

# CASE STUDY

## Bradley Stoke Leisure Centre – Restoring Calm to a Busy Community Hub



### Introduction

Bradley Stoke Leisure Centre is a popular community space offering sports, fitness and recreational activities for all ages. Like many open-access venues, it faced ongoing challenges from groups of local youths arriving in large numbers, disrupting classes and unsettling visitors who came to enjoy the facilities.

### The Problem

Reports of anti-social behaviour were becoming more frequent, and staff and customers were feeling uneasy. The site needed a solution that was firm yet fair, mindful that these were minors, while still effective in protecting the Centre's welcoming atmosphere.

## Our Approach

On Site Security was already providing security cover for nearby Willow Brook Shopping Centre, so our team knew many of the individuals involved. We began with a comprehensive risk assessment and developed a tailored Behaviour Management SOP, incorporating safeguarding principles, practical de-escalation techniques and clear escalation procedures. A trained security officer was deployed seven days a week, with officer shifts rotated between two to three team members. Each officer received specialist youth engagement training, working closely with centre staff to build trust, maintain authority and resolve incidents quickly.



## The Result

Incidents of anti-social behaviour have been eliminated. Visitors and staff now enjoy a calmer, safer and more welcoming environment. The site benefits from:

- A consistent and visible security presence
- Strong collaboration between security, staff and local police
- Clear processes for handling challenging situations
- Improved community perception of the centre as a safe, family-friendly venue

"Through local insight, strong relationships and a consistent presence, we transformed a difficult challenge into a sustainable success." –Muhammad Ali Operations Manager , On Site Security Ltd

[sales@onsitesecurityltd.co.uk](mailto:sales@onsitesecurityltd.co.uk) | 0117 914 9179 | [www.onsitesecurityltd.co.uk](http://www.onsitesecurityltd.co.uk)