

ALEXANDRA PARK & PALACE ESTATE GUARDING

SERVICE SPECIFICATION PART B

Definitions & abbreviations:

TERM	MEANING
The Contract	The contract for Alexandra Park and Palace estate guarding services for which this is one part of the Service Specification.
“Council” or “Haringey Council”	means the Mayor & Burgesses of the London Borough of Haringey (Haringey Council)
“The Trust Board”	The Alexandra Park and Palace Trust Board, a committee of the Council
The Trust	The Council acting as Corporate Trustee of Alexandra Park and Palace Charitable Trust
APTL	Alexandra Palace Trading Limited (APTL), the Trust’s trading subsidiary
SIA	The Security Industry Authority
KPI	Key Performance Indicator

1. General

The Service Provider shall:

- 1.1 Provide a 24-hour, 7-days a week (365 days per year) estate guarding services, including control room operation and associated services, at Alexandra Park and Palace. The Contract will apply to all areas, grounds and premises of the estate that comprise Alexandra Park and Palace, please refer to **Addendum 1 of the Service Specification Part A**.
- 1.2 Uphold the Trust’s Values and Customer Service Standards more fully set out in **Addendum 3 and Addendum 4 of the Service Specification Part A** and briefly outlined below.

1.2.1 Values

We are:

- Resourceful
- Open & Genuine
- Collaborative
- Bold
- Passionate & Fun

1.2.2 Customer Service Standards

- We Value You – *warm, friendly & genuine, engaging & connected*
- We Own it – *respectful and helpful, responsive & productive*
- Team Ally Pally – *professional & competent, consistent & unified*
- We Sort It – *clear & transparent, accountable & solution focussed*

1.3 Provide a cost-effective service.

1.4 Work with the Trust to agree service level agreements and work on a programme of continuous improvement, adding value wherever possible throughout the lifetime of the Contract.

2. Event Security

2.1 The Contract shall not apply to the provision of security and associated services for events held at Alexandra Palace. However, the Service Provider shall ensure full and timely co-operation and liaison with APTL event management staff and associated event security providers.

2.2 Whilst event security is contracted separately, there may be opportunities for optional overtime for contracted estate guarding staff to cover the Event Control operation during events.

3. Safeguarding

The Service Provider shall:

3.1 Provide around the clock safety and protection of all staff, volunteers, Service Providers, visitors, tenants, clients and other members of the public and the protection of all fixed and moveable assets (excluding cash).

3.2 Be courteous and solution focussed when interfacing with staff, volunteers, Service Providers, visitors, local residents, tenants, clients and other members of the public.

3.3 Deploy effective management, reporting and recording of access control and incidents.

3.4 Participate, as far as might reasonably be expected, in the day-to-day operations of health and safety management and enforcement of the Park byelaws.

3.5 Be active in guarding and carrying out patrol services, that provide reassurance and assistance, as and when required, to all people on site.

4. Operations

The Service Provider shall:

- 4.1 Provide a Site Security Manager and sufficient security officers appropriately trained to a sufficient standard of operation to deliver the Contract aims, which includes managing out of office communications appropriately and ensuring that any complaints are addressed promptly.
- 4.2 Assist in the prevention of accidents and with the evacuation of the building in the event of an emergency and report and record all accidents, incidents, near misses, as required, and give evidence to the authorities/ attend court, if required.
- 4.3 Ensure that Data Protection, Health & Safety, safeguarding regulations, and any potential Protect Duty requirements, are observed at all times.
- 4.4 Familiarise itself with critical safety/life systems, firefighting equipment locations, call points and alarm panels, reporting any defects or activations.
- 4.5 Commit to sustainability and the efficient use of resources, in particular ensuring energy wastage is reduced as much as possible.
- 4.6 Adhere to and maintain the Trust's policies and standard operating procedures, making recommendations for improvements. All procedures shall remain the intellectual property of the Trust's.
- 4.7 Assist other teams within the Trust and APTL when required and render all proper assistance in any emergency including communicating messages. Other departments include:
 - Facilities
 - Events
 - Creative Learning
 - Ice Rink
 - Park
 - Sales
 - Administrative offices: CEO, Finance, HR
- 4.8 Be accountable in supporting a safe operational environment for staff, volunteers, Service Providers, visitors, tenants, clients and other members of the public and the protection of buildings and enabling the first line of response. This includes reporting defects, damage, and other incidents, as soon as is reasonably possible, and investigating appropriately, reporting findings.

5. Staffing

The Service Provider shall:

- 5.1 Ensure a core, fully trained, security team is maintained to deliver a consistent level of service, sharing advance rosters with the Trust's relevant representative.
- 5.2 Have a business continuity plan, and a process of informing the Trust in a timely manner when such a plan is implemented, to ensure the full complement of required shifts are covered (i.e., in unforeseeable absences and extreme / adverse circumstances).
- 5.3 Ensure its employees are always well presented, polite and courteous, whilst remaining authoritative, and carry out their duties thoroughly and conscientiously to ensure that the Trust's customers can enjoy a safer and more secure environment. All persons employed on this Contract must be SIA accredited and able to demonstrate an appropriate level of the English language in an emergency.
- 5.4 Provide development and training, preferably at no cost to the Service Provider's employees, to ensure its employees always work towards ongoing improvements in delivery of the Contract.
- 5.5 Maintain effective employment procedures.
- 5.6 Pay its employees the London Living Wage.

6. Innovations

The Service Provider shall:

- 6.1 Provide a sufficiently equipped sustainable vehicle for external multi-terrain patrols.
- 6.2 Provide an appropriate number of communication devices, as agreed with the Trust, whether radios, cellular handsets or other and including spares, to enable effective communications to service the needs of the Contract. The Trust reserves the right to detail the service providers of such equipment to ensure integration with the Trust's systems.
- 6.3 Modernise manual systems and regularly review process and practice, and where necessary and agreed with the Trust, recommend technology and support systems to improve delivery of the Contract.
- 6.4 Provide advice for CCTV improvements, technical solutions and remote options to better support the Contract and estimated costs for any proposed improvements.
- 6.5 Any systems must be operated in accordance with the Trust's existing Alexandra Palace policies, procedures and standard operating procedures (SOPs).
- 6.6 The Trust shall be the Data Controller for the site. All Subject Access Requests would be managed and authorised by the Trust.

7. Contract Management and Reporting

The Service Provider shall:

- 7.1 Appoint an appropriate named account manager, who shall be the point of contact for the Trust and shall meet the contract performance monitoring requirements (KPIs).
- 7.2 Have efficient processes to interface with and support internal and external stakeholders and shall ensure that all staff engaged in the Contract report, in the first instance, to the Service Provider's Site Security Manager. The Service Provider's delegated authority limits will be specified by the Trust and variations provided to the Service Provider in writing.
- 7.3 Provide a recommended approach to performance and incident analysis and agree a schedule of KPIs with the Trust to enable joint monitoring of the Contract.

8. The Trust shall

- 8.1 The Trust shall make available, free of charge, reasonable suitable accommodation with heating, lighting, power water supplies and toilet facilities to enable the Service Provider and its staff to properly carry out the services. Any damage caused to the facility through misuse, negligence, unauthorised use or by deliberate means or through theft, will be made good or replaced by the Service Provider. The Trust will provide a regular cleaning regime of all associated areas and the Service Provider shall ensure all areas are kept in a clean, tidy and presentable state.