



Report to Policy Committee

Author/Lead Officer of Report: Jason Peck –
Contract Manager

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Report of: *Ajman Ali*

Report to: *Strategy & Resources Committee*

Date of Decision: *(7th September 2023)*

Subject: *Commission of Security Guarding and Keyholding services*

Has an Equality Impact Assessment (EIA) been undertaken?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
If YES, what EIA reference number has it been given? 2099				
Has appropriate consultation taken place?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Has a Climate Impact Assessment (CIA) been undertaken?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Does the report contain confidential or exempt information?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
If YES, give details as to whether the exemption applies to the full report / part of the report and/or appendices and complete below: -				

Purpose of Report:

This report will seek approval to commission security guarding and keyholding services from an external provider.

This report will set out the background to the service and explain why this service cannot be delivered in-house.

The report will then describe how the service is currently being delivered and go on to set out the type of service desired for the commission.

Recommendations:

That the Strategy & Resources Committee approves the commission of security guarding and keyholding services from an external provider, for a period of up to 4 years and with an estimated value of £7,600,000, as set out in this report.

Background Papers:

(Insert details of any background papers used in the compilation of the report.)

Lead Officer to complete: -	
1	I have consulted the relevant departments in respect of any relevant implications indicated on the Statutory and Council Policy Checklist, and comments have been incorporated / additional forms completed / EIA completed, where required.
	Finance: Holly Nicholl
	Legal: Richard Marik
	Equalities & Consultation: Louise Nunn
	Climate: N/A
	<i>Legal, financial/commercial and equalities implications must be included within the report and the name of the officer consulted must be included above.</i>
2	SLB member who approved submission: <i>Ajman Ali</i>
3	Committee Chair consulted: <i>Tom Hunt</i>
4	I confirm that all necessary approval has been obtained in respect of the implications indicated on the Statutory and Council Policy Checklist and that the report has been approved for submission to the Committee by the SLB member indicated at 2. In addition, any additional forms have been completed and signed off as required at 1.
	Lead Officer Name: <i>Jason Peck</i>
	Job Title: <i>Contract Manager</i>
Date: <i>14 August 2023</i>	

1. PROPOSAL

- 1.1 It is proposed that the Council commission the security guarding and keyholding services from an external provider, for a period of up to 4 years and with an estimated value of £7,600,000.

Background

- 1.2 Operational Services and the Council in general has a reliance on external providers to deliver specialist goods and services that cannot be delivered by in-house staff as well as providing additional resource to help manage fluctuating workloads in some key areas. The Security contract is an example of where we require an external service provider to provide operational functions which we have neither the capacity or skills to be able to deliver ourselves.
- 1.3 To meet this responsibility, the service must engage a flexible and sustainable supply chain to help support the in-house delivery, thereby ensuring compliance with numerous areas of legislation, keeping building users safe and maintaining service delivery.

Current Position

- 1.4 The incumbent provider for security guarding to the Council is Shield Security. They have held the contract since the 1st January 2020 with the current contract due to expire at the end of 31st January 2024. There is no opportunity to extend the current contract beyond this date. The contract with Shield covers the whole of the Council's estate and includes static and mobile security guarding services, key holding, call out services and the opening and closing of sites.
- 1.5 Shield Security provide static guards at several sites throughout the council's estate including older peoples independent living sites, Moorfoot, Town Hall, Cornhill Towers, Staniforth Road depot and Manor Lane depot. They also provide ad-hoc mobile patrols, the opening and closing of a number of sites when required as well as providing a response to out of hours alarm activations.
- 1.6 Site alarms are monitored by the Town Hall Control Room and in the event of an alarm activation the Control Room contact Shield Security who send an operative to investigate the cause of the alarm. On arrival at the site the security operative will undertake a building check to look for any signs of a break-in such as broken windows or doors forced open, they will then liaise with the Control Room advising of the situation which could involve calling the police for a confirmed break-in or simply resetting the alarm in the case of a false activation.

- 1.7 Whilst there is a constant body of work for static security guards the requirements of the Council vary according to numerous factors and the contractor will be called upon to provide services at short notice. Service is provided 24 hours a day 7 days a week, 365 days a year including bank holidays.
- 1.8 As an illustration of the services provided under this contract a breakdown is below. The figures are indicative and do vary over time.
1. Sites with static guards – 13.
 2. Sites requiring opening and closing – 19.
 3. Sites covered by mobile patrols – 2.
 4. Sites that require out of hours keyholding – 92.
 5. Out of hours response call outs - 332 per year
- 1.9 The security guarding contract is managed by the Facilities Management Service. Regular monthly meetings are held with the contractor to ensure performance targets are being met and any issues are systematically dealt with and recorded via the minuted monthly meetings.
- 1.10 Security guarding services are available to all Services within the Council to call on as and when required. Costs for security are met by the Service receiving the security services. Whilst the contract is available to all council Services spend on the contract is monitored by the Facilities Management team ensuring applicable contractual rates are applied to all workstreams and providing transparency on overall spend on the contract. This performance management regime will continue under the new contract.

Security Service Requirements

- 1.11 The Council requires a professional and reliable security guarding and keyholding service and the tender process will require interested companies to ensure that all security officers and other personnel involved in the security operation must have been subjected to the appointment procedure as specified in BS 7858:2006 or equivalent standard.
- 1.12 All security officers must be trained in accordance with BS 7499:2002-part 1 appendix A or equivalent standard and will be licensed with the SIA (Security Industry Authority) in accordance with the Private Security Industry Act 2001.
- 1.13 The overall purpose of the proposed service will be the provision of manned security cover to deter unauthorised entry, trespass, theft, vandalism, damage, loss through negligence, fire, flood, breaches of Health and Safety or confidentiality will be required. Where possible, security staff will be engaged in other roles whilst on site out of hours, for example switching off unnecessary lights and monitors and logging and reporting small building faults. Multi-tasking will form part of all

members of the contracting staff's role.

- 1.14 A high level of customer service will be required from the appointed contractor, where contracted security staff are responsible for the reception duties on site, they will be expected to have disability and mental health awareness and be able to provide an appropriate licenced and trained security service that is professional, courteous and responsive to the needs of Council facilities.
- 1.15 It is therefore proposed that the Council commissions the security guarding and keyholding services from an external provider, for a period of up to 4 years and with an estimated value of £7,600,000.

2. **HOW DOES THIS DECISION CONTRIBUTE?**

Strong economy

- 2.1 Local Economic Impact: will be assessed as part of the total Social Value offering in line with the Councils award winning Ethical Procurement Policy.
- 2.2 Better health and wellbeing: Security services contribute to the health and wellbeing of service users and staff by helping ensure council properties are kept safe and secure.

Thriving neighbourhoods and communities

- 2.3 In delivering good value and quality services, this contract will contribute towards thriving neighbourhoods and communities as properties will be kept safe across the city.

Tackling inequalities

- 2.4 The Council's properties are available to all. Ensuring their safe operation means they continue to be so.

3. **HAS THERE BEEN ANY CONSULTATION?**

- 3.1 No external consultation is required. Internal consultation has taken place between Council services who use the security contract.

4. RISK ANALYSIS AND IMPLICATIONS OF THE DECISION

4.1 Equality Implications

4.1. Overall, there are no significant differential, positive or negative, equality
1 impacts from this proposal. It will also ensure that we keep council housing property and corporate property safe and accessible.

4.2 Financial and Commercial Implications

4.2. The proposed contract spend is within existing budgets and has an
1 estimated spend figure of £7,600,000 for the proposed up to 4-year term of the framework. Forecast spend figures are based on the future projection of spend based on historical spend data. A significant cost saving (circa £300,000 per annum) is expected to be made with the closure and disposal of the Moorfoot building, but given existing inflationary pressure in the market-place and additional Older Persons Independent Living sites added to the Council portfolio spend on this contract is expected to remain around £1,900,000 per annum.

4.2. The cost of security services is covered by the individual services making
2 use of the contract and spend is to be within existing budgets.

Contract	Term	Value
Security Guarding	4 years	£7,600,000

4.3 Legal Implications

4.3. As an employer, the Council has a duty to ensure, so far as is reasonably
1 practicable, the health, safety and welfare at work of all its employees under the Health and Safety at Work etc. Act 1974.

4.3. As an employer, the Council also has a duty to conduct its undertaking in
2 such a way as to ensure, so far as is reasonably practicable, that persons not in its employment who may be affected thereby are not thereby exposed to risks to their health or safety under the Health and Safety at Work etc. Act 1974.

The commission of security services shall go some way to ensuring the Council meets these duties.

4.3. The contracting arrangements in this report are facilitated by the Local
3 Government (Contracts) Act 1997.

4.3.
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4.4 Climate Implications

- 4.4.1 A Climate Impact Assessment has been completed for this procurement. All potential contractors will be required to provide information regarding the environmental impact of their activities in general in addition to specific measures to be taken in reducing the impact of their activities in the execution of this contract. Measures such as minimising carbon emissions from travel by efficient route planning and the potential use of electric vehicles will be factors in assessing potential contractors.

4.5 Other Implications

(Refer to the decision-making guidance and provide details of all relevant implications, e.g. human resources, property, public health).

None.

5. **ALTERNATIVE OPTIONS CONSIDERED**

- 5.1 Do nothing – this is not an option as the Council has the ongoing requirement for an effective security guarding provider and a legal responsibility to safely manage our properties and the existing contract is due to expire.
- 5.2 Self-Deliver - this is not an option; the Council has neither the capacity nor expertise to deliver these services.
- 5.3 Further extend existing contract – this is not an option as all available contract extensions have been utilised. As ever, Council must adhere to the Public Contract Regulations (PCR) 2015 thus further variations (value and duration) are not deemed easily reconcilable with the provisions set out within PCR.

6. **REASONS FOR RECOMMENDATIONS**

- 6.1 Preferred option – to commission security guarding and keyholding services from an external provider. This will help enable the Council to continue to provide this key service.

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