

NHS Trusts Appoint ASG to Provide New Security Services

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Epsom and St Helier University Hospitals NHS Trust and Croydon Health Services NHS Trust have appointed [Assist Security Group](#) (ASG) to provide security services. This further reinforces ASG's experience in healthcare security, including with Guy's & St Thomas' NHS Foundation Trust.

"I am delighted to welcome Assist Security Group as the new security service provider for Epsom and St Helier University Hospitals NHS Trust. Their expertise and commitment to safety are highly valued, and we look forward to a productive and successful partnership," said Chris Ford, Assistant Director of Facilities at Epsom and St Helier University Hospitals NHS Trust.

Matthew Kershaw, Chief Executive at Croydon Health Services NHS Trust added:

"We are happy to announce our new collaboration with Assist Security Group. Their previous experience, along with the quality of their staff and use of the latest industry technology, demonstrates their commitment to the safety and security of our staff, patients and other visitors to our Trust and we look forward to working with them as partners going forward."

Hospitals face unique security challenges, according to Troy Hewitt, CEO of ASG: "Our experience in dealing with specific security issues in healthcare settings enables ASG to create systems and processes to anticipate potential risks and implement preventative measures."

ASG has designed a security strategy that combines intelligence, security technology and officer training to create a secure environment for staff, patients, and visitors and address specific situational needs. The data-driven approach includes analysis of security incidents to identify patterns and develop targeted action plans.

All security officers undergo a five-day initial training programme, which includes specialist support in physical intervention techniques and the appropriate use of restraint, to ensure staff can respond effectively and safely to potentially volatile situations.

ASG will equip all duty officers with body cameras and deploy its own technology platform for real-time incident reporting and patrol management. This platform enables immediate response coordination and provides valuable data for ongoing security improvements.

The installation of QR codes throughout the hospitals will improve communication and response, enabling ease of incident reporting and feedback from staff and visitors. Continuous learning for staff is supported through an interactive training platform for short, focused learning modules to keep staff skills sharp and up-to-date.

ASG prioritises staff welfare and professional development, says Hewitt. The company will pay at least the London Living Wage and offers a range of employee benefits, including a 24-hour GP helpline and counselling services. ASG recently signed the Mindful Employer charter and has partnered with PTSD Resolution, the Forces Veterans' charity and trauma specialists, to provide training and support for the mental health of security officers and client staff.

"The security of our patients, staff, and facilities is paramount. We believe that with their support, we can work to ensure a safe and secure environment for everyone. ASG brings a wealth of experience and innovation to our security operations. Their team's dedication and professionalism have already made a positive impression during the mobilisation period, and we are excited about the improvements and enhancements that will come from our partnership," said Chris Ford.

ASG is currently in discussions with several other NHS Trusts that are reviewing their security plans and seeking to address specific risks.