



ASTER GROUP CASE STUDY

Protecting 12 locations for large social housing group

VENTURE SECURITY MANAGEMENT

Security requirements :

- ✓ Daily out-of-hours security patrols, 365 days a year
- ✓ Unlocking premises every morning and securing every evening
- ✓ 24/7 emergency incident response, including alarm callouts
- ✓ Protecting Aster staff and assuming all security-related responsibilities
- ✓ Preventing and actively discouraging break-ins
- ✓ Checking and reporting maintenance issues, such as leaky taps and lights not working

A Venture customer since 2012, Aster Group is an ethical housing developer and social landlord operating within Hampshire, Wiltshire, Somerset, Dorset, and Devon & Cornwall. The company conducts its operations from 12 regional locations, which cumulatively employ 1,300 members of staff and provide storage for company-owned vehicles and machinery, integral to The Group's commercial endeavours.

With business-critical assets and 1000+ employees to protect, Aster needed support to safeguard its premises and its people. Having outsourced its security previously (with unsatisfactory results) the company was keen to bring in a trusted contractor with a credible performance history.

ASTER
GROUP

After impressing with its resource and capabilities, Venture was subsequently appointed Aster's Group-wide security partner, working across its five main regions. Providing on-site support to Aster employees in their day-to-day working environment, Venture assumes full responsibility for security processes. This includes security patrols at 12 locations, securing the premises each evening and unlocking in the morning.

Venture also provides temporary static security cover when required, often at short notice and also assists Aster with challenging antisocial behaviour within its social housing portfolio.

“Venture is genuinely the first security company that has always delivered on its promises. I have never once had to ask why something hasn't happened – as it always does!”

RHIANNAH TOWNLEY, SENIOR FACILITIES MANAGER, ASTER GROUP

RESULTS

- ✓ A dedicated patrol team that not only provides round-the-clock security protection but also monitors for hazards, proactively reporting any findings to Aster Facilities Management
- ✓ Fast and effective response in emergency situations that threaten employee wellbeing
- ✓ A team that responds to high-stress situations with calmness and professionalism
- ✓ An experienced, reliable and trustworthy security provider, that goes the extra mile to deliver on its promises
- ✓ A visible security presence that provides reassurance to Aster employees working on site
- ✓ An invaluable support partner who are pragmatic, accommodating, and transparent - inspiring complete confidence in their abilities

FIND OUT MORE

The award-winning team at Venture has been supporting local authorities, private and public sector organisations across the region for more than a decade.

To find out more about our specialist security services, call us for a free, no obligation chat, on: **01264 391538**, email **office@venturesec.co.uk** or complete our online enquiry form.

