

Appendix 1

Brief Summary of the Security Contract Specification

- 1.1. We require an experienced front of house security/concierge service that is professional with direct experience of a customer facing role. A supplier with experience and with an interest or detailed understanding of vulnerable group and in particular the needs of homeless people.

2. Technical specification

2.1. Main Duties

The main duties that the security provider will undertake are;

- Implementing night security systems, ensuring overall safety and security of the scheme.
- Provide a welcoming, concierge presence to all residents
- Carrying out health & safety inspections and premises patrol
- Ensuring the premises are secure - including monitoring CCTV
- Effectively dealing with anti-social behaviour.
- Be aware of the general wellbeing of the customers - highlighting any concerns to relevant day staff members
- Carry out any administrative tasks such as report logs
- Make 3 nightly checks at 9pm, 12am and 6am throughout entire facility including all hallways, stairwells, floors, bathrooms, laundry rooms, kitchen, and office spaces.
- Complete logs, incident reports and all other required documentation.
- Make calls to police, fire department and other first responders as directed.
- Perform administrative and receptionist duties at the operations desk; monitor video surveillance cameras, and fire prevention / detection alarm notification system.
- Provide duties related to fire incident, evacuation of the building when necessary, utilising Fire procedure.
- Perform other tasks as assigned.
- Maintain a welcoming environment for residents and ensure that all duties are performed in accordance with position descriptions, contract agreements and established procedures.
- Prepare written reports as needed, including incident reports through the log
- Notify appropriate staff and law enforcement in situations that threaten the safety of personnel or the security of the building.
- Maintain visual surveillance of the project and maintain order as needed. Prepare and maintain a safe and secure work area.
- Regularly walk around the building to help maintain cordial relationships with neighbours
- Wear a body camera at all times to ensure client and concierge safety and ensure this is downloaded and accessible by Ryedale Council staff

2.2. **Knowledge, Experience, Skills and Abilities**

Experienced security officers are to be deployed onto the contract where they must have;

- The ability to undertake all the duties outlined in 3.1
- A proven track record of providing excellent customer service
- Previous experience working in a Supported housing service is desirable.
- Professional experience providing crowd/people control preferred.
- A general understanding of CCTV systems and their applications
- The ability to work calmly under pressure
- The ability to interact with and monitor client's behaviour and maintain good rapport by providing excellent customer service. Encourage clients to comply with facility policy and procedures.
- The ability to safely intervene to de-escalate potential crisis situations and document all such situations and interventions
- Experience working with a diverse population, including varied socio-economic backgrounds, circumstances such as homelessness, mental / physical health challenges, and other diverse needs.

2.3. **Interpersonal Skills**

The security officers deployed must have good interpersonal skills with the ability to communicate with a variety of customers and also;

- The ability to act with diplomacy, flexibility and versatility while dealing with people with a history of chronic substance abuse and serious mental illness.
- Have a non-judgmental approach.
- Strong verbal communication skills.
- Knowledge of person centred approaches

2.4. **Professional Qualifications and Training**

The service provider will be expected to adhere to all relevant and current safety standards and legislation relevant to their industry, keeping themselves totally compliant and ensuring services are only ever operated by suitably qualified and experienced staff ensuring the safety of all patients, staff, visitors their own staff and authority site(s)/buildings

All certificates for relevant qualifications and training are to be sent to the Ryedale contract manager to log. This should include but are not limited to;

- Possession of a valid Security Guard Card
- Completion of Non Violent Crisis Intervention, or similar training desirable
- First Aid and Fire Warden training would be a benefit
- Mental Health awareness training would be a benefit
- Safeguarding Training

There is no fixed programme of training, however periodically training such as the introduction of new procedures, safeguarding or health and safety may become available. Training such as 'dealing with aggression & conflict'. The aim of the training would be to ensure consistency across the staff team & is to complement the knowledge and skills that staff already have.