

Case Study: From Ongoing Threat to Arrest – Wingers, Bristol



Overview

A fast-food premises experiencing repeated anti-social behaviour, threats, and criminal damage required urgent intervention. Through proactive security response and decisive escalation, the situation led to police attendance, identification, and arrests.

The Situation

The site had been facing ongoing issues with local youths, including anti-social behaviour, verbal abuse, and criminal damage. Incidents included tv's being damaged, milkshakes being thrown at staff and attempts to force entry behind the counter.

During the latest incident:

- A group of four individuals attempted entry
- Entry was refused due to behaviour
- Racial abuse and threats were made
- The group stated they would return with more individuals

The risk level was assessed as medium to high.

Our Response

Immediate control of the entrance was established to prevent access. A strong physical presence was maintained alongside calm and controlled communication to de-escalate the situation. The incident was contained without physical confrontation.



Taking It Further

When reporting the incident, we went beyond standard logging. We linked previous incidents at the site and highlighted existing CCTV evidence of criminal damage and forced entry. This provided police with a clear and structured account, turning the report into actionable intelligence.

Outcome

Police attended the site and reviewed CCTV footage. Two individuals were immediately recognised and arrested, with three additional individuals currently wanted.



Client Impact

Staff now feel safe and supported. The ongoing threat has been significantly reduced, and the client no longer requires continued security presence. The client praised our response, advice, and experience in handling the situation.

What Made the Difference

Rather than simply logging incidents, we connect events, build the full picture, and push for action. We also guide clients on proper reporting and effective engagement with police.

Conclusion

This case was not just about managing a single incident, but about breaking a pattern of behaviour, supporting law enforcement effectively, and restoring confidence for the client and their staff.