

Service Standards Night Patrol Service



Pro-Guard Security provide a night patrol service on behalf of whg to all high rise blocks. The service provides:

- A highly visible mobile foot patrol.
- Patrol Guards will make two visits during the evening/early morning to include both internal and external areas of the block.
- Timing of visits will vary to prevent the service becoming predictable.
- Patrols are provided 7 days per week, 52 weeks per year (including all Bank Holidays)
- The minimum patrol time at each block is 20 minutes, per visit, irrespective of number of storeys to the block.
- During each patrol Guards will 'walk the complete block' including all stairways, corridors etc. and external common areas related to the block.
- An electronic monitoring system has been installed in the block by Pro-Guard to confirm attendance, length and stay of each patrol.
- Patrol Guards are expected to respond and deal at the appropriate level of response to situations that may arise during the patrol visit.
- Patrol Guards can request unauthorised persons to vacate the block.
- Pro-Guard provide a patrol service not a policing service therefore in case of emergency or if you feel a crime is being committed please contact your local beat officer or telephone 999.
- Code of Conduct: Patrol Guards are required to wear uniform and carry a necessary ID card.

