



## SOCIAL HOUSING CASE STUDY

### Static security for hotels housing vulnerable people during the pandemic

#### Security requirements:

- ➔ Comprehensive security consultancy
- ➔ SIA Door Supervisor licensed guards
- ➔ 24/7 support from our control room
- ➔ Emergency & Ad Hoc support
- ➔ Mobile patrols
- ➔ Polite and compassionate personnel

During the COVID-19 pandemic, St. Mungo's Homeless Charity utilised hotels which found themselves empty to help aid homeless and vulnerable people. Local Travelodge hotels opened their doors and housed over 10,000 of the homeless population.

Due to the nature of the work, security was necessary around the clock. Experienced guards with a knack for compassion and great conflict management skills were required, along with training on access controls, crisis intervention, and property protection. Ad Hoc guards would need to be on standby also, in cases of staff sickness due to the pandemic.



Due to a long and prosperous history between the two companies, Travelodge called upon MPW to assist with this new line of work. MPW has consistently demonstrated skill, experience and quality in their response to the security needs of Travelodge hotels. A full understanding of the work was gained and MPW deployed suitable teams with the communication skills needed when dealing with vulnerable people.



## RESULTS:

- ✓ Consultation provided to ensure best practices are utilised, streamlining business processes, adding value
- ✓ Proactive security measures in place to prevent issues before they arise
- ✓ The homeless community is kept safe in their new accommodation
- ✓ Staff were at ease knowing they can rely on our 24/7 control room for any communications and Ad Hoc guarding.
- ✓ Experienced teams in place to ensure the safety of the site and staff
- ✓ Polite and courteous personnel provided in uniform

**“The service provided by MPW over the past 4 years has been invaluable, particularly during the pandemic period. The operatives provided are well trained and do a great job dealing with some difficult situations.”**

JASON MCKENNA, HEAD OF SAFETY AND SECURITY,  
TRAVELODGE HOTELS LTD

## MPW Security Solutions

Our team has provided security to businesses, individuals and public sector organisations nationwide for over a decade.

To get in touch, call us on **01753 668243**, or email us at **control@mpwsecuritysolutions.co.uk**.

