

# Lot 3 Manned Guarding Security Specification

## 1. Introduction

- 1.1 The Borough of Poole are looking to appoint the services of a dynamic and proactive security company with extensive security experience. The approximate value of the contract is £34,000 per annum. This figure is an estimate, the Council can't guarantee that this value of business can be generated during the period of the contract.

## 2. Requirements

- 2.1 Supply one trained static uniformed guard to be in attendance at the Civic Centre continually between 08.00 and 18.00 hours, Monday to Friday, excluding Bank Holidays. Continuity is an important aspect of this duty and we would normally expect one guard to be used to fulfill this role, but with at least one other guard within the suppliers staff to be site trained and fully conversant with the duties and requirements.

- 2.2 Daytime duties to include:

- Physical presence in the Reception areas to support reception staff. You will be expected to treat the public with empathy and understanding and to react professionally to any security situation and comply with the Borough of Poole Health & Safety policies.
- Maintain key safe stores, recording the issue and return of keys, and obtaining appropriate approval for the issue of restricted keys.
- Escort Suppliers on site when instructed by the Facilities Manager or his nominated representative.
- Attend to requests for assistance from disabled/wheelchair users
- Support reception staff in dealing with visitor's enquiries, answering phones, providing directions and general information.
- In the event of a fire alarm activation to prevent members of the public from entering through the main doors and to comply with any directions given by the Fire Brigade, or Borough of Poole Fire Wardens.
- To oversee the collection of confidential waste on a weekly basis and maintain a record of users..
- To maintain a record of lost property which has been handed into the Civic Centre by staff or members of the public.
- Maintain a register of paintings on loan to the Civic Centre and carry out a monthly check that all paintings are in situ.

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- To undertake any other duties to assist in the operation of the Civic Centre as instructed by the Facilities Manager, Facilities Officer or nominated officers.

## **3. Static Guarding – Civic Centre Evenings and Weekends**

- 3.1 Supply one site trained static uniformed guard to be in attendance at the Civic Centre as required during evenings and weekends to provided security cover in the event of the Civic Centre being used for meetings or other instances involving access to the premises by members of the public and/or suppliers.
- 3.2 Duties will include
- Staffing the Members entrance door to monitor public ingress or egress and to prevent access to the building by unauthorised persons.
  - Provide assistance with disabled/wheelchair visitors.
  - Patrol within the building to restrict access of visitors to authorised areas only.
- 3.3 The frequency and duration of the evening guarding will be dictated by the meeting booking schedule. Typically there are evening meetings three times a week starting at 18:00 and which can last until midnight. The guard will be responsible for carrying out a full security patrol of the building at the end of the duty to ensure that all persons have left the building and that all windows and doors are shut and lights turned off where appropriate.

## **4. Static Guarding – Ad Hoc Other Sites**

- 4.1 Supply trained static uniformed guards on other Council operated sites within the Borough on an occasional basis to cover, holidays, emergencies or for other security purposes. The Council will in these instances provide as much notice as possible but not normally less than 5 business days.
- 4.2 You must also comply with the “Poole Contract Specific Terms and Conditions 2017” document.

## **5. Service Standards**

- 5.1 The Supplier must have and adhere to written procedures that comply with BS7858:2004 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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5.5 The Supplier must provide written reports for all incidents involving the emergency services or if assistance has been required from Council staff has been sought within 48 hours of the incident.

## **6. Supplier's staff**

6.1 The supplier will provide a single named account manager for the Contract. The account manager will attend bi-annual review meetings at the Council's premises.

6.2 The Suppliers Staff intended to deliver the contract services shall:

6.3 Be SIA certificated.

6.4 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.

6.5 Be fully uniformed (in identifiable Supplier uniforms) wearing appropriate clothing / PPE which is supplied by the Supplier.

6.6 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.

6.7 Supply and wear appropriate safety equipment in accordance with all relevant legislation.

6.8 Ensure the contracted staff adhere to all policies and procedures, as required by the sites being attended.

## **7. Contract Management**

7.1 Contract management meetings will be held bi-annually to be held at the Town Hall.

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.

## **8. Service Improvement and Flexibility**

8.1 The Supplier will work and co-operate with the Council to develop and implement mechanisms for increasing the efficiency, value for money and quality of the Services provided.

8.2 The Supplier will need to ensure they are flexible and have the ability to change to meet future demands and pressures on budgets and service delivery.

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## **9. Risk Assessments**

- 9.1 The Supplier must ensure it has adequate policies and procedures in place to manage risks.
- 9.2 The Supplier must have an up to date Risk Assessment.

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