Case study



Safeguarding a campus community:

Amulet's partnership with the University of Suffolk

Amulet has provided security services across the University of Suffolk's campuses since 2019. In 2024 the partnership was renewed for a further three years (with the option of two additional two year extensions) following a competitive tender process. Today, that partnership spans 10 buildings on the university's main campus and further areas off site, delivered by 10 security officers.

Justine Oakes, associate director of estates at the University of Suffolk, has said the partnership is built on a shared commitment to service excellence, social value and sustainability, with contract teams fully embedded into the delivery of the University estates services. Amulet's security team is a core part of that relationship, supporting the day-to-day life of a busy, town centre campus.

amulet

University of Suffolk

Case study







From traditional security to safeguarding

At the University of Suffolk, we have moved away from a purely protective model of security and towards an approach built around safeguarding. The service is designed to protect buildings and assets, but just as importantly, to support the safety, wellbeing and reassurance of students and staff across the campus. Our officers have stepped in and made a real difference in difficult situations.

We also run our own on the spot awards, recognising and rewarding officers who go beyond the everyday requirements of the role.

Supporting student welfare, day and night

Security officers are often called on to support student welfare, particularly in the evenings and at weekends. Because the university sits in a town centre location, the team also deals with the general public, including responding to safeguarding issues in the middle of the night. Being embedded in daily campus life means officers are visible, familiar figures that students feel comfortable turning to. The range of incidents the team responds to changes constantly, meaning officers must continually adapt their approach.

Intelligence-led vigilance

Our specialist intelligence department runs intelligence drop-in sessions every six weeks, sharing open-source data on emerging security trends in the local area, that could range from increased mobile phone theft to upcoming protests. This intelligence helps the team make informed decisions on staffing levels and where to focus vigilance, helping to keep students safe.



A trusted, visible presence

For the University of Suffolk, the value of the partnership lies in the visibility and reliability of the Amulet team.

> Amulet's team are highly visible and approachable, which matters hugely to students," says Justine Oakes. "We couldn't run the estate in the way that we do without the partnership; Amulet are our eyes and ears. They are very visible, very communicative and recognisable for the students.

Governance and accountability

The partnership operates under a structured governance model. Monthly meetings with the university's key service providers help surface any issues within the immediate month, while quarterly, six-monthly and yearly reviews at director level assess overall contract performance, keeping management and progress on track.

A collaborative approach

We operate as our own specialist security business, with our own accreditations and ways of working. But being part of Churchill Group means our security team shares common values and culture with colleagues on the cleaning side who also operate at the university, helping both teams work smoothly alongside each other on site.

Looking ahead

We want to remain progressive and adapt over the life of the partnership, whether that is in response to new legislation, technology or anything else that arises.

For the University of Suffolk, long-term success looks similar: working closely with the security team to strengthen the sense of community and place across campus.

Amulet's partnership with the University of Suffolk shows how a safeguarding-led approach to security can support not just the protection of a campus, but the wellbeing of the people who study and work there.