



SOUTH  
KESTEVEN  
DISTRICT  
COUNCIL

**SPECIFICATION  
FOR  
SECURITY SERVICES**

DRAFT

**Definitions**

SIA – Security Industry Authority

SKDC – South Kesteven District Council

## **Introduction**

South Kesteven is a rural district, with main towns of Grantham, Stamford, Bourne and Market Deeping in an area of 365 square miles with a population of approximately 133,788. SKDC are looking for a service provider with a vast local knowledge of this area and the capability to attend relevant site within 20 minutes. The majority of services are currently based in Grantham, however coverage will be required at other locations across the district.

## **Background**

The District Councils current provision includes keyholding for council owned buildings, car parks and parks, security patrols, one off requirements for door person at public meetings, event infrastructure support for fairs, one off events and site attendance to assist with anti-social behaviour. The current provider has a vast local knowledge of the area and the people within.

## **Scope**

The majority of the security provision is based Grantham and occasional provision in the surrounding areas.

Keyholding - locking (during the working week) of The Picture House, St Catherine's Road, Grantham NG31 6TT and SK House, St Peter's Hill, Grantham NG31 6PZ including 3 overnight visits to patrol the extremity of the site.

Locking and unlocking 7 days a week of Welham Street multi storey car park, Grantham NG31 6QQ.

Locking and unlocking 6 days a week of Wharf Road car park, Grantham NG31 6BG.

Weekend opening and closing of Abbey Gardens public toilets, St Peter's Hill, Grantham NG31 6PZ.

Securing of overhead car park barrier in the evening on a daily basis at Queen Elizabeth Park, Grantham NG31 8FJ.

There may be a need for a security provision at Grantham parks relating to anti-social behaviour.

There may be a requirement for security guards for on site provision at events for duties such as manning road closures, guarding structures, roving stewards usually for 6 hours + in Grantham, Stamford, Bourne and the Deepings.

Possible security services for the annual Mid Lent Fairs in Stamford and Grantham:

2 x SIA registered guards for 6 nights in Stamford – 72 hours total

5 x SIA registered guards for overnight in Grantham – 60 hours total

2 x SIA registered guards for 4 nights in Grantham – 48 hours total.

Requirement to attend Council buildings out of normal office hours and provide on site presence/support to SK on call staff in the event of emergency call out/break in etc. Attendance required within 20 minutes of initial request.

Requirement to provide ad hoc door duty/security presence at Council Meetings.

Requirement to liaise with the Council's Out of Hours CCTV Service whilst on site in cases of anti social behaviour, vandalism, break in's etc.

### **Term**

This initial contract term is for 3 years, with an option to extend for 2 years, subject to annual review, performance of successful supplier, available budget and needs of SKDC.

### **Statement of Requirements**

The District Council wishes to work with contractors directly – those that can encompass all aspects of our requirements without third party involvement or the use of sub-contractors. Allowance would be given to accept third party involvement under exceptional circumstances for example to cover for large scale staff sickness.

The contractor is responsible for providing suitable security personnel for each assignment. The contractor is also responsible for having sufficient resources available to cope with ad-hoc booking requests and /or changes to key holding timings also. These ad-hoc or late notice changes can be notified within a 2 or 3 hours of requirement and can vary from a few hours to a number of months.

The Contractor will be required to ensure that all personnel involved in front line operations of this Contract are at a minimum are subject to a Disclosure and Barring Service (DBS) check. The Council reserves the right to request formal evidence of this for any security personnel being utilised as part of this Contract. The Contractor will also be required to ensure that all personnel have a Right to Work check in place.

The Provider must comply with all Data Protection Legislation, including the General Data Protection Regulations (GDPR) and the Data Protection Act 2018. For the purposes of the Data Protection Legislation, the Council is the Controller, and the Provider is the Processor.

The Contractor must provide a 24-hour contact number and contact name to maintain 2-way communication links always.

The Contractor will be responsible for ensuring that personnel have a form of communication such as mobile phone/2 way radio, including all associated costs, for the duration of the Contract as necessary to ensure safe and reliable communication routes are in place between the staff at all times when operating under the requirements of this Contract. Any lone worker devices or equipment will be the responsibility of the contractor and included in their costs. The Contractor will report to their own Control room regarding any possible incidents. It is a requirement for all Contractors to undertake a risk assessment of all sites before a placement is made.

The guards must have a clean and smart appearance, with branded uniform and be appropriately dressed wearing photo ID and any appropriate PPE if required. All vehicles used during the provision of services to be branded with the company logo.

The Contractor is required to fully resource the provision of this service including sickness and absence cover during all hours of operation. Where an alternative security guard is to be

proposed when covering sickness and absence etc, prior notification of detailed changes need to be communicated ahead of its implementation.

The contractor shall be require to provide a primary contact for the management of the contract – including email address and mobile phone contact details for the duration of the contract. The nominated person is to attend regular meetings with the council's appointed person to discuss the monthly performance reports and check progress and liaise with a variety of SKDC officers on any ongoing issues or faults. The contractor must take a proactive approach to reporting and resolving issues.

No payment shall be made by the Council to the Contractor for the time taken in meal breaks or for any time taken as annual holiday, sickness leave or any other form of leave or holiday.

The Contractor must provide a suitable helpdesk to facilitate a 24 hour, 365 days per year service. Requests for security guards must be able to be made by phone or email. All requests must be logged electronically and updates on progress must be made to the Council's appointed person.

SKDC will require 1 invoice per month per site. The invoice should breakdown of the detail of the site the operative(s) are based at, the total number of hours worked per week and the rates charged.

All prices are exclusive of Value Added Tax and will be fixed for 12 months. Any price increases proposed will be reviewed by the Council every 12 months thereafter and 30 days' notice of any changes must be given. Any request for a price increase must be submitted in writing and the relevant supporting evidence must be provided. No additional charge shall be made to the Council for any support which may reasonably be expected to be provided by the Contractor in accordance with the specification. The Contractor will provide all the support that might reasonably be expected within the price.

The contractor must seek permission to install any promotional materials/signage on any of the contracted sites or any form of promotion/social media/website posts.

### **Quality Requirements**

The Contractor shall be responsible always for ensuring that the obligations of the Contract are performed by staff with the correct type of licence issued by the SIA. SKDC reserves the right to ask that staff deemed unsuitable, by way of presentation or ability to complete the task, are removed from site immediately and replaced.

The contractor is responsible for ensuring that the personnel involved in the front-line operations of this Contract understand their role and responsibilities in relation to safeguarding children and adults at risk. The Contractor should have a clear policy and procedure in place for the identification and reporting of any safeguarding concerns and front-line personnel should be familiar with these.

### **Conduct of Security Personnel:**

Security Guards shall always act in a courteous and professional manner and refrain from offensive or abusive language. This behaviour will not be tolerated.

The guards must assist members of the public where necessary .

No smoking or the consumption of alcohol whilst on duty.

Be punctual at all times.

Treat the property of the SKDC with respect.

Must not make any comment or pass opinions relating to Council Policy. Any queries about such a decision should be referred to the Council's Authorised Officer.

### **Implementation Criteria**

It is anticipated that the contract start date will be 1<sup>st</sup> May 2024.

It is a requirement that all security personnel will be required to attend a brief induction session at each site they will be operating at to arrange for key handover, access passes and identification cards, intruder alarm codes and to cover applicable Health and Safety information and emergency procedures including fire alarms and evacuation instructions.

### **Monitoring Arrangements**

Monthly monitoring meetings to be held either in person, by telephone or online between Contract Manager and SKDC.

Security personnel will be required to maintain a log of activities for each site including the time of each patrol and/or incidents and action taken to rectify. This information should be provided electronically to SKDC weekly.

### **Outsourcing Services**

SKDC do not wish to deal with sub-contractors as any part of the contract.

### **Modern Slavery, Child Labour, and Inhumane Treatment**

Tackling modern slavery requires Providers to be aware of the risk areas where modern slavery is most likely to occur and to have a plan to address those risks.

The successful Provider(s):

- shall adopt a whistle-blowing policy which enables your staff to blow the whistle on any suspected examples of modern slavery.
- shall not use, nor allow its Subcontractors to use forced, bonded or involuntary prison labour;
- shall not require any Supplier Staff or Subcontractor Staff to lodge deposits or identify papers with the Employer and shall be free to leave their employer after reasonable notice;
- warrant and represent that it has not been convicted of any slavery or human trafficking offenses anywhere around the world;

- warrant that to the best of its knowledge it is not currently under investigation, inquiry, or enforcement proceedings in relation to any allegation of slavery or human trafficking offenses anywhere around the world;
- shall make reasonable enquires to ensure that its officers, employees, and Subcontractors have not been convicted of slavery or human trafficking offenses anywhere around the world;
- shall have and maintain throughout the term of each Contract its own policies and procedures to ensure its compliance with the Modern Slavery Act and include in its contracts with its subcontractor's anti-slavery and human trafficking provisions;
- shall implement due diligence procedures to ensure that there is no slavery or human trafficking in any part of its supply chain performing obligations under a Contract;
- shall not use, nor allow its employees or Subcontractors to use physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation of its employees or Subcontractors;
- shall not use or allow child or slave labour to be used by its Subcontractors;
- shall report the discovery or suspicion of any slavery or trafficking by it or its Subcontractors to the Council and the [Modern Slavery Helpline](#).

### **Exit Strategy / Handover at End of Contract**

The return of any security passes, property and padlocks keys to all sites and other property of the Council's the out-going provider uses in the delivery of the Contract is to be returned to the SKDC Contract Manager. The removal of any PR signage to be removed from all sites.