



Dorset
Council

Schedule 1

Specification

Tender for

**Provision of security guards at Wareham Pedestrian
Level Crossing**

Reference DN525553

V1.2019

Reference DN525553

Dorset Council

Dorset Procurement, County Hall, Colliton Park, Dorchester, Dorset, DT1 1XJ

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Specification

1. Glossary

- 1.1. ORR mean Office for Road and Rail
- 1.2. NR mean Network Rail
- 1.3. The crossing means the pedestrian level crossing
- 1.4. Service Manager means the Council representative responsible for the contract, i.e. The Road Safety Team Leader
- 1.5. The cabin means the building supplied and maintained by Dorset Council from which the security guards carry out their duties.

2. Introduction

- 2.1. The purpose of this specification is to provide the context and background of the service required. Dorset Council has responsibility to manage the crossing under a lease agreement with NR. This lease agreement runs to the end of 2038.
- 2.2. The crossing is located adjacent to Wareham rail station.
- 2.3. The crossing offers a step free level crossing of the rail lines, there are currently no suitable accessible alternatives which means that the crossing is a vital link to the local community.
- 2.4. Security guards have been required at the site since 2009 following a review of the site by the ORR who raised safety concerns at the crossing.
- 2.5. Dorset Council has attempted to install alternative accessible means of crossing the rail lines to negate the need for the crossing and associated security guards. These plans proved unpopular and unsuccessful and this is why Dorset Council is seeking to secure a contract for the provision of security guards at the crossing.
- 2.6. Should a suitable alternative to the crossing be installed, the need for the crossing will cease.
- 2.7. The need for the crossing will cease at the end of the lease with NR in 2036 irrespective of whether a suitable alternative is provided.
- 2.8. Following subsequent reviews by the ORR, the crossing is required to operate with gates being closed remotely when a train is approaching the crossing. The gates remain locked closed outside of normal opening times.
- 2.9. Security guards are based on site with duties carried out from a cabin that is within the gated bounds of the crossing.
- 2.10. The crossing is open seven days a week from 06:00 to 01:00 (19 hours) with shifts covered by one security guard.

3. Scope of the Requirement

- 3.1. The crossing provides the only accessible crossing for pedestrians over the rail lines.

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- 3.2. The ORR raised safety concerns at the crossing which has led to the need for security guards to be on site to open and close gates at the crossing when a train is approaching.
- 3.3. Security staff should be suitably aware of rail safety. PTS (Personal Track Safety) training is desirable but not essential.
- 3.4. The crossing is open seven days a week from 06:00 to 01:00 (19 hours). Security Guards need to be present throughout and work in accordance with working time directives.
- 3.5. Public sensitivity to operations at the crossing is high. The crossing is the only accessible step free pedestrian access across the rail lines. Opening times must be adhered to.
- 3.6. Wareham Town Council are a key stakeholder as are the public and residents of Wareham.
- 3.7. NR as the lease holder has an interest in the operation of the level crossing and carry out informal checks at the site on an ad-hoc basis.
- 3.8. The successful bidder will be responsible for the day-to-day operation of the site and the management of the security guards.

4. The Requirements

- 4.1. Relief/Emergency cover will need to be provided to ensure that security guards are able to take leave without the need for reduced opening times of the crossing.
- 4.2. As security guards at the crossing are a front-line service a high level of customer service is required.
- 4.3. Employment responsibilities for the security guards at the site will be met by the successful applicant. The security guards will be employed directly by the successful applicant.
- 4.4. Dorset Council provides and maintains the cabin at the crossing. The cabin provides hygiene facilities for security guards and provides internet connectivity for equipment required to monitor train movements and schedules.

5. Functional Requirements

- 5.1. Security Guards at the crossing must have access to and understanding of train timetables to be able to maintain safety at the crossing. WiFi connectivity is provided at the crossing to enable IT device(s) to connect to relevant services.
- 5.2. Device to be provided and maintained by the successful applicant.

6. Performance Requirements

- 6.1. It is imperative that the crossing opening times are adhered to with reasonable endeavours made for the crossing to be open as advertised.
- 6.2. Communication between the successful applicant and the Service Manager must be prompt and clear regarding any known disruption to the service. This is to ensure clear communications can be made to various stakeholders, including the public, local Councillors and the media.

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7. Constraints

- 7.1. It is desirable that security guards live local to the crossing to best ensure cover.
- 7.2. If guard does not live immediately local, they should be able to provide their own means of transport to/from duty. The operating hours of the crossing mean that public transport is not available for opening at 06:00 or closing at 01:00.