

Preliminary Invitation to Negotiate

**The Provision of Serviced Accommodation
for
An Acute Hospital, Mental Health Unit, and an
Integrated Care Centre**

Volume 4 Part 11 - Service Level Specification

**for
Security Services**

February 2004

1. Definitions

1.1 Any reference to the "Service Level Specification" in part C of Schedule 14 shall be a reference to this Security Services Level Specification (including the Appendices hereto).

1.2 In this Service Level Specification the following words and phrases shall have the following meaning:

“Business Day”	has the meaning given in schedule 1;
“Consumables”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Disposables”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Emergency”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Facilities”	has the meaning given in schedule 1;
“Furniture”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“General Services Specification”	has the meaning given in schedule 1;
“Good Industry Practice”	has the meaning given in schedule 1;
“Law”	has the meaning given in schedule 1;
“Major Incident”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Materials”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“On Request”	means any Security Services that are provided to the Trusts on the request of the Trusts.
“Patients”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Planned”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Project Co Equipment”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Project Co Staff”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Project Co”	has the meaning given in schedule 1;

“Project Term”	has the meaning given in schedule 1;
“Routine”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Scheduled”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Security Service ”	means the service to be provided pursuant to this Service Specific Specification;
“Security Staff”	means personnel engaged or employed by Project Co from time to time to carry out the Security Services;
“Service Level Specification”	has the meaning given in schedule 1;
“Service Providers”	has the meaning given in schedule 1;
“Service Rectification Time”	has the meaning given in schedule 18;
“Service Requirements”	has the meaning given in schedule 1;
“Service Response Times”	has the meaning given in schedule 18;
“Service Standards”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Service”	has the meaning given in schedule 1;
“Services”	has the meaning given in schedule 1;
“Site”	has the meaning given in schedule 1;
“Trust Policies”	has the meaning given in schedule 1;
“Trust Representative”	has the meaning given in Schedule 1;
“Trust Staff”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Trust”	has the meaning given in schedule 1;
“Unplanned”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Urgent”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;
“Visitors”	has the meaning given in SCHEDULE 14, Part 1: Service Level Specification, Sub-Part B: General Service Specification;

2. Key Objectives

- 2.1 Project Co shall provide a high quality and comprehensive Security Service to ensure the safety and security of all patients, staff and bona fide visitors to the Site. Project Co shall provide a high profile and visible service that creates a safe and secure environment.
- 2.2 Project Co shall ensure the Security Services have the following key objectives:
- a) provide cost efficient, reliable, quality driven Security Services that comply with Law, achieve the Service Standards and provides comprehensive Security Services tailored to the operational needs of the Trusts;
 - b) provide flexible Security Services that respond to changes in Patients' and Trusts' needs, Trusts' demands and the hospital environment;
 - c) provide patient-focused Security Services that are empathetic and fulfil the needs and expectations of Patients, visitors and staff, and respects their dignity and privacy;
 - d) ensure that the Security Services do not cause or create any hazard to the environment, Facilities and/or persons on the Sites or in the Facilities;
 - e) ensure the required Service Standards are achieved through the use of Good Industry Practice, the right mix of Project Co Staff, equipment, staff training, effective management systems, clear performance targets and appropriate levels of monitoring;
 - f) to work within a quality assurance process that incorporates a continuous process of change, development and innovation to improve the delivery and quality of the Security Services; and
 - g) maintain a safe environment and safe working practices including the use of a recognised risk assessment/management system to ensure the Service Standards for the Security Services are achieved, and any reduction in the Service Standards achieved by Project Co is recognised and corrected.

3. Process

3.1 Scope

- 3.1.1 Project Co shall comply with all requirements set out in Sub-Part B of the General Service Specification and Part 1 of Sub Part C of Schedule 14 relevant to the delivery of Security Services.
- 3.1.2 In addition to the applicable provisions set in the General Service Specification, Project Co shall comply with the Service Standards and Service Requirements of this Service Level Specification.
- 3.1.3 Project Co shall provide Security Services 24 hours per day and 365(6) days per year using appropriately skilled and trained staff.
- 3.1.4 Project Co shall respond to requests for Security Services within the Service Response Times and Service Planned Times shown in Appendix A of this Service Level Specification.
- 3.1.5 Project Co shall provide all tools, equipment, signs, materials, uniforms, Consumables, Disposables, test equipment, safety apparatus and manual and powered lifting and handling equipment required to provide the Security Services and meet the requirements of this Service Level Specification.
- 3.1.6 Project Co shall ensure the Security Services comply with Law, Trust Policies and Good Industry Practice.
- 3.1.7 Project Co shall provide the following services and undertake the following activities on a scheduled basis, and provide a service which is capable of reacting to any Planned and Unplanned situations as they arise:
- a) vetting and training of Security Staff;
 - b) responding to security incidents;
 - c) patrols;
 - d) dedicated security to high risk areas/departments;
 - e) surveillance and monitoring systems e.g. closed circuit television;
 - f) escort duties;
 - g) responding to disaster/emergency contingency plans;
 - h) control of access, including issue of keys;
 - i) incident reporting;
 - j) crime prevention;
 - k) lost property;
 - l) issue and management of security passes; and
 - m) security of car parks.

3.2 Minimum Service Requirements

Response and planned times

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| 3.2.1 | Project Co shall ensure Emergency requests for the Security Services are carried out within the Service Response Time in accordance with Table 1 - Security Services Response Times in Appendix A of this Service Level Specification. | SP01 |
| 3.2.2 | Project Co shall ensure Urgent requests for the Security Services are carried out within the Service Response Time in accordance with Table 1 - Security Services Response Times in Appendix A of this Service Level Specification. | SP02 |
| 3.2.3 | Project Co shall ensure Routine requests for the Security Services are carried out within the Service Response Time in accordance with Table 1 - Security Services Response Times in Appendix A of this Service Level Specification. | SP03 |
| 3.2.4 | Project Co shall ensure Planned requests for the Security Services are carried out within the Service Response Time in accordance with Table 2 - Security Services Planned Times in Appendix A of this Service Level Specification. | SP04 |
| 3.2.5 | Project Co shall ensure Scheduled requests for the Security Services are carried out within the Service Response Time in accordance with Table 2 - Security Services Planned Times in Appendix A of this Service Level Specification. | SP05 |

Vetting and training of security staff

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| 3.2.6 | Project Co shall ensure that all Security Staff have been vetted prior to commencement of employment in accordance with the British Security Industry Association's code of practice and Trust Policy on security. | SP06 |
| 3.2.7 | Project Co shall ensure all Security Staff are fully trained in First Aid and Cardio Pulmonary Resuscitation. | SP07 |

Responding to security incidents

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| 3.2.8 | Project Co shall provide a system for service users to make Emergency, Urgent and Routine requests to the Security Services and shall respond to Emergency, Urgent and Routine requests within the Sites irrespective of who makes the request. In responding to such a request, Project Co shall provide assistance to Trust Staff, Patients and Visitors to stop and/or prevent damage to property or persons and cooperate with the Police on the investigation of any such incidents. | SP08 |
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Patrols

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| 3.2.9 | Project Co shall develop, implement and carry out frequent but random security patrols of the Sites and Facilities. The programme for these shall be based on historical data based on the frequency incidents requiring a security response. Patrols shall include patrols of the perimeter and other public areas of the Site and Facilities to provide a high profile deterrent. Particular attention must be paid to all external windows, car parking areas and other sensitive or vulnerable areas designated by the Trust Representative. | SP09 |
| 3.2.10 | Project Co shall achieve within 12 months of contract commencement, | SP10 |

accreditation for BS7499 (Code of Practice for the provision of static guarding and mobile patrols) and shall ensure this accreditation is maintained for the remainder of the Project Term.

- 3.2.11 Security Staff shall undertake the following tasks during patrols and shall take appropriate action as may be necessary to maintain the safety of patients, visitors and Trust staff and their property and that of the Trusts: **SP11**
- a) report to the Service Desk immediately:
 - i) any observed damage or interference to physical security protective measures e.g. perimeter fencing or door locks;
 - ii) any observed damage to any property eg. graffiti, damage to visitors car etc;
 - iii) any observable water, steam, gas, oil, electrical and medical gas breakdowns without imposing any particular obligation to inspect or search for such breakdowns;
 - b) secure any doors or windows left open in vacated locations without apparent reason which may present a security risk and switch off lights that are not required;
 - c) ensure that all fire fighting equipment remains in designated locations and is not interfered with to prevent its immediate use, and that fire exits are not obstructed; and
 - d) escort from the Site any loiterers, travellers, hawkers or any other persons who do not have bona fide reason to be on the Site.

Dedicated security to high risk areas and departments

- 3.2.12 Project Co shall ensure that suitable and sufficient security systems are in place throughout the Site and include specific arrangements for vulnerable high-risk departments. This shall include the provision of dedicated Security Staff in the Emergency Care Centre, 24 hours per day and 365(6) days per year. This service may be combined with the Portering requirements for the Emergency Care Centre. **SP12**
- 3.2.13 Project Co shall also provide dedicated Security Staff in circumstances where patients are perceived to be in or are high risk. Requests in such cases shall be made via the Trust Representative. **SP13**

Surveillance and monitoring systems

- 3.2.14 Project Co shall maintain, operate and replace as required a comprehensive 24 hours a day 365(6) days per year remote surveillance system of the Facilities, car parks, entrances and other vulnerable areas of the Site agreed by the Trust Representative. The remote surveillance system shall include the recording of video images and storage of security tapes for a minimum of 4 weeks. The following high risk areas shall be given priority: **SP14**
- a) emergency centre;
 - b) maternity;

- c) paediatric unit; and
- d) Integrated Care Centre, minor injuries unit ambulance entrance.

3.2.15 Project Co shall provide covert surveillance with the prior approval of the Trust. Any other request for covert surveillance, for example from the police, shall be directed to the designated Trust Representative for approval and if approved the Project Co shall co-operate with police operations. **SP15**

Escort duties

3.2.16 Project Co shall provide routine escort duties for the following: **SP16**

- a) collection and movement of cash around the Site; and
- b) escorting Trust employee's to remote areas of the Site.

Disaster emergency response

3.2.17 Project Co shall ensure that all on duty Security Staff shall attend and provide whatever assistance is necessary to all reports of fire in any areas of the Site as directed by the designated Trust Representative. This shall include but not be limited to: **SP17**

- a) Carrying and responding to a fire bleep/alarm;
- b) Responding to intruder, personal attack and security alarms;
- c) Major Incident;
- d) reporting blocked fire access routes to the Service Desk;
- e) assisting portering staff in limiting unauthorised access to the scene of the fire;
- f) assisting in the evacuation of the affected areas in the event of fire, under the direction of nominated Trust Staff; and
- g) liaising with external emergency agencies as part of its response in relation to an incident.

Control of access

3.2.18 Project Co shall implement and maintain systems for providing secure access to all areas of the Site and/or Facilities to authorised personnel only. Project Co shall as a minimum: **SP18**

- a) manage and implement the Trust Policies regarding the issue of keys/entry cards or their equivalent replacement;
- b) maintain a record of all keys, entry cards issued and recovered; and
- c) not admit any unauthorised persons into non-public areas.

For the avoidance of doubt the provisions of this task shall not apply to keys and or entry cards for the pharmacy and cashiers.

Incidents and incident reporting

- 3.2.19 Project Co shall ensure appropriately trained Security Staff take reasonable action to apprehend, restrain, detain and or take other reasonable action as is appropriate, in respect of any person who is in the act of committing or is about to commit an offence or any type of disruption or disturbance, procuring that such Security Staff use a minimum degree of force. **SP19**
- 3.2.20 Project Co shall implement and maintain systems and procedures to report, record and collate all security incidents (including but not limited to criminal offences) correctly, accurately and of a quality suitable for submission in Court or other tribunal or judicial forum. **SP20**
- 3.2.21 A report containing all incidents shall be submitted to the Trust Representative monthly with the exception of serious incidents in which case the Trust Representative should be contacted immediately. **SP21**
- 3.2.22 Where a crime is committed or where a crime is suspected of being committed, Project Co shall summon the police in accordance with the Trust Policies for contacting and liaising with the police. At all times Project Co shall consider implications regarding public relations and disciplinary procedures. **SP22**
- 3.2.23 Following the discovery of a criminal act Project Co shall investigate the incident on behalf of the Trust and report all findings immediately to the Service Desk and Trust Representative. **SP23**

Crime prevention

- 3.2.24 Project Co shall in association with the designated Trust Representative and local crime prevention officer develop and implement action plans to deal with serious crimes which may occur at the Site including but not limited to terrorism, vandalism, baby abduction and serious assault (including sexual assault) on patients, visitors or staff members or their property. **SP24**
- 3.2.25 Project Co shall promote security and safety consciousness of all Staff through the development and dissemination of security and safety information through a variety of media including but not limited to briefings and posters. **SP25**

Lost property

- 3.2.26 Project Co shall provide and administer a lost property system on behalf of the Trust. This shall include but not limited to: **SP26**
- a) Safe custody of 'lost' items;
 - b) Publicise to staff and the general public the process for the handing in and collection of lost property;
 - c) Contacting property owners when known; and
 - d) Disposing of property after 42 days in storage.

Issue and collection of security badges

- 3.2.27 Project Co shall provide and administer a security badge service on behalf of the Trusts. The security badges are to be of a form and type approved by the Trust representative. This shall include but not limited to: **SP27**
- a) Issuing of security badges to authorised Trust staff, Project Co Staff and Service Providers in accordance with the response times in Appendix A, Service Times;
 - b) Collection of Security badges when no longer valid; and
 - c) Supply to the Trusts on a monthly basis a log of security badges issued and recovered.

Security of car parks

- 3.2.28 Project Co shall maintain security levels in the car park areas at the level required to achieve and retain for the duration of the contract the Association of Chief Police Officer's Secured Car Park Award. **SP28**
- 3.2.29 Project Co shall take all reasonable precautions to minimise theft, injury to Patients, Staff, Visitors or their property within the confines of the Car Park(s). **SP29**

3.3 Exclusions

- 3.3.1 There are no exclusions from the Service.

Appendix A - Service Times

Table 1 - Security Services Response Times

Category	Definition	Example	Service Response Time
Emergency	Any request for a Service that is required to avoid a life-threatening event or an event serious enough to cause significant damage or disruption.	<ul style="list-style-type: none"> ▪ Responding to a security breach or incident that is happening or has just happened. 	5 minutes
Urgent	Any request for a Service that requires attendance quickly to avoid operational problems, or will create an Emergency if not remedied.	<ul style="list-style-type: none"> ▪ 	10 minutes
Routine	Any request for a Service that is not seen as immediately detrimental and not causing significant operational problems if not attended to.	<ul style="list-style-type: none"> ▪ 	60 minutes

For the avoidance of doubt, Service Response Times will be measured from the time of request to time at which a member of Project Co Staff arrives in the relevant department and is ready and prepared to undertake the task.

Table 2 - Security Services Planned Times

Category	Definition	Example	Service Response Time
Planned	Any request for a service that has been agreed (planned) to take place at a specific time that may cause operational difficulties or a fall in standards, if it does not happen.	<ul style="list-style-type: none"> ▪ Assisting at a special event. 	Within the agreed time frame
Scheduled	Any service which has been agreed will take place at a specific time on a regular basis and will cause operational difficulties or a fall in standards if it does not happen	<ul style="list-style-type: none"> ▪ Emptying Pay-on-Foot car parking revenue collection machines 	Within the agreed time frame.

Category	Definition	Example	Service Response Time
On request	Any service request for the Security Services for which the Trusts have defined a response time.	<ul style="list-style-type: none">▪ Provision of security badges	2 Business Days

Performance Parameters

Ref	Performance Parameter	SF Type	Category	Service Response Time	Rectification	Performance Monitoring Period	Monitoring Method
<i>Response and planned times</i>							
SP01	Emergency requests for Security Services are carried out within Service Response Times.						
SP02	Urgent request for Security Services are carried out within Service Response Times.						
SP03	Routine request for Security Services are carried out within Service Response Times.						
SP04	Planned Security tasks are carried out within Service Planned Times.						
SP05	Scheduled Security tasks are carried within the Service Planned Times.						
<i>Security staff vetting and training</i>							
SP06	All Security Staff have been vetted and passed in accordance with Trust Policies.						
SP07	All Security Staff have received training and are competent in first aid and CPR.						
<i>Responding to security incidents</i>							
SP08	Project Co responds to security incidents and provides the necessary support and assistance to the Trusts.						
<i>Patrols</i>							
SP09	Patrols of the Site are undertaken to the agreed programme.						
SP10	The methods used for patrols are accredited BS7499 OR if within [12] months of Contract commencement, Project Co is demonstrably seeking to achieve accreditation to BS7499.						
SP11a	All damage to Trust property is reported immediately to the Service Desk in accordance with agreed protocols.						

Ref	Performance Parameter	SF Type	Category	Service Response Time	Rectification	Performance Monitoring Period	Monitoring Method
SP11b	Doors and windows are securely closed and lights turned off in unused areas.						
SP11c	Security Staff have reported all missing fire equipment from designated fire points.						
SP11d	The Trust Site is free from trespassers.						
SP11e	All Trust-notified incidents are investigated and reported on within agreed timetable.						
<i>Dedicated security</i>							
SP12	Dedicated Security Staff are in attendance in their designated departments for the agreed period.						
SP13	Dedicated Security Staff are in attendance to 'guard' high risk patients for the agreed period.						
<i>Surveillance systems</i>							
SP14	Remote surveillance systems are in operation in A&E, Maternity Paediatrics, ICC/MIU Ambulance entrance, car parks, entrances and public circulation areas.						
SP15	All Trust- approved surveillance operations are undertaken as agreed with the Trust Representative and or police.						
<i>Escort duties</i>							
SP16	Security Staff attend and carry out escort duties as agreed.						
<i>Disaster emergency response</i>							
SP17	Security Staff undertake actions in relation to emergency requests including those described in fire contingency plans and or as instructed by the Fire Officer.						
<i>Control of access</i>							

Ref	Performance Parameter	SF Type	Category	Service Response Time	Rectification	Performance Monitoring Period	Monitoring Method
SP18a	Keys and entry cards are issued in accordance with Trust Policy.						
SP18b	A robust and auditable system for the issuing and reclaiming security passes and keys/entry cards is in place and operational.						
SP18c	No unauthorised persons are admitted to restricted areas.						
<i>Incidents and incident reporting</i>							
SP19	Perpetrators and or potential perpetrators of crime are detained as per procedures and methods agreed by the designated Trust Representative and local police.						
SP20	All incidents are recorded in the correct format and quality and kept in accordance with the Data Protection Act and other legislation.						
SP21	All incidents of crime are reported to the Trust Representative in the agreed format by the agreed time.						
SP22	Police are summoned in accordance with the Trust Policy.						
SP23	All incidents of crime are investigated in accordance with Trust Policy.						
<i>Crime prevention</i>							
SP24	Security Staff representatives meet with the designated Trust Representative and action plans are implemented as agreed.						
SP25	Crime prevention and security briefings and information sheets are distributed to Staff regularly.						
<i>Lost property</i>							
SP26a	A robust and auditable lost property system is in place.						
SP26b	The process for the collection and claiming of lost property is publicised to staff and the public						
<i>Issue and collection of security badges</i>							
SP 27	Security badges are issued and recovered in accordance with Trust Policy.						

Ref	Performance Parameter	SF Type	Category	Service Response Time	Rectification	Performance Monitoring Period	Monitoring Method
<i>Security of car parks</i>							
SP28	Car park security is maintained in accordance with Association of Chief Police Officer's Secured Car Park Award.						
SP29	Adequate precautions are taken to minimise security incidents within the car parks.						