the client, a thorough induction programme for Securitas Officers ensured that the new team soon become comfortable in working within the unique environment of a mental health Hospital. The team spent time with nurses and patients and gained a greater knowledge and understanding of the needs of all parties.

As the contract developed it was key to its success that Securitas and the NTW/NHS worked closely to adapt and innovate as the need arose. Ian Ross Service Manager – general services at NTW/NHS praised the Securitas approach to the contract.

This cooperation has led to Securitas providing a host of extra services within the scope of the contract across the 7 hospitals.

The core purpose of the Security function is to act as a visible deterrent. This is achieved through regular focussed nighttime patrols. In addition to carrying out these patrols Securitas have worked with the NHS/NTW to provide extra duties and assistance, adding further value to this contract.

After specific and relevant training Securitas Officers are able to assist where appropriate with Patients who may have fallen from their beds. They offer a reassuring presence to Staff when required. They escort staff members to their car park late at night if requested.

The Securitas team monitor people in and out of the building, they keep the staff informed in case any patients leave site without permission. The team has developed a shuttle service to escort doctors to and from their wards. Securitas officers have also received relevant training to allow them to assist in mortuary duties within the hospital

Ian is delighted with the development and expansion of the service but recognises the key purpose of the team is to protect the clients, the building and the staff and that extra duties must not detract from that core function. The success of the partnership between Securitas and the NHS/NTW has led to the contract been extended for a further 2 years.

The future

The desire for transparency and to measure excellence in performance has led to discussions on the implementation of the Innovation 360 platform to NTW. Clearly patrolling Officers across all sites are able to capture a multitude of very useful data for analysis and action.

The increase in the number of vacant properties that the Trust has within its portfolio has led to advanced discussions on the provision of a keyholding and response service.

The future will see the continued development of the Securitas service as the Trust's needs demand.

The security provision at NTW/NHS has supported the customers business by making the work place for all staff a safer place whilst recognising and understanding the needs of mental health patients.

Ian Ross sums up his satisfaction with the Securitas team. "We want to go home safe in the evening, knowing that the buildings, staff and patients are being looked after, knowing that we can sleep safe in our beds. Securitas have most definitely achieved this."