

CHARITY: ZSL LONDON ZOO

OVERVIEW OF MAJOR RESULTS

- A pool of site trained security officers have been deployed to provide a flexible security approach in order to cover the frequent events held at the Zoo
- Monthly review meetings with the client have been introduced as well as frequent visits by the C.UK management to provide support and encouragement to the Officers
- Our client, Brenda Tonks, Security Manager, “ZSL London Zoo” is very pleased with the service: “Since C.UK have taken over the contract I have seen a marked improvement in the service we receive. I am particularly pleased with the quality and smart appearance of the Security Officers which is exactly what we require at London Zoo”

SITUATION

“ZSL London Zoo” is a charity devoted to the worldwide conservation of animals and their habitats. Since Sir Stamford Raffles founded ZSL in 1826, there have been a number of conservation achievements within “ZSL London Zoo” and ZSL Whipsnade Zoo. “ZSL London Zoo” has been operating on its original site since 1828 and covers 36 acres and houses a collection of over 750 species of animals. ZSL receives no state funding and relies on sponsorship and entrance fees to generate income.

“ZSL London Zoo” was not totally happy with the relief service provided by the incumbent security provider. ZSL’s management had concerns about the lack of management visits to the site and support for the officers as the Officers suffered from low morale. Customer service is absolutely vital to “ZSL London Zoo” and an important part of their engagement with the public. “ZSL London Zoo” believed that the poor quality of customer service relief Officers coupled with their lack of good communication had reached an unacceptable level. In addition, the client had no record of the patrols that were happening as the patrol recorder did not function.

C.UK SOLUTION

When C.UK took over the contract, it was imperative to quickly convince the client that not all security companies were the same. Immediately the management at C.UK engaged with the client and spent time listening to their needs. It was apparent that the Officers required for the successful running of this contract needed to have a confident and customer service approach. Based on the interaction with the Client, C.UK put together a tailored security service to meet all their expectations.

CASE STUDY

C.UK transferred a number of the incumbent Officers to C.UK. In addition, an internal search identified an excellent C.UK Officer, who was a particularly good communicator and possessing the customer service skills necessary for “ZSL London Zoo”. Through regular management visits and continual training the morale of the security Officers has improved immensely, “ZSL London Zoo” is now more than happy that their requirements are being met. The Officers are now planning to take NVQ training to further their skills and development.

Right from the start of the contract, weekly management visits were introduced and the C.UK Relationship Manager meets with the client whenever he visits the site. The regular meetings provide an opportunity to communicate information, discuss any concerns or security arrangements required for forthcoming events as well as receiving feedback from the Client on service levels. Indeed, the Relationship Manager is now very familiar with the site and its procedures and therefore is able to support the Client by assisting with general site inductions.

One concern of the client was the importance of the events held at “ZSL London Zoo” and the need to have adequate security cover, particularly as many of the events involved children and overnight stays at the Zoo. C.UK totally recognised the client need and put together a pool of trained Officers that could be called upon at short notice and for each event. To ensure the smooth management of security at each event a lead Officer is identified to coordinate security at each event.

To ensure that a record of every patrol exists, C.UK has installed at “ZSL London Zoo” the Watchman Monitoring Service to ensure that regular patrols were being conducted in a timely fashion, whilst being monitored in live time, by the Communications Centre. This has proved to be very effective and has given the client peace of mind.

RESULTS

The **evolution** of the security team has proved to be a real success story. The officer’s friendly and customer focused approach has become very popular with both client and management. The security officers have grown from strength to strength and are very happy, motivated individuals who feel very much a part of the C.UK team.

The client is more than satisfied with the way that C.UK has listened to their wishes and now has peace of mind and confidence in the security service provided to “ZSL London Zoo”. Brenda Tonks, Security Manager at “ZSL London Zoo”, commented “Since C.UK has taken over the contract I have seen a marked improvement in the service we receive. I am particularly pleased with the quality and smart appearance of the Security Officers which is exactly what we require at “ZSL London Zoo”.

C.UK has demonstrated consistently the high level of security service it provides and, on the back of this, “ZSL London Zoo” has increased the requirement for security at “ZSL London Zoo”.

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