

# **GUARDING CONTRACT REVIEW SPECIFICATION**

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## 1. Introduction & Background

1.1 Guildford has a network of Park & Ride sites. With plans to develop the town centre (including some of the town centre's surface car parks), limited scope for absorbing possible increases in traffic flow and parking demand, the continued development of Park & Ride is important.

1.2 The town currently has four Park & Ride sites:

- Artington with 716 spaces
- Merrow with 335 spaces
- Onslow with 550 spaces
- Spectrum with 254 spaces within an extension to the Spectrum leisure centre car park (not staffed by guards and not part of this specification).

1.3 Park & Ride sites are a popular way of reducing congestion in the town and convenient for those who do not want to park in the town centre. Below is a table showing the park and ride usage for 2017-18:

<b>Park &amp; Ride Tickets 2017-18</b>	<b>Artington</b>	<b>Merrow</b>	<b>Onslow</b>	<b>Spectrum*</b>	<b>Totals</b>
	<b>448,665</b>	<b>213,715</b>	<b>90,639</b>	<b>165,533</b>	<b>918,552</b>

\* - Spectrum is not part of this recommendation request

1.4 The 3 sites related to this specification (Artington, Merrow and Onslow) are manned by guards, which are employed via third party security companies. This specification looks at alternative ways to cover this service.

## 2. Purpose of the Specification

2.1 The purpose of this specification is to explain the current guarding service provision and costs involved at the 3 Park & Ride Sites and to provide a recommendation to change how the service is provided.

2.2 The specification also looks to include the Park & Ride security with Guildford's own night guard arrangements. It is intended to let the contract to ensure clarity and separation of costs between Park & Ride and Guildford night guard arrangements.

2.3 The recommendations, if developed, would offer a cost saving to the GBC On-street Parking account. The Guildford Joint Committees could then choose to use the monies saved to build up a reserve within the On-street Parking account, or fund other highway and transportation initiatives, such as assisting with Parking Reviews and thereby allow the Parking & Air Quality Working Group to consider a greater number of issues.

### **3. Scope of Current Guarding Provision**

#### **3.1 Park and Ride Guarding Duties**

The duties include the following:

- Unlock site/lock site for opening/closing
- Inspections/patrols of the car park
- Twice daily car counts
- Keep waiting room/toilets clean
- Customer queries/lost property
- Top up ticket machines at barriers
- Reporting problems/issues back to control.

#### **3.2 Night Guard Duties**

The Night Guard duties include the following:

- 1 x Night Guard manages the control room
  - Monitor CCTV
  - Manage help points & respond to incidents
  - Report incidents to mobile Night Guard while patrolling
  - Liaise with other bodies such as emergency services, highways, bus operators
- 1 x Night Guard manages mobile patrols
  - Visual inspection of equipment and sites
  - Move anyone on from sites that should not be present
  - Respond to control on incidents

#### **3.3 Companies used for Park & Ride Guarding**

We use 3 different security companies, which are:

- Evensure Management Ltd – we have 2 guards contracted 1 x Merrow and 1 x Onslow
  - Onslow P&R guard cost £45,000 per year (75 hours per week over 6 days)
  - Merrow P&R guard cost £47,000 per year (78 hours per week over 6 days)
- OCS – we have 1 guard contracted at Artington
  - Artington P&R guard cost £42,000 per year (78 hours per week over 6 days)

Total cost of Park & Ride guards is approximately £134,000 per year.

#### **3.4 Costs to GBC**

The cost of guarding for the 3 sites for 6 days a week, including Bank holidays, is approximately £134,000 per year. All other costs would not change as they primarily relate to maintenance and running of the site.

#### **3.5 Contract terms**

The contracts for both Evensure Management Ltd and OCS have expired, and the present arrangement involves ongoing 1-month rolling contracts, which either party could terminate giving 1 months' notice.

### 3.6 Constraints

There are no legal or other constraints requiring guards to be on site. The provision of guards was an operational decision taken while the sites were being introduced and for a period of stabilisation. It is now felt that the provision of guards on site is no longer required.

## 4. Scope of Proposed Change to Park & Ride Guarding Provision

### 4.1 Proposed Changes to the Management of 3 x Park & Ride Sites

- Option 1 – Internal provision via Street cleansing Team  
The cleansing team would open up and close the Park & Rides in the morning and evenings, clean rest rooms and waiting areas daily, and replenishing ticket machines. Parking Services' CEOs would deal with any problems reported during the day either within the control centre, or on-site if escalated, including replenishing ticket machines.
- Option 2 – Tender for Part time resource.  
A part time resource would open and close the Park & Rides in the morning and evenings, clean rest rooms and waiting areas daily, and replenishing ticket machines. Parking Services' CEOs would deal with any problems reported during the day either within the control centre or on on-site if escalated.

### 4.2 Additional Requirements

#### Visitor Help Point

At Mellow Park & Ride, a help point would be required for visitors who need assistance. Artington and Onslow already have facilities in place. The "Commend help call point" system provides a connection back to the control room and allows the control room to manage the problem identified and escalate if required.

We already use a system called "commend intercom system" in car parks, which is provided by HUB. The system HUB recommend is called "Commend help call point" with GSM interface. The GSM interface would be a GSM SIM card, which would connect to the control room if the help button is pressed. The GSM card would be provided by our mobile provider, on an account with unlimited calls, and we would pay the monthly tariff. **Appendix 1** shows the quotation and equipment (SP201H/GSM) that we could install at Mellow Park & Ride.

#### Opening and Closing Times of the Park & Rides sites

Using one person to open 3 Park & Ride sites spread over a relatively wide geographic area may require the planning conditions on open times to be relaxed to 6.30am. This would be purely an operational requirement to allow a single person to get round all 3 sites by 7.15am, fulfilling their duties before the bus timetable starts at 7.30am, and giving visitors sufficient time to park before the first bus leaves.

## **CCTV**

The 3 sites already have adequate CCTV cameras linked to the control room so this would not have to be updated.

### **4.3 Cost Implications & Savings**

- **Additional Costs to implement at Merrow**
  - Help / Intercom system & installation at Merrow - £4,000
  - GSM Sim Card on company Account. Monthly tariff including unlimited calls will be £2.00 per month, yearly cost £24.00, over an 18 month contract
  
- **Cost Savings once implemented**
  - **Option 1 – GBC internal resource**
    - Cost saving between £80,000-£90,000 is achievable and takes into account:
      - equipment cost £4,000
      - GSM Account of £24.00
  
  - **Option 2 – Part time Tender duties**
    - As this is a tender the cost is difficult to predict but is unlikely to be less than the internal provision of option 1

*This type of role may pose a challenge to recruit, as it will be a split shift so may require 2 part time resources.*

### **4.4 Tender/Framework Timescales**

- Contract for OCS and Evensure are ongoing with 1 months' notice
- Tender or framework process timescales approx. 4-5 months
- Implementation programme of April 2019 – March 2020

## **5. Risks / Opportunities**

### **5.1 Vandalism & Theft**

There may be a concern of increased vandalism due to the sites not being guarded. Based on experience of the other non-guarded car parks within Guildford and elsewhere across the borough, these risks are very low. Typically, damage is caused when the person causing the damage has not reported it, or not left a note on a damaged car. There may be a concern of increased thefts from cars if the site is not guarded. Based on experience of other car parks this risk is very low. This happens whether a site is guarded, or not. The existing CCTV infrastructure can sometimes provide useful evidence to pursue matters for vandalism and theft.

### **5.2 Barrier issues**

Only Onslow will have a barrier. If the barrier fails, then there will be a help button through to the control room for customers to report. The control room would despatch

the closest CEO to the site. Across the rest of Borough Council's barrier, controlled car parks there are is a very low level of reported barrier issues.

### 5.3 **Lights at Artington**

Occasionally the guard at Artington will switch on the lights when the timer has not come on. The person opening up/closing could switch these on/off, when required.

### 5.4 **Incursions**

There may be a perceived risk of increased incursions. However, guards have operated at these sites for a number of years and have not prevented incursions. This is mainly due to the lack of options open to the guards and an unwillingness by all parties involved to put their staff at risk of harm.

Due to a number of incursions that have taken place over the past 12 months, steps are already being taken to bolster the physical measures, which aim to prevent such events. Possible changes to the guarding regime will not influence this, nor the range of options that could be considered in the future.

### 5.5 **Cleaning/Cleansing facilities**

If Option 1 is developed, then some consideration would be required to facilitate the cleaning of the toilets and rest rooms once a day. This could possibly be done by Parking Services' existing cleaning resource, or by the Street Cleansing team, with the cost recharged accordingly.

### 5.6 **Existing Guarding Provision**

The existing guards are not contracted directly from GBC. Therefore TUPE would not apply. We would need to give relevant notice period of 1 month and be mindful of the feelings of existing guards while we transition the service. This could present a small risk between giving notice and new provision being in place. If necessary, a contingency to manage in house could be arranged as per Option 1, should it present a problem.

### 5.7 **Open Time relaxation from 07.00 to 06.30am**

Were it not possible to relax the planning restrictions associated with the opening hours of the facilities, referred to item 4.2, then 2 people may be required to open all three Park & Rides during exceptionally busy periods, to ensure visitors can park in time for the first bus at 07.30am.

### 5.8 **Flexibility of Provision**

At present, the ongoing 1-month rolling contract with our existing guarding providers, with a 1-month termination period, provides a great deal of flexibility for all parties. However, this flexibility also poses a risk were our providers to give notice.

Given that there is a possibility that the Park & Ride facilities may be expanded at some stage, it may be useful to have the ability within the contract to add / remove sites at a

later date. For example, the Park & Ride bus operator is seeking to utilise the Artington Park & Ride site for staff parking, and ultimately also possibly a depot. Potentially, this could avoid the need for the opening and closing of this site to form part of a guarding contract. Therefore, it is recommended that an option to add / remove sites is included within the specification.

## 6. Equality Impact Assessment

6.1 We have taken into consideration any impacts to the community this change would have and feel the impact would be minimal. This is because it is our aim that everyone can access the Park and Ride services and therefore the following is in place:

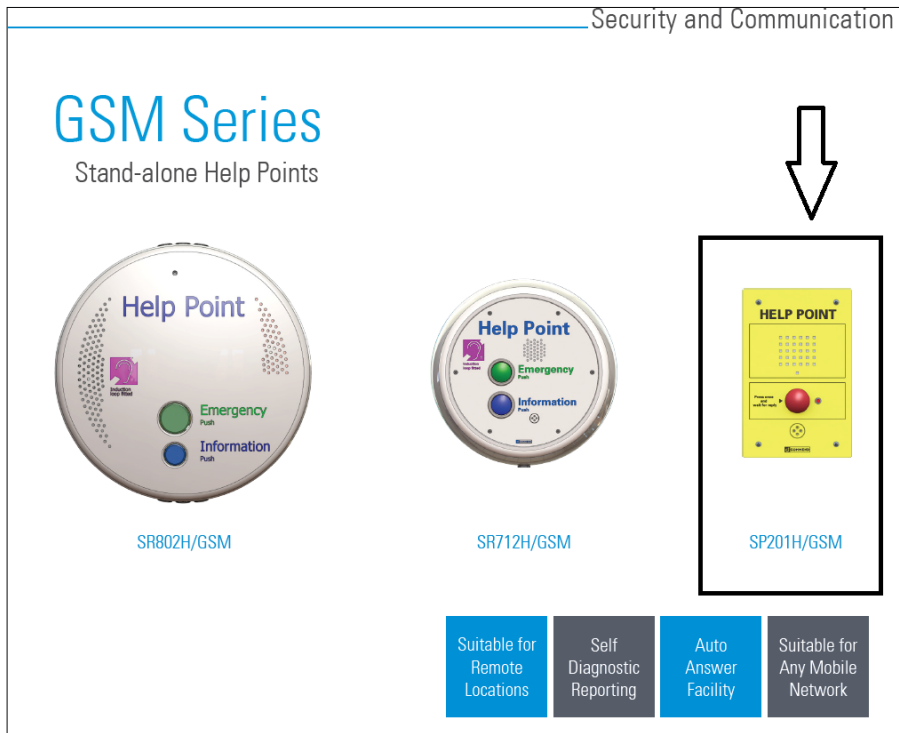
- Help points either for advice, ticket assistance, or to ask for additional help like disability ramps etc.
- Journey assistance cards can be ordered via the bus service operator for those that may need additional help with:
  - limited vision or hearing
  - difficulty in communicating
  - special education needs or English not a first language
  - extra help to locate a space
- Older person's concessionary bus pass, £1 day return, all day
- Disabled person's concessionary bus pass or companion pass travel free, all day
- Low floor, easy access buses for wheelchair users or those with reduced mobility are in use. Drivers are also able to help with ramp for accessibility, as well as other enquiries.

## 7. Conclusion

7.1 There is low risk associated with the suggested changes to service provision, but the potential for significant financial gains in changing how we provide the provision. These savings could be in the region of **£50,000-£100,000** per annum. The Parking Manager recommends the proposed changes in **Section 4** are explored further and requests that approval be granted to move forward with **Option 1**, related to guarding for the 3 x Park & Ride sites (Artington, Merrow and Onslow). If approved this can be developed and provisioned in financial year 2019-20.

Appendix 1

**Commend help call point & GSM interface**



Entry GSM Intercom Equipment Quotation	
Item 1:	<p><b>Commend help call point system</b> will be mounted on the pedestal which will allow you to wirelessly dial any telephone number so the help call can be answered.</p> <p>This will be programmed to the control room.</p>
Item 2	<p><b>Commend GSM interface</b> uses a SIM card, much like a mobile telephone. This means there is no limit on distance and with the elimination of wires, gives an easy installation. The visitor will push the call button and the Entry Com silently dials the control room to speak to a guard/CEO.</p>

Cost for the GSM intercom will be	<b>£2,876.46</b>
Cost to install the intercom will be	<b>£450.00</b>
Delivery	<b>£49.50</b>
<b>All Prices subject to VAT</b>	