

## **Specification: Specialist Event Security Services**

### **Fellowship Square, Waltham Forest Town Hall**

Waltham Forest Council is seeking proposals from local event security specialists to support an increasing number of public and private events at Waltham Forest Town Hall.

#### **Background**

Waltham Forest is a borough in north-east London with a diverse population of over 270,000 residents covering Leyton, Leytonstone, Walthamstow, Highams Park and Chingford. More information about the borough can be found here [Waltham Forest](#)

There's a buzz about Waltham Forest. Bursting with culture, energy and opportunity. Over the last few years this diverse borough has built a name for itself in delivering vibrant events, festivals and bustling markets. At the heart of our cultural offer is Fellowship Square which opened in 2021 and since then has firmly rooted itself as a cultural centre for the borough. It has been used for a range of community activities and larger-scale events, including Waltham Forest Pride and performances for the London Community Gospel Choir. At the centre of the square is a 144 MultiJet water fountain with light and sound features, creating a new performance venue in the centre of the Borough to showcase local talent and creativity.

2022 was a fantastic year on Fellowship Square and we welcomed 111,000 residents to our events and activities - with 74,000 visiting over the summer alone.



The square delivers the wider principles of the Council's strategic priorities including opportunities for residents and communities to come together and enjoy a diverse cultural programme and live a happy and healthy life.

### **The Town Hall**

Waltham Forest Town Hall is a Grade II listed building situated on Forest Road, Walthamstow. It was designed by Philip Hepworth and completed between 1938 and 1942, clad in Portland Stone and heavily influenced by Nordic Classicism.

The Town Hall underwent an extensive renovation programme in 2021,



### **Fellowship Square**

We are now hoping for 2023 to be a runaway success, with our ambitious programme of markets, cultural events, community activities and everything in between to excite the community and attract new audiences from further afield.

### **The Brief**

We are looking to commission specialist event security services to provide first class event security, customer service and safety for all our visitors. Events will range from large outdoor festivals to smaller internal wedding ceremonies and some events will include the consumption of alcohol.

Large events will be delivered by a multi-skilled team including.

- Site Director – Fellowship Square
- Event Manager
- Duty Manager
- CCTV Operations Centre Staff
- **Event Security Specialists**
- Visitor Hosts
- Event Caretakers
- Housekeepers
- Community Groups
- Market Operators
- External Event Organisers

Event security requirements may range from safety stewards, SIA officers, supervisors and door supervisors that will need the appropriate SIA, DBS and First Aid qualifications and training. The event security team will be required to work as a team alongside the bigger event team to ensure activities are coordinated and safe.

We will plan our event teams approximately 2 months in advance, including event security specialists, with the aim of building a core team of staff who become familiar with the environment, operations, logistics and location.

The key objectives of the service are:

- To ensure the safe running of events for all our residents and visitors
- To provide excellent customer services
- To provide physical protection for both the entire event team as well as security staff themselves
- To adopt and manage excellent command, control & communication techniques
- To provide services which will enhance the environment of the Town Hall, Fellowship square and surrounding area, creating an attractive, welcoming and safe destination.

## Timeline

Deadline	Action
27 March 2023	Commission goes live
28 April 2023 (midday)	Tender closes
Mid May 2023	Interviews completed and Commission awarded
Mid May	Research complete; Final design proposal
End May	Contract Signed off
5th June	Contract commences

## Budget

The budget for this contract is up to £90,000pa and must cover all costs including:

Your pricing index should be based on and reflect the following anticipated seasonal hours

- Summer 2910 hours (Monday to Sunday)
- Winter 728 hours (Monday to Sunday)
- Additional Seasonal Events 320 hours (Ad Hoc)

Your pricing schedule should include the following

- All site checks and visits
- All required training and qualifications
- All PPE
- Implementation and compliance with associated risk assessments and safety measures

### **How to submit a proposal**

To comply with the Council's procurement regulations all proposals must be submitted via the London Tenders Portal - <https://www.londontenders.org/>. If you are not yet registered it is very easy to sign up by filling in your details here <https://procontract.due-north.com/register>.

You can then find the Service Specification application by searching for the project reference **DN662743**

Using the invitation to quote form you will be asked to provide a budget for your proposal and answer four questions, as outlined below:

#### **1 Physical Protection**

- Tell us about how your staff will be protected at each event?
- How will they be dressed and what PPE will they have?
- What training will each of your team have?
- What qualifications will each of your team have?

#### **2 Screening of Staff**

- Tell us how you screen your staff
- How do you screen your staff?
- Do they each have enhanced DBS checks?
- Describe the level of Customer Care each of your team will adopt?

#### **3 Experience**

- Tell us about any previous experience you have which demonstrates you will be able to deliver this service.
- Have you delivered similar services elsewhere? Please give web links and images of your previous work.
- Explain how your staff will become familiar with our venue?
- Indicate what percentage of the staff you employ live in Waltham Forest

#### **4 Command, Control & Communication**

- Tell us how you will ensure good communication and control of each event.
- How will your team communicate to the rest of the Event Management Team?
- What equipment will be required?
- Describe how you effectively communicate security incidents?

Once completed you can submit via the portal. Proposals must be received no later than 12 noon on Friday 28<sup>th</sup> April 2023.

**Contact**

If you have any questions or would like to discuss this brief in more detail please email Carol Moloney, Fellowship Square Director, Destinations [carol.moloney@walthamforest.gov.uk](mailto:carol.moloney@walthamforest.gov.uk) to set up a call.