

Lot 2 Security for Unauthorised Encampments

1. Introduction

- 1.1 Bournemouth Borough Council is looking to appoint the services of a dynamic and proactive security company with extensive security experience. We require manned Security for the Housing & Communities Service Unit to assist with the prevention of and management of unauthorised encampments on Council land (with the option of extending to the wider conurbation during the term of the contract) and for the protection of assets and door security for licensed premises/events on an ad hoc basis throughout the Borough of Bournemouth.

2. Scope

- 2.1 The approximate value of the contract is £180,000 over a 3-year contract. This figure is an estimate; the Council cannot guarantee that this value of business can be generated during the period of the contract.

3. Service Requirement for Housing & Communities Service Unit

- 3.1 The Parks Service manage unauthorised encampments and/or other unauthorised access or use of Council land, including but not limited to traveller encampments, unauthorised camping and protest groups. The Supplier will be required to provide a visible security presence as required and instructed by the Council which may be 24 hours a day, 7 days a week at site(s) across the Borough, for the duration of the encampment or as a preventative measure. Security will be a minimum of 1 guard at each site, although this may need to be increased on agreement with an authorised council officer, depending on personal risk or the level of perceived threat of an unauthorised encampment.
- 3.2 There may also be a need to provide security to protect assets, for example when a building or site can't be secured against unauthorised entry or when subject to ongoing issues. This would be a small part of the contract.
- 3.3 The period with highest demand for unauthorised encampments based on historical data is between April and October.
- 3.4. The primary requirement is to provide a rapid response service in providing security guards on request by an authorised officer, being deployed on site as soon as is reasonably practical, but no later than 1 hour of the original request. The supplier must provide at least 1 guard at each location requested. As a priority, this will usually require an initial deployment to Kings Park main gate, Holdenhurst Road, Bournemouth, BH7 7AF.
- 3.5 To provide additional security guards in addition to 3.4, on request from an authorised officer to additional high risk sites and/or provide onsite security/site management in the event that an unauthorised encampment is established within the Borough, as soon as is reasonably practical, but no later than 1 hr of the original request.

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- 3.6 To provide additional security guards on request from an Authorised Officer to provide onsite security/site management to unprotected assets, as soon as is reasonably practical, but no later than 1 hr of the original request.
- 3.7 The service provider must ensure they are adequately staffed to ensure that staff can be rapidly deployed to locations within the Borough at short notice, provide cover for absences and cover events around the town. Any unplanned absences must be rectified within 1 hour.
- 3.8 Whilst on duty, **all gates must be kept in a secure/closed position**, opening and closing the gate(s) to provide access to legitimate site users, whilst being ready to fully secure the site and inform the relevant authorised officers and other authorities (e.g. police) immediately if required. **Gates must not be left in an open position, even if a security officer is present.**
- 3.9 As a preventative measure guards are to provide a visual deterrent to potential intruders and prevent unauthorised vehicles, caravans, motor homes or people from entering the site and setting up an unauthorised encampment or prevent unauthorised access to Council land or other assets.
- 3.10 In the event that an unauthorised encampment is established, to prevent additional unauthorised persons and vehicles from joining the established unauthorised encampment. When protecting assets to prevent any unauthorised or unintentional access to a site.
- 3.11 If a vehicle is suspected of entering the park with the intention of setting up an unauthorised encampment on approaching the entrance, the guard should as a priority ensure that the gate is closed and locked using the padlocks supplied as a priority.
- 3.12 Should the guard feel threatened or criminal damage is suspected or happening (e.g. cutting or breaking a padlock or barrier) then they should contact the Police immediately by dialing 999 and follow their own personal safety procedures.
- 3.13 Overt bodycams will be required to be used by security officers manning key locations (i.e. Kings Park Main Gate) or established unauthorised encampments in order for evidence to be collected if necessary. Security officers will assist in any investigation and enable authorised officers or other law enforcement agencies to consider any further action based on footage collected.
- 3.14 The footage from body cams must be available within 48hrs, in the event that the Police request video evidence or to assist in a civil law court case brought by the Council.

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- 3.15 The Security provider must ensure their officers advise anyone potentially being filmed at the earliest possible opportunity. 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.
- 3.16 The security provider must **provide a highly visible reassuring site presence**, play an active role in managing the site and play a key role in communicating with the public, users and unauthorised encampment members in a proactive manner, holding a neutral and balanced view with all parties.
- 3.17 In line with the aims of 3.16, **all posted security personnel must be clearly visible and identifiable as employees of the provider, uniformed and clearly displaying the providers branding, wearing clear identification and all associated vehicles used must also be clearly branded as associated with the providers.**
- 3.18 Activity on site will need to be monitored, especially in periods around evictions, with the Council kept informed. The security provided may be required to follow any unauthorised groups on vacating a site after a period of encampment in order to assist the Council in determining the direction of travel of any of the group within the local conurbation. This may also require the immediate relocation of resources to another site, to prevent/deter the setting up of a new unauthorised encampment within the conurbation.
- The Council will be informed of any additions to unauthorised encampments or of any vehicles that leave the encampments as soon as practicably possible. The Council will also be informed of any anti-social behavior or criminal action by members of the unauthorised encampments or in the case of asset protection any attempted unauthorised access.
- 3.19 All security staff are to act with courtesy and professionalism towards all sections of the Community in carrying out their duties. At no time, should personal opinions be offered.
- 3.20 The guard should record all relevant information they deem necessary as a professional witness and be aware they may be called as a witness for court hearings.
- 3.21 If a member of public requires further information they should be directed to contact Bournemouth Borough Council during working hours.
- 3.22 The Supplier must provide a designated single point of contact and one phone number that will be answered 24 hours a day to respond to an emergency call out.

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- 3.23 To work proactively and in collaboration with any other security services who may be responsible for the security of assets, major facilities or events within borough owned land.
- 3.24 In the provision of security, it is the security provider's responsibility to determine the risks of managing a site over a 24 period and 7-day week operating period. If additional staff are required, this must be agreed with the an Authorised Officer in advance where ever possible or if this is not possible to notify an Authorised Officer at the first available opportunity.
- 3.25 No on site facilities will be provided and thus arrangements for cover to provide comfort or statutory breaks will need to be included within the quote price.
- 3.26 The provision of transport or associated transport costs must be included within the quoted price.
- 3.27 No eviction service will be required; however, staff may be required to co-operate under instruction or as directed by the relevant organisations during an eviction process i.e. High Court Enforcement Officers or Police.
- 3.28 The Council may request minor or major 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.
- 3.29 The service requirements will be subject to continuous review.

4. Provisional Bill Items:

4.1 To provide a permanent mobile security presence across various locations within the Borough of Bournemouth

1. Between 16:00 and 24:00 (this may be extended beyond as required)
2. Monday to Sunday inclusive
3. From the 1st July to the 2 week September (10 Weeks) to cover a period in which the Bournemouth Air Show, the Dorset Steam Fair and Dorset County Show occur as well as other national events.

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The service to be provided will include but not be limited to:

1. The provision of a regular and proactive monitoring and security checking service to key identified and vulnerable sites across Bournemouth
2. Responding proactively to any unauthorised encampment warnings, notifications or alerts.
3. Proactively working in collaboration with the Councils Late Patrol Team, other departments and contractors in the delivery of services during this period of time. (Especially around the Air Show)
4. Closing designated gates and some site entrances, at times requested, to further enhance site security and assist the Late Patrol Team in their duties.
5. Organising and deploying additional security in response to any perceived threat or unauthorised encampment establishment.
6. Locking additional facilities as instructed.
7. Monitor and moving on any unknown persons from identified Anti-Social Behaviour Hot Spots across the Borough.

To provide a cost for providing a ten-week service on a weekly basis.

4.2 Provision of Door Staff

To provide required number of SIA registered door staff to licensed premises/events on a per hour rate for individual functions on an ad hoc basis.

5. Service Standards

- 5.1 The Supplier must have and adhere to written procedures that comply with BS6757:2004 for Security Screening of Personnel Employed in Security Environment, Code of Practice.
- 5.2 The Supplier must be a member of the British Security Industry Association and must have an industry recognised accreditation acceptable to the Council.
- 5.3 The Supplier will co-operate fully with the investigation of any complaint raised by the Council and the Supplier and will investigate the complaint fully and provide a response within 10 working days.
- 5.4 The Supplier shall respond promptly to requests for advice or assistance by the Council, regarding any aspect of the Service provided.

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6. Supplier's staff

- 6.1 The Supplier will provide a single named account manager for the Contract. The account manager will attend quarterly review meetings at the Council's premises.
- 6.2 The Suppliers Staff intended to deliver the contract services:
1. Will be desirably be SIA certificated. SIA certification is a requirement for door staff.
 2. 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 on any new issues or refresher training.
 3. Be fully uniformed (in identifiable Supplier uniforms) wearing appropriate clothing / PPE for all seasons and in accordance with all relevant legislation.
 4. Have photographic identification displaying the employee's name, the Supplier's name and contact number details. Identification shall be produced to any representative of the Council upon request.
 5. Ensure they adhere to all policies and procedures, as required by the sites being attended.
 6. Will be employed direct by the Supplier. If there is a need to use a third party this is to be agreed with an Authorised Officer beforehand and these staff must adhere to the relevant requirements of the contract.

7. Contract Management

- 7.1 Contract management meetings will be held bi-annually.
- 7.2 The Contract Management meetings will allow the Council and the Supplier to review the current arrangements, resolve any outstanding performance issues, and for the Supplier to make recommendations to improve the service and make it more cost effective.
- 7.3 There maybe 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.