

Appendix 1 Service Delivery Model Options

Terminology:

- Static concierge / guard – permanently stationed, acts as a visual deterrent, protects premises against unauthorised access.
- Mobile patrol – undertakes regular patrols of a site acting as a visual deterrent, reports any suspicious behaviour. This is particularly relevant out of hours, ensuring that there are trained eyes throughout the night when crime might be more likely.
- Mobile car patrol – as per ‘mobile patrol’ – is able to move between a wider geographical number of sites.
- Alarm Response service (keyholders) – is an intruder alarm system which is monitored 24/7 by a 3rd party alarm receiving centre (ARC). The staff at the ARC respond to our alarm activations by contacting our pre-defined list of keyholders.

Option 1: Reduce the number of security personnel where there are two or more on-site at the same time.

- Sites: Chadwell High Rise / Civic

The new specification for the Chadwell high rise will require one of the two current static concierge to operate as a highly visible mobile patrol covering the whole site – this has been requested by residents. In order to do so we will require the second concierge to man the reception to provide access to the large volume of visitors to the site. If we were to reduce the service to one concierge then we would have insufficient cover to provide the mobile patrol.

The six static guards at the Civic are to be reduced to four – this has already been factored into 23/24 in-year savings.

The remaining sites either have only one security personnel and therefore fall outside the scope of this option or in the case of the corporate in-house team do not fall within the scope of the procurement exercise.

Option 2: Use of a mobile car patrol as opposed to a static security guard

- Sites: Piggs Corner / Chadwell High Rise / hostel B / Alarm Response Service (keyholders)

We have considered offering a mobile car patrol as opposed to a static guard, even for part of the day/night, which could alternate between Chadwell and/or Piggs Corner and/or hostel B and/or the Alarm Response Service.

We have ruled out including hostel B because we think a permanent presence of an on-site security guard provides a greater level of assurance to the female occupants and would be more of a deterrent to unwanted male visitors particularly at night.

We have ruled out Piggs Corner because of the very high foot fall of persons e.g. carers and medical personnel coming on to the site at all times of the day/night so there needs to be a permanent presence to manage access/security. The concierge,

who is trained in fire safety/evacuation, was introduced due to the lack of staff on site at night and the high number of tenants who cannot evacuate without assistance.

We have ruled out Chadwell because if we were to reduce the service where one of the concierge was part of a borough wide mobile patrol then we would have minimal cover.

The remaining service – Alarm Response Service (keyholder); the new contractor would be expected to have their own list of keyholders so this is likely to be provided as a stand-alone service within the new contract. If, however, we had had a need for a mobile car patrol then it is possible that the keyholder service could have been included within the scope of duties.

The corporate in-house team do not fall within the scope of the procurement exercise.

Option 3: Replace concierge and introduce intercom access for residents

- Sites: Piggs Corner / Chadwell High Rise / hostel B

We have considered replacing the concierge / static guards at the above sites.

We have ruled out Chadwell High Rise because the cost of upgrading the intercom system would be prohibitive.

We have ruled out including the hostel B and Piggs Corner for the same security reasons stated above in option 2.

The remaining services – Alarm Response Service (keyholder) and corporate inhouse services fall outside the scope of this option because they do not provide resident access.

Option 4: Retain the current specifications but with appropriate revisions to improve service delivery and effectiveness

We are recommending this option because it allows us to take the best of the current contracts and to add what more we and our residents would like added in order to reshape the current services and make them more effective and therefore better value for money.