



INTRODUCTION

On Site Security have had the pleasure to work with Milestones Trust since February of 2020. Milestones Trust is a charity that offer support services for adults with learning disabilities and mental health needs. On Site Security provide security for one of Milestones Trust's residential homes. For security, working in supported housing is all about safeguarding. Milestones Trust are an amazing.



THE PROBLEM

Though already having an incredible team on site, Milestones Trust entrusted On Site Security to monitor the house overnight. Offering a presence alone ensures the safety of the residents, especially as they are reassured by having someone in the office. Many residential homes will experience similar problems:

- Irregular staff. It is important that staff deployed in supported housing show a familiar friendly face.
- Access Control. Needing someone to challenge unauthorised persons and making sure only guests enter.
- Response in the unlikely event of an emergency.



THE SOLUTION

On Site Security recognises that each home requires different needs for the individuals who live there. They have offered Milestones Trust tailored solutions, with the use of regular open communication with the staff.

- On Site Security deploy the same security personnel who are trained at the site and are known to the residents themselves. They have chosen to use a relaxed approach by allowing the officers to wear comfortable day wear over the traditional security uniform.
- Monitoring who comes and goes; safeguarding the property, the residing tenants, and authorised visitors. They complete regular internal and external patrols to investigate signs of intrusion.
- Following trained procedures (including fire prevention) to provide necessary assistance.

“Milestones Trust have incredible staff who work at their supported houses, so it was so important for us to get to know how they work and support them in the best way possible. As a security company it is a joy to be able to work with a client that does so much for the community.”

– Mohamed Mohamud, Managing Director of On Site Security.



THE OUTCOME

On Site Security's most integral goal is to assure peace of mind and offer the same quality care overnight that is given throughout the day by the professionals.

- ✓ The officers at Milestones feel less like security. They employ a kind and friendly approach.
- ✓ They eliminate any cause for intrusion or unwanted guests, solely for the reassurance of the residents.
- ✓ For the assurance of all, there is now a limited chance of emergency disturbances.

