

CASE STUDY

HIGH PROFILE SECURITY

Leeds Kirkgate Market, one of the largest covered markets in Europe with c250 businesses attracting around 140,000 visitors a week, entrusts Kings Secure Technologies to provide their retail guarding.

The market has been at the heart of the Leeds City Centre retail scene since 1857, with businesses spanning over generations and representing a wide range of nationalities, the market is home to some of the most distinctive traders in the city.

The Challenge

A high-profile security and ambassadorial presence was required by the client to ensure the public and market traders feel welcome and safe at all times. A need to proactively manage antisocial behaviour quickly and professionally, to resolve any incidents before they become major security concerns.

The Solution

Leeds Kirkgate Market has benefitted from a first-class security service that provides peace of mind and protection while supporting the market traders through an unobtrusive presence. We began by choosing highly trained, professional, SIA approved security personnel accredited to NSI Gold standard.

Kings officers, who wear full Kings-branded uniform and body-worn cameras, have worked hard to develop relationships with the market traders to build trust. Kings' own incident management platform, DYMENSION, is utilised to monitor the progress of officers on their routes with analysis trend and incident data. Alongside this, Kings officers are using body-worn cameras to help the process of reducing and removing antisocial behaviour - allowing customers to Leeds Kirkgate Market to enjoy their visit, safely.

Secured bodycam footage has helped Kings understand how officers deal with specific situations which enables us to improve our training process. Additionally, Kings Secure Technologies has supported the client through DYMENSION incident reporting and regular meetings with the management team, to ensure maximum protection.



Why Leeds Kirkgate Market Chose Kings?

This service from Kings has resulted in a safe environment for both market traders and the general public, not to mention the range of property and assets on-site. Through the diligent work carried out by our officers on site, the relationship has developed well between market traders, market managers and officers. A valuable example of the success rate of the multi-agency approach, is that the client has been able to issue exclusion orders on a small number of people who have consistently demonstrated anti-social behaviour. King's officers achieved this through the accurate and detailed reports they compiled during service which acted as evidence.

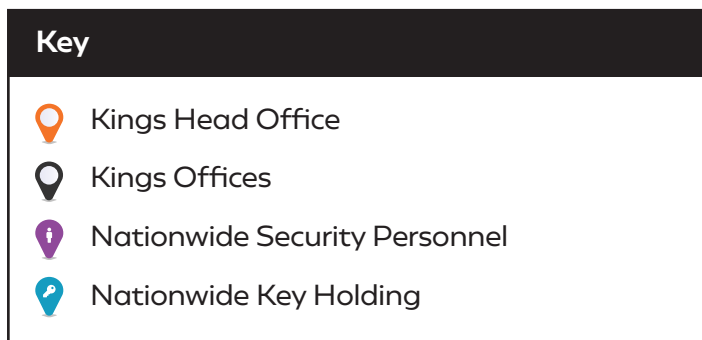
Following a very competitive tender process, Kings was awarded with the retail security contract at Leeds Kirkgate Market. As part of the tender process, the company was able to demonstrate that its approach to managing the security contract aligned with the objectives of the Market team.

The team subsequently 'hit the ground running' in May 2018 and is providing the high profile and ambassadorial service that was promised during the tender process. In addition to being very proactive, the officers also work closely with the Markets team and the on-site Police Community Support Officers to ensure any unwelcome behaviour is managed swiftly and effectively.

As a result of the hard work of the Security Personnel team, the contract has been extended for a further 12 months.

Kings Operating Centre has the ability to provide you with:

- Locally based workforce
- Locally situated trained relief team
- Locally based management teams (24 x 7)
- Key holding and Mobile patrol response capabilities
- Full contract support capabilities
- Out of hours visits, inductions and reporting



Fire - State of the art solutions to protect your assets

Security - Designed using the latest innovations and technologies available

Security Personnel - Making sure your assets, valuables and people are safe

Support Services - Technology-led and innovation driven services



KiNGS
SECURE TECHNOLOGIES

kingsltd.co.uk | 0330 678 0635 | info@kingsltd.co.uk