

Specification

CWC23115- Events Security

Introduction:

Wolverhampton City Council is looking to appoint a contractor to provide a security service which demonstrates the skills and capabilities to provide a high-quality reliable service. This specification provides a description of the duties required. These details are of the main long-term requirements. However, the Council may also require additional coverage for other events on an ad-hoc basis E.g. Christmas Markets or Commonwealth Games etc. Below is a list of the core major events program for the City Events Team:

- **British Kabaddi League** (April): 22 staff – 187 hrs total
- **Vaisakhi** (May): 55 staff – 406 hrs total
- **Pride** (June): 60 staff – 808 hrs total
- **Armed Forces Day** (June): 26 staff – 176 hrs total
- **Krazy Races** – (August): 15 staff - 123 hrs total
- **Diwali** (October): 29 staff - 203 hrs total
- **Fireworks Spectacular** (November): 31 staff – 248 hrs total
- **Remembrance Sunday** (November): 11 staff – 33hrs total
- **Grand Slam of Darts** (November): Total Hours Worked – 2,463hrs total
3x AM Shifts @ 33 Staff - 230 Hours total per shift
9x PM Shifts @ 33 Staff – 197 Hours total per shift
- **City Centre Christmas Lights Switch On** (November): 36 staff – 202.5 hrs total
- **Wednesfield Christmas Lights Switch On** (November): 22 staff – 92 hrs total
- **Bilston Christmas Lights Switch On** (November): 21 staff – 88 hrs total
- **Tettenhall Christmas Lights Switch On** (November): 26 staff – 124 hrs total
- **Bantock Christmas Lights Switch On** (November): 21 staff – 91 hrs total

This list is not exhaustive and may change each year, therefore, this is guidance only and should not be taken as any guarantee of future volume of business.

The City Events Team also manage one venue (Bilston Town Hall) where shows are programmed throughout the year. Security provision will also be required for running shows at this venue.

A Contract for ad-hoc or planned security requirements include:

- The services delivered under this contract are to be provided by experienced staff, fully trained in the services they are providing, and in accordance with:
- The National Security Inspectorate (NSI) guidelines, which is a Security Industry Authority (SIA) Assessing Body for the Approved Contractor Scheme (ACS)
- BSI 7858 and/or equivalent (The British Standard for security screening of individuals in
- a security environment)
- BS 7984 or equivalent (The British Standard for key holding and response services)
- Licensed by Security Industry Authority (SIA)

The Contractor is required to use its expertise and provide a response-which will detail how it will achieve the standards laid down within the specification.

Following the submission of the completed tender document, the evaluation panel may seek further clarification on submissions before final evaluation. The clarification process may involve interviews with potential suppliers (or may include assessment of systems proposed for utilisation within the contract), which will be confirmed (to include format and interview location) in advance. The clarifications may be used to moderate Quality scores downwards where insufficient or unsatisfactory clarification is provided. Once the contract has been awarded regular quarterly minuted meetings will ensure the monitoring of the performance through agreed Assignment Instructions and KPI's (key performance Indicators)

All staff employed by the contractor for this contract must:

- Wear appropriate and identifiable security uniforms while on duty.
- Carry Identity card/Licence at all times.
- Carry a quality torch at all times (where applicable).
- At least one individual on an event site must have a mobile phone to be supplied by the contractor, to enable tenants/officers to contact them direct during the patrol.
- Be suitably qualified for the work and vetted by the contractor.
- Have the relevant experience to perform all areas of security work
- Hold a first aid qualification or expected training (where applicable)
- All event security must be able to reasonably understand and communicate in English language, to be able to assist with evacuations and understanding written job cards and verbal briefing's detailing all important event information.

Event Security

City Of Wolverhampton Council currently manage a range of different venues for indoor and outdoor events within the Wolverhampton boundary.

Outdoor Events:

Used for large outdoor activities. Such as bonfire night displays and Christmas celebrations. Generally dealing with large capacity crowds.

Security Requirement for Outdoor Events:

Ticket Kiosks – taking cash from the kiosk to the secure area.

Collecting cash for entry – collecting cash from customers as instructed by the event manager.

Arena Area – securing bonfire area or concert area from public access. Manning static positions.

Entrance Security – watching and monitoring crowd entry and securing kiosks. Searching based on the briefing given by the event manager.

Patrols – general patrolling of the event grounds.

Litter picking – waste management involving litter picking, and toilet cleaning, returning site to its original clean and tidy state as required.

Lost Children – looking after any lost children, an SIA Door Supervisors licenses and enhanced DBS check is required. Applying any policy specific to the event.

Pit security – preventing incursion onto the stage, looking after the welfare of the crowd. Being aware of any crushing injuries or crowd distress. Knowing how to deal with crowd surfing correctly. All staff used in this area should have undergone pit training with the results documented (certification).

Removal – removal of people quickly from the event as required, using conflict management skills.

Response Squad / General Monitors – To provide a fast response to any issues that arise during an event and patrol the event space.

VIP/ Close Protection – To assist and ensure the safety of VIPs and/or anyone instructed as needed close protection by the Event Team.

Senior Radio Controller (Event Control) – To manage the security channel in event control and escalate as necessary to event management team.

CCTV Operative – To monitor CCTV when licensable activities are carried out.

Head of Security/Supervisor – issuing job sheets and radios to staff. Making sure all staff are in position and know their role for any given show. Liaising with tour security and band managers making sure that their requests are met. Collecting job sheets and radios at end of show.

Steward – To carry out duties that do not require an SIA badge including Traffic Marshals, Taxi Marshals, Ticket Scanners etc.

Security staff ratio to be determined based upon event.

Indoor Venues:

For concerts, sporting events and special events etc. held at venues in the city.

The security requirements for these venues are as follows:

WV Active Aldersley: Used for staged concert & sporting events. This holds a capacity crowd of up to 1,900 occupants and 150 staff for events.

Bilston Town Hall: Used for smaller events such as smaller bands and comedian events. This holds a capacity crowd of up to 300 people for events.

Security Requirement for live performances (i.e. bands and performers):

Door supervision – manning the entrances to venue, searching people whilst regarding the 4P's of searching, greeting, looking for potential troublemakers. (The appointed company would be expected to liaise with local authorities to discuss any known troublemakers in the area). Directors of companies should hold front line licences and act as senior supervisors on shows and events.

Pit security – preventing incursion onto the stage, looking after the welfare of the crowd. Being aware of any crushing injuries or crowd distress. Knowing how to deal with crowd surfing correctly. All staff used in this area should have undergone pit training with the results documented (certification).

Event security – manning static positions, controlling access at these points to relevant people (i.e. staff and touring artists crew), scanning tickets, dressing room security, security cover for smoking exits, tour buses, catering room access, control rooms, monitor mixing desk security.

Cash collection – moving cash to secure point.

Night time changeover – Resetting venue to correct layout according to supplied plan. (around 3am to 8am)

Clearing up of litter during and after the venue – waste management, including collection of bottles and cans, cleaning and making safe spillages and recording any incidents of spillages.

Confiscation – secure confiscation of items for retrieval after the event. Knowledge of permissible items is required.

Removal – removal of people quickly from the event when required, using conflict management skills.

Head of Security – issuing job sheets and radios to staff. Making sure all staff are in position and know their role for any given show. Liaising with tour security and band managers making sure that their requests are met. Collecting job sheets and radios at end of show.

First Aid – any First Aiders should hold enhanced DBS checks and have relevant first aid qualifications.

Security staff ratio: high level i.e. to be determined based upon the event

NB. All security staff would be required to carry an SIA licence and would hold relevant training qualifications as detailed below:

Training and Qualifications

Security staff are required to be qualified with the following certification:

- SIA Level II Door Supervisors licence (including Physical Intervention training)
- Some staff need to hold a current First Aid at Work certificate (evidence will be required)
- Front of stage pit management course and certificate (evidence be needed) for all staff to be used in front of stage pit area
- Directors/Partners should have attended the Safety and sport and entertainment venue course.
- Directors and all personnel should have completed ACT awareness E-learning and any other courses relevant to their role. Any new requirements introduced by Martyn's Law will need to be incorporated into all security's learning syllabus.

Please note: On request from the Council, a list of all licensed staff / management will be needed, stating full name, date of birth, home address, employer, and SIA registration details including expiry date and licence number.

Please note: any equivalent certification offered would require full justification and evidence.

Team or Personnel Change:

The contractor must inform the Council of the names of all security personnel a minimum of 72 hours before each event. The Council would reserve the right to change a security guard or a team of security guards at short notice i.e. without reason if they felt that individuals or teams were not operating effectively or not meeting the operational requirements. In exceptional circumstances, i.e. severe bad weather/Act of God etc. the Council reserves the right to cut numbers of security staff required at very short notice.

The Event Safety Guide:

All tenderers must demonstrate clearly their understanding and adherence to the "Event Safety Guide – A guide to health, safety and welfare at music and similar events (HSE)".

Security Briefing

A formal briefing will be given by the Duty/Event Manager at the start of each event. The Head of Security will sign the venue's Incident Book to confirm that this has taken place.

Job Sheets

The Council will issue a job sheet for each position / role – it is the responsibility of the contractor to supply and issue all subsequent copies ahead of the event taking place and ensure that staff are briefed on how to fulfil these roles.

Fire Procedure

Any perceived breach of Fire Procedure by any person working at an event is to be reported to the Duty Manager to be entered into the venue's Incident Book.

Induction

Any new member of security staff who has not previously worked at a venue will receive a formal induction from the Security Company prior to the time of their first shift. This will cover matters such as layout of the building or event site and the location of all facilities and fire exits, evacuation procedure, lockdown procedures etc.

As part of all security inductions & training, basic radio etiquette should be included.

Equipment

Any equipment issued by the Council and signed for by the contractor, but which is not returned will be paid for by the contractor at current market replacement value.

Health & Safety Equipment

All H & S equipment / PPE for members of security is to be provided by the contractor. All staff should be in uniform, as agreed with the council.

Smoking

Smoking on the premises at any venue or event is not allowed.

Car Parking

Car parking places are not provided.

Staffing Hours

A minimum call should not exceed 3 Hours.

Start times will be agreed prior to events. All staff are expected to be onsite and ready start work by the set out start time. Early attendance will not be paid without prior written agreement.

All signing in and out sheets of staff actual hours should be emailed to Event Organiser's no more than 24 hours post event.

All finish times need to be recorded otherwise staff risk not being paid. An efficient process for recording hours must be supplied.

Once hours are agreed with event manager. All invoices must be sent into the council system within 7 days of the event finishing.

Staff Conduct

All staff should follow site rules and conduct themselves in a professional and appropriate manner e.g not eating on post, partaking in any event activities, using mobile phone on post, smoking on post etc.

All staff should be punctual and ready to start shift at their start time ready for the event briefing. i.e signed in, radio collected and position allocated/ location understood.

Welfare

It is the contractor's responsibility to ensure the welfare of their staff. This includes, but is not limited to changing facilities, water (running or bottled), breaks, food and drink, PPE, weather protection.