

Service Level Agreement for the delivery of security services in Pendleton

1. Background and Aims

Security and concierge services were introduced onto the council blocks in Pendleton following investment in door entry, CCTV and controlled access systems during the late 1980s and 1990s. The main aims of this investment and introduction of the service was to improve the safety and security of residents living on the blocks by controlling door entry to the blocks, help manage ASB in the surrounding area with the addition of CCTV monitoring and controlled access, improve the sustainability of the apartments and reduce void levels.

Whilst the aim to ensure the security and safe enjoyment of Council owned homes in Pendleton remain valid, recently residents and the council as Landlord has identified the quality, reliability and responsiveness of the system as priorities, and increasingly the cost of the service and its impact on overall housing costs.

This Service Level Agreement (SLA) is intended to set respond to these challenges and out minimum acceptable levels of service to the customers and responsibilities and method of delivery between the involved parties. The SLA also intends to identify methods of monitoring and accountability for the service delivery.

2. The Parties Involved

Residents: the residents and leaseholders living in the apartments who are the main recipients of the security and concierge service who pay a service charge that covers the cost of the service.

Housing Team: the council as landlord and owner of the blocks and the team responsible for commissioning and monitoring the security service alongside residents.

Pendleton Monitoring team: the council team responsible for delivering the security and concierge service. The SLA refers to monitoring officers employed by the councils Community Safety Team as the operators of the system.

Pendleton Together: The councils PFI contractor responsible for delivering the housing management and responsive repairs service.

3. Scope of Security and Concierge Service

The Services will consist of the following elements:

- Remote concierge door entry service to all blocks identified in Table A
- CCTV monitoring and CCTV security patrols to all blocks in Table A
- Programming of new fobs for Pendleton Together to issue to residents when required
- Report, record and investigate instances of ASB in the curtilage of the blocks
- Provide timely access to recordings to Pendleton Together
- Report and investigate any faults on equipment to Pendleton Together

Table A	
Block	Units
Beech Court	76
Holm Court	78
Hornbeam Court	44

Lombardy Court	26
Malus Court	84
Plane Court	84
Salix Court	68
Whitebeam Court	44
Thorn Court	177
Spruce Court	178

4. Concierge and Door Entry Service

All the apartment blocks are secured by a perimeter fence with designated vehicular and pedestrian access points. Access is further controlled, at the main entrances to the block, and in some cases through inner lobby doors.

The remote concierge service is based at Salford City Council's CCTV and Alarm receiving centre at Salford Civic Centre, Chorley Road Swinton.

At the commencement of each shift a system check will be carried out by the monitoring officer to identify, where possible, any faults or issues with the doors, gates and cameras. Any faults identified will be reported by email to Pendleton Together within 1 hour of discovery and recorded on the shared file or other agreed record.

All residents will access the blocks by means of an electronic key fob presented to an automatic fob reader, without the need to contact the concierge service. Where residents do not have a car, this will be restricted to pedestrian gate access only.

Visitors will press the call button at the perimeter entrance points to contact the concierge service. Upon receipt of the call the monitoring officer will ask the visitor to verify their name and the person they are visiting. The monitoring officer will then attempt to contact the resident concerned the intercom system connected to a handset located in each apartment.

Assuming the resident confirms they want to see the visitor, the monitoring officer will allow the visitor access to the grounds and subsequently the building. The visitor will then be able to make their way to the resident's apartment. Where there are additional internal security doors, within the building such as at Thorn and Spruce Court, the monitoring officer will remotely open these doors so that the visitor can get to the resident's apartment. The security officer will follow the visitor on CCTV where time allows.

Where the resident either doesn't wish to see the visitor, or they are unavailable, the monitoring officer will politely decline the visitors request for access using pre agreed wording issued to the contractor.

In the event of a resident having lost or mislaid their fob, the monitoring officer will ask a series of prescribed questions and assess the responses against the details held in the electronic copy of the residents list (provided by Pendleton Together via the shared file or similar) and once verified the monitoring officer will allow them access into the building. The monitoring officer will ask the resident to contact Pendleton Together to arrange for a new fob to be issued. The monitoring officer will record details of the contact and report back to Pendleton Together through a shared file or other agreed process.

The Pendleton Monitoring Team will be responsible for programming and activating electronic key fobs. Pendleton Together will be responsible for ensuring that the Pendleton Monitoring Team have an adequate supply of electronic fobs. Pendleton Together will issue all fobs and recharge customers where appropriate. Requests for a fob to be programmed or cancelled will be made by Pendleton Together using an agreed form. Failure to complete the form correctly will result in the form being returned without the fob being programmed. Pendleton Together will arrange for collection of the fobs which can be obtained from the civic centre 24/7.

A password system is in operation for visitors such as care workers and other visitors with specific needs relating to a resident's circumstances. Pendleton Together are responsible for providing the Pendleton Monitoring Team with this information.

All deliveries are treated the same way as visitors to residents' apartments and will only be allowed access if a resident authorises and is in attendance. The monitoring officer will ask the delivery driver for a complete list of properties with deliveries to ensure all residents are contacted prior to gaining entrance to the block.

5. Vehicular Access and Parking

Residents requesting vehicular access to the car park will be required to complete a form registering their vehicles that includes a description of the vehicles and the colour. Fobs will be programmed accordingly. Visitors in cars will follow the same procedure as pedestrians and only be admitted to the block if the resident confirms. Visitors may be redirected to alternative parking at peak times when no space is available.

6. CCTV Monitoring and Camera Patrols

Each apartment block and grounds are covered by CCTV cameras that are integral to the effective working of the concierge service. The cameras are located on the internal and external areas of apartment blocks primarily covering access to the blocks. A plan showing the approximate coverage of the cameras can be found in appendix [xx]

Pendleton Together provide local DVR recording, the capability for remote monitoring and Pan Tilt and Zoom (PTZ) telemetry, and interconnection of cameras/buildings back to a council's CCTV and Alarm Monitoring centre. Images are:

- Colour;
- At least 720x576 PAL in resolution;
- Recorded at no less than 10 frames per second per camera; and
- Of a quality such that the recorded images are clear and virtually free from artefacts

CCTV cameras are digitally recorded 24 hours a day and the images retained 31 days.

The Pendleton Monitoring Team will, where required, remotely access the on-site CCTV recording equipment and download supporting footage. Pendleton Together will complete a release form detailing the request. Where an evidence release form is duly completed and submitted the Pendleton Monitoring Team will make the footage available to investigating parties.

CCTV cameras will also be used by the monitoring officers as a means of identifying visitors to the block and deterring and detecting crime and antisocial behaviour.

When not in use to verify visitors, the monitoring officers will pro-actively carry out CCTV camera patrols by making regular visual inspections and utilising cameras to their full capacity. PTZ cameras will be regularly interrogated making full use of the 360-degree function. A quarterly report will be

provided on the use of CCTV cameras in this way that also includes a summary of the types of incidents recorded and where available the outcome of the incident.

Pendleton Together may request the use of the CCTV system and assistance of the Pendleton Monitoring Team to monitor and help provide evidence to tenancy and estate issues.

Any crime or incidents worthy of Police intervention will be promptly reported by the monitoring officer to the Police.

All reportable incidents will be recorded by the monitoring officer and forwarded within a maximum of 24 hours to nominated officers at Pendleton Together to take appropriate action. Where an incident or situation arises that requires urgent assistance the Pendleton Monitoring Team will assist and within the available resource and where appropriate allocate additional resource from the public realm team.

The use of CCTV cameras is strictly controlled under the Data Protection Act 1988 and the Human Rights Act. All CCTV cameras will be utilised within the guidelines and legislation in place. The Pendleton Monitoring Team will comply with all relevant legislation in its provision of the Services.

7. Staffing

The Pendleton Monitoring Team shall provide adequate staffing resources to deliver the services on behalf of the residents and Housing Team, including the provision of adequate cover in the event of annual leave/sickness absence and ensure the staff are adequately supervised.

The Pendleton Monitoring Team shall ensure that employees shall faithfully and diligently carry out their duties and that all staff are trained and licenced to the required Security Industry Association (SIA) standards.

8. Accountability and Monitoring

The Pendleton Monitoring Team shall produce a quarterly Monitoring Report to show the status of the SLA. The report shall be presented 5 working days in advance of the Quarterly Monitoring meeting. As a minimum the report should:

- record performance against the key service standards and performance indicators,
- identify any complaints or feedback from Residents,
- identify issues raised from the interface with Pendleton Together,
- Show continuous improvement.

Acting reasonable the parties may request other reporting items to be included in the report.

The quarterly monitoring meeting will be held between the Parties nominated representation.

The following measures will be used to monitor performance of the agreement between the Contractor, the SCC Pendleton team and Pendleton Together.

Service standards
Provide a 24-hour door entry and concierge service at all blocks in the Pendleton PFI area, listed in Table A
Provide enhanced CCTV monitoring to the cameras listed in Appendix 1
Programme and activate an electronic key fob to Pendleton Together within 24 hours of the receipt of the request

To make available CCTV evidence on receipt of an evidence release form to Pendleton Together and the Police within a maximum of 24 hours
Carry out a system check at the start of each monitoring officers shift and report through to Pendleton Together within 1 hour.
Provide a quarterly Monitoring Report
Provide appropriate and appropriate representation at the quarterly monitoring meeting or other frequency as agreed by both parties.

Performance Indicators	
Report faulty security equipment faults to Pendleton Together within 1 hour of being identified	95%
Notify Pendleton Together of all customer complaints received by them within 24 hours	95%
Customer satisfaction with the service received	90% (<i>how will this be measured?</i>)
To answer all door intercom calls within [20] seconds	

9. Maintenance and repair of the security system

The Housing Team, acting through its PFI contractor Pendleton Together, will ensure that all CCTV and door entry equipment is maintained in line with the requirements set out in the Authorities Output Specification.

At the commencement of each shift a system check will be carried out by the monitoring officer to identify, where possible, any faults or issues with the doors, gates and cameras.

Any faults identified will be reported by email to Pendleton Together within 1 hour of discovery and recorded on the shared file or other agreed record.

The Pendleton Monitoring Team will use the system to work with Pendleton Together to identify the cause of repairs and system failures.

10. Cost of the Services and Annual Review Process

The Pendleton Monitoring Team will provide the council's Finance team a breakdown and schedule of costs to deliver the security service. Costs will need to reflect the actual cost of the service for the following financial year and include any wage increases, pensions and any costs linked to CPI, etc. This will enable the council's Finance team to calculate and gain approval for an annual security charge for residents, as part of the annual rent and service charge setting process between the period November and March each year.

This SLA will be reviewed on an annual basis during this process.

11. Complaints

Complaints will be dealt with under the council's Complaints Procedure unless the complaint relates to an element of the security service managed by Pendleton Together, e.g. repair and maintenance of the system. Where a complaint covers two service areas the Housing Team will nominate which party takes the lead role. All parties will make reasonable to ensure information is provided to allow the responsible party to respond within their Complaints Procedure timescales.

12. Duration of Services

The provision of the Services by the Pendleton Monitoring Team shall commence on the Completion Date and shall continue until 1st April 2022 unless extended under the review process in paragraph 10.

15. Termination of Services

Minimum of 6 months' notice.

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