

Lot 1 - Manned Guarding at Waste Facilities Specification

1. Introduction

- 1.1 The Borough of Poole is seeking to appoint the services of a dynamic and proactive security company with extensive security experience to support the running of the waste facilities in Poole and Bournemouth.

2. Scope

- 2.1 The estimated value of the contract including any possible extensions is between £280,000 and £300,000.

These figures are an estimate and the Council can't guarantee that this value of business can be generated during the period of the contract.

- 2.2 The length of the contract is for three years with the option to extend the contract for a further year. Therefore the full length of the contract would be for four years.
- 2.3 The Nuffield Waste and Recycling Centre is open to the Public 09.00 – 17:00, 1st April – 30th September and 09.00 – 16.00, 1st October – 31st March.
- 2.4 The Millhams Community Recycling Centre is open to the Public 09.00 – 17:00, 1st April – 30th September and 09.00 – 16.00, 1st October – 31st March.

3. Service Requirement

- 3.1 To provide a security guard for a manned position at Poole's waste facility, Nuffield Household Waste Recycling Centre, 92-98 Nuffield Road, Poole, BH17 0RS and a security guard for a manned position at Bournemouth's waste facility, Millhams Community Recycling Centre, Millhams Road, Bournemouth, BH11 9LQ 52 weeks of the year. This excludes Christmas, Boxing Day and New Years Day as the sites will be closed.
- 3.2 We require 1 security guard at the Nuffield site Monday – Sunday 08:45 – 17:15 (during the summer months, April to September inclusive).
- 3.3 We require 1 security guard at the Millhams site Monday – Sunday 08:45 – 17:15 (during the summer months, April to September inclusive).
- 3.4 We require 1 security guard at the Nuffield site Monday – Sunday 09:00 – 16:15 (during the winter months, October to March inclusive).
- 3.5 We require 1 security guard at the Millhams site Monday – Sunday 09:00 – 16:15 (during the winter months, October to March inclusive).
- 3.6 Each working day will include a 30 minute unpaid lunch break which will be covered by Borough of Poole site staff.
- 3.7 All security staff must follow instructions from Borough of Poole managers, supervisors or team leaders. It is essential that the security staff will be able to work effectively within the team and be involved with duties that help provide the overall running of the site.
- 3.8 The security guard must play an active role in running the site and play a key role in communicating with the public and users in a proactive manner. Main duties will involve

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checking identification that proves residency within the correct areas, checking vehicles in case of illegal commercial waste and advising drivers where to go to recycle and dispose of their waste. The security guard will also be required to unlock and lock the site gates.

- 3.9 All personnel working on either site must confirm to the site rules. Training will be provided by Borough of Poole staff on the health and safety requirements.
- 3.10 All security staff are to act with courtesy and professionalism towards all sections of the Community in carrying out their duties.
- 3.11 The security guard must be able to engage with individuals, who occasionally may be upset or show aggression. This will include assisting Borough of Poole staff in confrontational situations.
- 3.12 The Council may request changes in the level of services required, and/or in the way the services are to be provided. The Supplier shall therefore have a flexible approach to the provision of the services and be able to provide a mechanism to facilitate these changes which is easy to use.

4. Service Standards

- 4.1 The Contractor must have and adhere to written procedures that comply with BS7858:2012 for Security Screening of Personnel Employed in Security Environment, Code of Practice.
- 4.2 The Contractor will co-operate fully with the investigation of any complaint raised by the Council and the Contractor and will investigate the complaint fully and provide a response within 10 working days.
- 4.3 The Contractor shall respond promptly to requests for advice or assistance by the Council, regarding any aspect of the Service provided.
- 4.4 If there is any sickness of the security staff planned for a working day, the site management must be notified by 9am on the day or immediately if the security guard is working on site. Absences must be covered within 2 hours of the notification.

5. Contractor's staff

- 5.1 The Contractor will provide a single named account manager for the Contract. The account manager will attend quarterly review meetings at the Council's premises.
- 5.2 The security officers used for the delivery of this contract must;
 - Be SIA certificated.
 - Be competent, experienced and fully trained in the provision of the services in accordance with the Security Industry Association (SIA) and have access to training any new or refresher training.
 - Be fully uniformed (in identifiable Contractor uniforms) wearing appropriate clothing / PPE for all seasons.

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- Have photographic identification displaying the employee's name, the Contractor's name, and contact number details. Identification shall be produced to any representative of the Council upon request.
- Wear appropriate safety equipment in accordance with all relevant legislation.
- Ensure they adhere to all policies and procedures, as required by the sites being attended.

5.3 Overt bodycams are to be worn by the security officer, provided by the Borough of Poole.

5.4 The Contractor must ensure their officers advise residents that they are wearing a bodycam and are filming at the start of any visit. The Contractor must comply with the Data Protection Act and any other relevant legislation regarding the use of this equipment, ensuring all officers are trained as necessary.

6. Contract Management

6.1 Contract management meetings will be held bi-annually.

6.2 The Contract Management meetings will allow the Council and the Contractor to review the current arrangements, resolve any outstanding performance issues, and for the Contractor to make recommendations to improve the service and make it more cost effective.

6.3 There may be a need to arrange meetings in between the Contract Management meetings when timely action is required, performance has slipped or where either party has identified areas of improvement to the service.

6.4 This service will be reviewed on an annual basis.