



First Response Team Ltd. holds SIA
Approved Contractor status for the
provision of security guarding and
Key Holding services



CENTRAL
BEDFORDSHIRE
COLLEGE

Welcome to
Student Services

Ensure that your students and
premises are safe and secure
with fully-licensed safe-guarding
from First Response.

Education Security



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Our Team

About Us

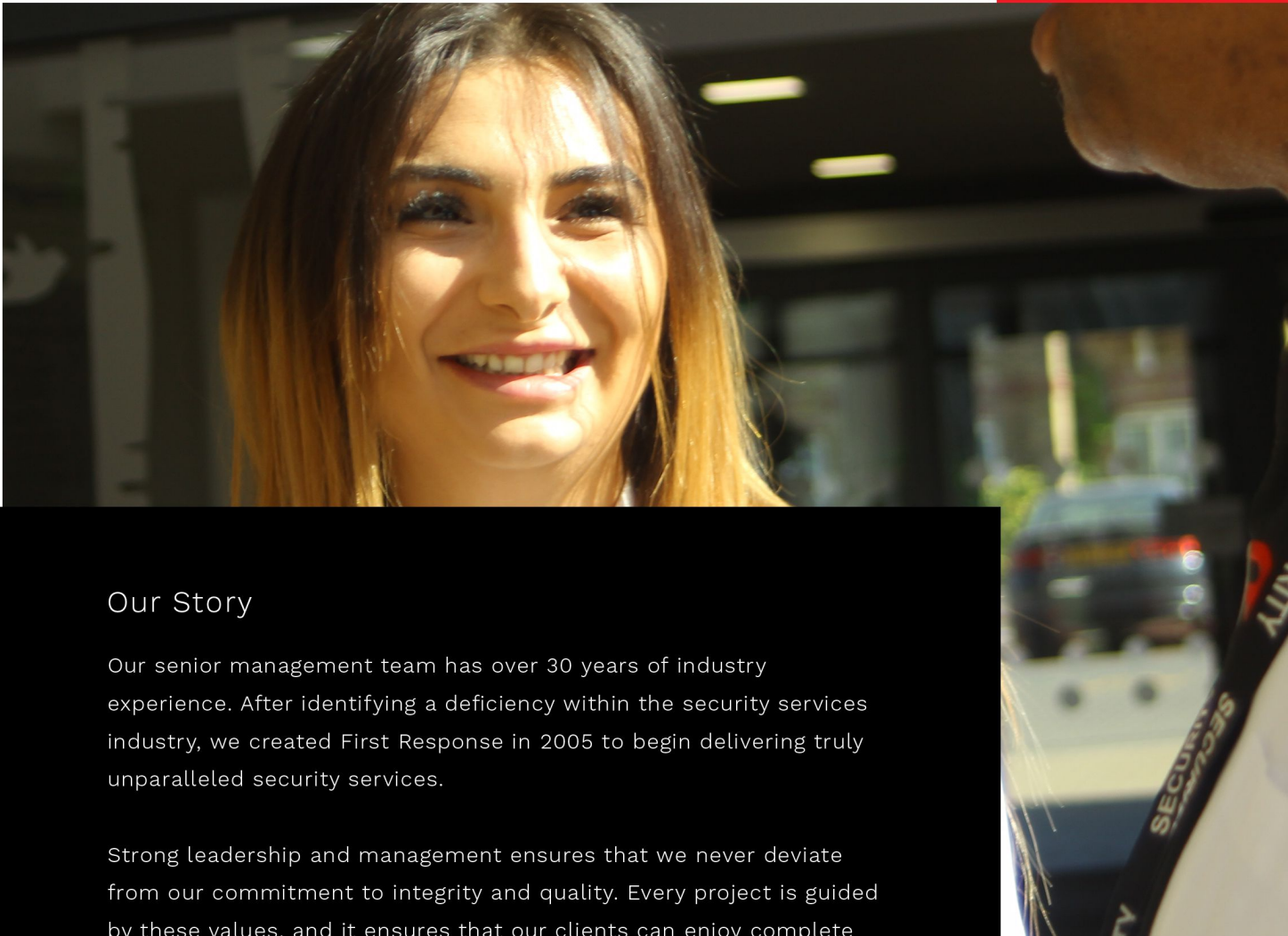
Our professional team has over 30 years of experience delivering catered security solutions to public, private and third sector clients. An industry leader, we offer

high-quality bespoke security services such as Event Management, Surveillance, Logistics Protection, Facilities Management and more.

Value-driven security services

Integrity and a pursuit of quality define everything that we do. This is why for over 30 years we have exceeded expectations while also offering value for money

We understand that peace of mind is precious, and that's why our highly trained staff have all of the skills and abilities to act upon your security needs.



Our Story

Our senior management team has over 30 years of industry experience. After identifying a deficiency within the security services industry, we created First Response in 2005 to begin delivering truly unparalleled security services.

Strong leadership and management ensures that we never deviate from our commitment to integrity and quality. Every project is guided by these values, and it ensures that our clients can enjoy complete peace of mind while protecting their interests



Why are we different? Well, because you come first. Always.

No hassle

Integrity guides everything that we do. This means your operations run smoothly and our professionals work considerately with both yourself and the public.

Quality Safe-Guarding Service

We strive to offer catered and cost-effective security solutions which are always of the highest possible standard.

Impeccable Standards

It is our goal to constantly raise standards within our own company and the security industry as a whole.

Guaranteed Peace of Mind

Our highly-skilled staff have all of the necessary industry qualifications to protect your interests and allow you peace of mind.



How we add value to your business

01 A Safer and Friendlier Institution

90% of our clients witness a significant reduction in incidents and non-attendance. The presence of our officers means that potentially volatile situations can be prevented and diffused should they arise. The early identification of offences means that proactive intervention can reduce their frequency, leading to lower rates of theft and violence.

02 Mobile Patrols

Our officers conduct regular mobile patrols of both campus and accommodation facilities. This helps the First Response team to keep an ever-watchful eye on what is happening to protect your staff and students. Our officers also offer general maintenance services to drive further value for your institution.

03 Rapid Reaction

Our trained officers can diligently control access points to the building, cutting down on the risk posed by intruders. Onsite CCTV also allows our officers to monitor and react quickly to any developments as they arise.

How we do, what we do.

Step 1

Our service is structured in a way that respects and protects the diverse range of students and facilities that make up your institution. Our Student Safety Officers have all of the training and resources that they need to ensure that you have robust site security.

Step 2

Once a catered plan has been developed, our Student Safety Officers conduct regular mobile patrols that cover your entire premises. University and School Security Guards can also be positioned to offer around-the-clock security.

Step 3

A proactive approach means that your students, visitors, parents, staff, facilities and equipment are all kept perfectly safe. Our officers block intruders from entering while maintaining a professional and friendly demeanour. Between breaks and classes, our officers carefully monitor activities across the site.





Case Study: Central Bedfordshire College

At First Response, we have spent years protecting schools and colleges owned by the government. This includes the Central Bedfordshire College where our team of experienced security guards provide a manned presence at the main sites, as well as key holding and alarm response services for the wider facility.



Our Accreditations



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The Security Industry Authority (SIA) is the organisation responsible for regulating private security in the UK. As an approved contractor, our business adheres to rigorous standards set out by the SIA. Annual audits place us within the top 25% of private security companies.



Safecontractor

Key Health &
Safety
Accreditations

The health and safety of our clients, staff and wider public is critical to us. This is why we are accredited by the Safecontractor assessment scheme, a leading health and safety accreditation scheme with over 220 clients.



CCAS Approved

The Rational
Usage of
Resources

The environment is very important to us. As such, we are accredited by the ISO 14001:2015 standard for environmental management, meaning that our team can execute sustainable projects that make the most of your recoverable resources.



ISO: 9001

An Unwavering
Commitment to
Quality

We consistently achieve the ISO: 9001 Quality Management Assurance Standard. This demonstrates that we take our commitment to quality very seriously, and strive to execute every project to the highest possible standard.

Get in contact with us

Our helpful representatives are available via your preferred contact method. Over the last 30 years we have developed efficient onboarding processes, and it would be our pleasure to answer any questions you have about our security services.

Phone: 01582 965401

Email: info@firstresponse-security.com

Address: Suite 104,
Christchurch House,
40 Upper George Street,
Luton,
Bedfordshire,
LU12RS

Open Monday - Friday 9am to 5pm





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1R
FIRST RESPONSE

Keep your event safe with complete event security from our team of highly-qualified, effective and welcoming guards.

Leisure & Event Security

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Our Team

About us

At First Response we have over ten years of experience providing crowd management and security solutions for national events with over 25, 000+ visitors.

Our hassle-free service has protected attendees and staff at countless corporate functions, trade shows, sporting events and public entertainment activities.

Value-driven security services

We cover all of your security and stewarding needs. From initial planning and the creation of teams to pre- and post-event activities, we ensure that your event goes off without a problem.

We provide all of the necessary activities before, during and after your event including crowd control, VIP protection, emergency plans, risk assessment and more.



Our Story

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Strong leadership and management ensures that we never deviate from our commitment to integrity and quality. Every project is guided by these values, and it ensures that our clients can enjoy complete peace of mind while protecting their interests



Why are we different? Well, because you come first. Always.

No hassle

Integrity guides everything that we do. This means your operations run smoothly and our professionals work considerately with both yourself and the public.

Quality Service

We strive to offer catered and cost-effective security solutions which are always of the highest possible standard.

Impeccable Standards

It is our goal to constantly raise standards within our own company and the security industry as a whole.

Guaranteed Peace of Mind

Our highly-skilled staff have all of the necessary industry qualifications to protect your interests and allow you peace of mind.



How we add value to your business

01 Peace of mind

We live in dangerous times where bad actors want to target large events. The presence of our highly-trained guards thwarts these attempts and helps your staff and your guests feel entirely comfortable while enjoying themselves. This feeling of safety helps to keep the focus on your event and its goals.

02 Holistic Service

Our event security services cover everything that you need to think about. This hassle-free approach means that we cater for all of your needs so that your business and your attendees can enjoy a safe and successful event. We also offer cost-effective security without ever sacrificing on important elements.

03 Professional and Friendly Staff

We understand that the experience of your attendees is your priority. That is why we handpick the best guards for the job, giving you highly-trained professionals who are both professional and friendly towards your guests. This helps to cultivate a calm and safe feeling throughout your event.

How we do, what we do.

Step 1

Our management team works alongside your events team to create a security plan. We call upon over 30 years of experience protecting attendees at large and small events to handle any incident that may arise.

Step 2

This security plan is used to conduct extensive pre-planning that means our team and your staff are highly prepared and completely familiar with the venue and working environment.

Step 3

Our highly-trained guards are capable of covering all your security needs, giving you security service that you can depend on. Pre- and post-event assessments give you a full insight into your event.





Case Study: Private and Community Events

Our team of highly-trained and experienced professionals have what it takes to offer end-to-end security for a range of events. Over the years we have worked to draft security details, execute on them and wrap up with a detailed report. We have worked on community events like the Christmas Lights to the Luton Half Marathon, all the way to private events like weddings, parties and TV shows.



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1R
FIRST RESPONSE

Reduce employee costs and
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Public Sector Security

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About Us

Public sector funding remains tight, but our qualitative approach guarantees we provide outstanding levels of service for the best

possible price. Protected clients include Queen Elizabeth II hospital, Hinchingbrooke hospital and Lister hospital.

The extra mile

We have been working with the care sector since 2014. In this time we have developed a keen understanding of the values of our clients, resulting in a 97% Client Satisfaction Score in 2016. We develop close

ties with our clients, meaning that we can constantly improve our operations by learning, adapting and continuing to evolve. Your institution can be entirely secure thanks to the presence of our highly-trained guards.



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How we add value to your business

01 Compassionate Protection

Our trained and accredited Security Officers have a 1-year Customer Services Level 2 Apprenticeship with workplace assessments. This means that our staff can cultivate a warm atmosphere for your visitors through effective communication, problem solving and customer relations. Workplace diversity is also key, meaning that our officers help to create and maintain a positive and inclusive working environment.

02 Complete Security

Our officers have all of the necessary skills and experience to protect your staff, visitors and guests from theft and crime. Your premises and the valuable equipment within it is also protected from vandalism. Our officers follow all key legislation and guidance, working alongside partners to safeguard and promote the welfare of children and young people.

03 Constant Improvement

At First Response, we constantly examine the manner and level of service that we deliver to ensure you are constantly receiving our best. We conduct regular and comprehensive examinations into the state of your premises to find new hazards and offer effective solutions. We keep up with your business and industry to offer ongoing improvement.

How we do, what we do.

Step 1

Our experienced management team works to develop an industry-leading implementation plan that fits specifically to your environment and needs. This plan promotes the safety and security of your people and premises.

Step 2

Our Business Development Director maintains personal contact with your management team and an Account Manager is installed. This helps us to adapt and respond to your needs as they develop.

Step 3

We drive further value for your operation by offering supplementary support. Our trained and accredited officers can assist with access control, surveillance, key holding and much more. Our offering is supported by forward-thinking solutions like mobile app reporting, remote monitors and lone worker devices.





Case Study: Proven Public Sector Experience

In our many years of operation, our expert security staff have protected many public sector facilities including the Queen Elizabeth II hospital, Hinchingsbrooke hospital and Lister hospital. Our experience and abilities mean staff, patients and their families have all been kept safe and can focus on what is important.



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