

Mobile patrols, lock ups and lock downs.

An award-winning security company, in the top 3% of ACS approved contractors – Integrated Security Solutions



SECTOR

Hampshire & Isle of Wight Wildlife Trust.

SERVICE

Lock Ups and Lock downs

Security Patrolling

Access Control – gates

CLIENT



Hampshire & Isle of Wight Wildlife Trust

The Contract

Veritech have been working in partnership with the Hampshire & Isle of Wight Wildlife Trust at Test wood lakes in Totton Southampton for over a decade.

Lock ups and Lock downs at weekends including patrolling at regular intervals throughout the shifts utilising the guard patrol system.

We are contracted to responding to people lock in the site out of hours.

We handle access control for contractors, responding to noise and anti-social behaviour within the lake area, reporting of site faults and health and safety issues.

The Challenge

This reserve is owned by Southern Water and managed by Hampshire & Isle of Wight Wildlife Trust. Security at the lakes presents unique challenge due to the diverse and dynamic environment and access and regress.

The 4-core staff are responsible for delivering core requirements of this contract. Mobile Officers will cover the lock ups and lock downs and any requests for assistance 24 hours a day.

Our 24 hour control centre supports the site along with its response offices and mobile patrollers, there is always a duty manager and duty technical manger in the event that complex support is needed.

The Solution

The team utilises 4G radios that communicate directly with our 24/7 control centre.

The operatives will always check prior to a lock down that the entire site is empty. During the unlocks a patrol is conducted to ensure there have been no incidents and no unauthorised persons on the site.

The team are also responsible for the carrying out random mobile patrols in the area to ensure that the security and safety is maintained. All our of staff are first aiders and incident management trained.

In addition to this, we have developed training modules for staff in non-accredited skills, such as COVID-19 - Coronavirus Essentials, Slips, Trips and Falls and Health & Safety, Fire Marshal training.

Benefits to Hampshire & Isle of Wight Wildlife Trust

Hampshire & Isle of Wight Wildlife Trust benefit from our offering of support 24/7.

In the event of an incident, our response officers will be on site within 20 minutes to ensure a swift response to requests.

We have established a network of both formal and informal communication channels to assist in our interactions with these key stakeholders and our client's representatives.

We are constantly striving to make improvements towards Security, Safety and Communications, we pride ourselves on being proactive at all times and where possible involve the client in our discussions and proposals.

We recognise the importance of our security team in providing a customer service that goes above and beyond clients' expectations.

"The operations team at Veritech Systems are always incredibly helpful in arranging for someone to assist us, and when staff arrived to unlock the gates, they were kind and pleasant. They are always courteous even in difficult situations which makes the whole process stress free situation which is always much easier."

...Facilities Manager...