



Homes
England

Date: 3 May 2024

Our Ref: RFI4607

Tel: 0300 1234 500

Email: infogov@homesengland.gov.uk

[REDACTED]
By Email Only

Dear [REDACTED]

RE: Request for Information – RFI4607

Thank you for your request for information which was processed in accordance with the Freedom of Information Act 2000 (FOIA). We apologise for the significant delay in issuing this response.

You requested the following information:

I would be most grateful if you would provide me, under the Freedom of Information Act, details in respect to the contract below.

Homes England Security Services Framework Lot 2 - Coypool Security Services

The details we require are:

- **What are the contractual performance KPI's for this contract?**
- **Suppliers who applied for inclusion on each framework/contract and were successful & not successful at the PQQ & ITT stages**
- **Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date**
- **Start date & duration of framework/contract?**
- **Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?**
- **Is there an extension clause in the framework(s)/contract(s) and, if so, the duration of the extension?**
- **Has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed?**
- **Who is the senior officer (outside of procurement) responsible for this contract?**





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Response

We can confirm that we do hold the requested information. We advised on 16 February 2024 that a qualified exemption applied to the information that fell within the scope of your request and that we required further time to determine whether the public interest favoured disclosure or non-disclosure. However, having undertaken further consultation, we have determined that the exemption at section 43(2) of the FOIA to withhold information that is commercial information is no longer engaged. We apologise for the delay in progressing your request within the timescale set out in the legislation and for any impact this has had on you. We will address each of your questions in turn below.

• What are the contractual performance KPI's for this contract?

We can confirm that a copy of the contractual performance KPIs for this contract was provided to each supplier as part of the Invitation to Tender. Therefore, please see attached to this response, Annex A, which contains a copy of the KPIs.

• Suppliers who applied for inclusion on each framework/contract and were successful & not successful at the PQQ & ITT stages

Successful Applicants

We can inform you that we do hold the information that you have requested. However, we rely on section 21, exemption where information is available to the applicant elsewhere.

The full text of the legislation can be found on the following link and we have quoted section 21 below for ease.

<https://www.legislation.gov.uk/ukpga/2000/36/section/21>

21 - Information accessible to applicant by other means.

- (1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.
- (2) For the purposes of subsection (1)—
 - (a) information may be reasonably accessible to the applicant even though it is accessible only on payment, and





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- (b) information is to be taken to be reasonably accessible to the applicant if it is information which the public authority or any other person is obliged by or under any enactment to communicate (otherwise than by making the information available for inspection) to members of the public on request, whether free of charge or on payment.
- (3) For the purposes of subsection (1), information which is held by a public authority and does not fall within subsection (2)(b) is not to be regarded as reasonably accessible to the applicant merely because the information is available from the public authority itself on request, unless the information is made available in accordance with the authority's publication scheme and any payment required is specified in, or determined in accordance with, the scheme.

Advice and Assistance

We have a duty to provide advice and assistance in accordance with Section 16 of the FOIA. As such we can advise that the list of suppliers who applied for inclusion into each framework and were successful at PQQ and ITT stages can be found via the following link:

<https://www.find-tender.service.gov.uk/Notice/015569-2021>

Unsuccessful Applicants

Section 41 – Information provided in confidence

Under section 41(1)(b) of the FOIA Homes England is not obliged to disclose information to the public if it would constitute a breach of confidence.

Unsuccessful applicants applied to Homes England for inclusion onto the framework in confidence and with the expectation that their applications would not be publicly disclosed. To disclose the names of unsuccessful applicants would be likely to lead to the public being able to infer details of these companies' financial status and future business plans.

Although section 41 of the FOIA is an absolute exemption and there is no requirement to conduct a full public interest test, we can confirm that we have considered the public interest in disclosure as a breach of confidence may not be actionable if there is an overriding public interest in that disclosure. In regard to the unsuccessful applicant names, we feel that there is no overriding public interest in favour of disclosure.

The full text of the legislation can be found on the following link;

<https://www.legislation.gov.uk/ukpga/2000/36/section/41>





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- **Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date**

The actual spend on this framework is approximately £5 million. We do not have a breakdown of spend under each lot as the suppliers are spread across multiple lots.

- **Start date & duration of framework/contract?**

The contract start date was February 2021 for a duration of 4 years.

- **Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?**

We can confirm that a copy of the service specification for this contract was provided to each supplier as part of the Invitation to Tender. Therefore, please see attached to this response, Annex B, which is the 'Scope of Services' for this framework.

- **Is there an extension clause in the framework(s)/contract(s) and, if so, the duration of the extension?**

We can advise that there is no extension clause in the framework.

- **Has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed?**

We are able to confirm that Homes England does not hold the information detailed in your request. This is because there is no legal or business reason for Homes England to do so.

In order to conclude that the information is not held, we have searched with our Procurement team who would have the requested information if held.

The FOIA does not oblige a public authority to create information to answer a request if the requested information is not held. The duty under section 1(1) is only to provide the recorded information held.

The full text of section 1 in the legislation can be found here:

<https://www.legislation.gov.uk/ukpga/2000/36/section/1>

Advice and Assistance

We have a duty to provide advice and assistance in accordance with Section 16 of the FOIA. As such we can advise that we hold no recorded information regarding any potential discussions to extend or renew this framework.





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• **Who is the senior officer (outside of procurement) responsible for this contract?**

We are able to inform you that we do hold the information that you have requested. However, we rely on Section 40(2) of the FOIA to withhold the information from disclosure.

Section 40 – Personal information

We are withholding information on the grounds that it constitutes third party personal data and therefore engages section 40(2) of the FOIA.

To disclose personal data, such as names, contact details, addresses and email addresses could lead to the identification of third parties and would breach one or more of the data protection principles.

Section 40 is an absolute exemption which means that we do not need to consider the public interest in disclosure. Once it is established that the information is personal data of a third party and release would breach one or more of the data protection principles, then the exemption is engaged.

The full text in the legislation can be found on the following link;

<https://www.legislation.gov.uk/ukpga/2000/36/section/40>

Advice and Assistance

We have a duty to provide advice and assistance in accordance with Section 16 of the FOIA. As such we can advise that the responsible team to contact within Homes England regarding this framework is the procurement team. Correspondence can be directed via our enquires team: enquiries@homesengland.gov or 0300 1234 500.

Right to Appeal

If you are not happy with the information that has been provided or the way in which your request has been handled, you may request an internal review. You can request an internal review by writing to Homes England via the details below, quoting the reference number at the top of this letter.

Email: infogov@homesengland.gov.uk

Information Governance Team
Homes England
Windsor House

6th Floor
Windsor House
42 - 50 Victoria Street, Westminster
London, SW1H 0TL

0300 1234 500
[@HomesEngland](https://twitter.com/HomesEngland)
www.gov.uk/homes-england





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6th Floor
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United Kingdom

Your request for review must be made in writing, explain why you wish to appeal, and be received within 40 working days of the date of this response. Failure to meet this criteria may lead to your request being refused.

Upon receipt, your request for review will be passed to an independent party not involved in your original request. We aim to issue a response within 20 working days.

You may also complain to the Information Commissioner's Office (ICO) however, the Information Commissioner does usually expect the internal review procedure to be exhausted in the first instance.

The Information Commissioner's details can be found via the following link:

<https://ico.org.uk/>

Please note that the contents of your request and this response are also subject to the Freedom of Information Act 2000. Homes England may be required to disclose your request and our response accordingly.

Yours sincerely,

The Information Governance Team
For Homes England

6th Floor
Windsor House
42 - 50 Victoria Street, Westminster
London, SW1H 0TL

0300 1234 500
@HomesEngland
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PART 1 – KPI

Key Performance Indicators

1. General

The Supplier is required to submit reports to Homes England for the purposes of recording and evaluating the performance of the Supplier under this Agreement. The information will be used to inform the completion of monthly Key Performance Indicators (KPI) by Homes England for each individual Site. The KPI's will be used where required to raise enquiries with the Supplier and to conduct an audit or further monitoring of the Suppliers performance.

An example of the KPI Score Card is included on the following page. It is acknowledged that not all aspects identified within the KPI will be relevant to each and every Site. If the Supplier believes that a specific KPI is not relevant to a particular Site or period of assessment, they shall notify Homes England or their appointed agent in good time so that Homes England or the appointed agent can, having due regard to the Scope of Services, Service Level Agreement and Site specific characteristics and advise whether or not that particular KPI will be assessed at that time. Where agreed, the 'Total Achievable Score' will be amended to reflect this. Performance issues are scored as set out below:

- 3** Expected performance against the Scope of Services, Service Level Agreement and any Site specific characteristics as agreed and documented within the Assignment Instructions.
- 2** Below expected performance against the Scope of Services, Service Level Agreement and any Site specific characteristics as agreed and documented within the Assignment Instructions.
- 1** Unacceptable performance against the Scope of Services, Service Level Agreement and any Site specific characteristics as agreed and documented within the Assignment Instructions.

Every month from starting date of the call-off contract Homes England or their appointed agent will measure and record the Supplier's performance of the Services against the KPI's in accordance with the Service Level Agreement, the Scope of Services and any Site Specific characteristics as agreed and documented within the Assignment Instructions on the KPI Scorecard and calculate the monthly service level percentage of the maximum available score.

Without prejudice to any rights and remedies which Homes England may possess, Homes England may, by notice in writing notify the Supplier of a failure to achieve a monthly percentage score of less than 80% (failure to perform) for a period of two calendar months.

Where the Supplier has been notified of its failure to perform, Homes England may without prejudice to any rights and remedies prohibit or place limitations on the Suppliers ability to be invited to tender for new Services for the period specified in such notice; and/or withhold or suspend all or part of the payments due from Homes England to the Supplier, as Homes England may deem appropriate in each particular case.

Where a Supplier has been notified of its failure to perform and following the date of this notice continues to fail to perform for a further two consecutive calendar months, then

Homes England shall be entitled to terminate this call-off Contract in accordance with the provisions of the Framework.

Suppliers shall make reference to The Framework Agreement, Key Performance Indicators Schedule 3 in regard to the application of KPI's under this Framework.

Reports

Suppliers are required to report information to Homes England to allow for a detailed analysis of performance to inform the completion of the monthly KPI's. Reporting should be undertaken using the template provided within Schedule 3 Service Level Agreement Report.

Scope of Services

The core objectives for the provision of security services under this Framework are:

- Achieve a consistent standard of security provision across the range of sites by adopting the Framework as a generic service specification to be supplemented by building or site-specific needs and variations where appropriate;
- Establish a performance-based specification to promote continuous improvements in security provision;
 - Protect property, personnel and legitimate visitors to premises from injury, loss or damage;
 - To allow Homes England to proactively and quickly manage site risk via high quality security Suppliers;
 - Promote diligent provision of security services to deter activities of thieves, vandals and trespassers in or upon premises through an appropriate presence; and
 - Protect and enhance the corporate image of Homes England.

Initial Audit and Assignment Instructions

- 1.1 Following an instruction by Homes England to provide the Service to any Site, the Supplier shall carry out a full operational audit and risk assessment of all existing security processes, systems and equipment, the findings and recommendations of which shall be issued to Homes England within fourteen days from the call-off contract starting date.
- 1.2 Those responsible for reviewing and mitigating site risk should have the necessary qualifications and experience to do so and should be NEBOSH Level 3 (or equivalent) or be able to demonstrate a suitable level of experience of 10 years or more, in site risk assessment processes.
- 1.3 The Supplier is required to advise Homes England, where he believes additional or alternative processes, systems and equipment are required to ensure that the Site remains secure at all times, or where security responsibilities are inappropriate. Any proposed improvements/alterations are subject to written approval from Homes England (with such approval not being unreasonably delayed). Homes England is relying on the professional expertise of its security Supplier in this regard.
- 1.4 Following the completion of the operational audit and risk assessment and the agreement of such with Homes England (for which approval shall not be unreasonably delayed), the Supplier shall prepare full assignment instructions specific to the requirements of each Site within seven days from date of approval of the aforementioned operational audit and risk assessment. Generic assignment instructions will not be accepted. Assignment instructions and all supporting documentation shall be submitted to Homes England and/or their appointed Agent for approval. Site specific assignment instructions should include information on, but is not exclusively limited to:
 - Site address, ideally including a map showing the Site in its wider context;
 - A detailed plan of the Site, highlighting its boundary, areas covered by security and the key features affecting the duties of the security (e.g. key buildings/patrol routes);
 - A general description of the Site clearly identifying any features/risks that security, visitors and Suppliers should be aware of in undertaking their duties or informing others actions/activities at the Site;
 - Detail of security duties whilst on Site including details of Contract Manager and site based Security Operatives to be employed at a site - details of their SIA licences is required;
 - Detail of manning requirements at the Site, and any specific duties of these Staff;

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- Key health and safety and other information, specific to the duties and actions of security on Site.
 - Arrangement for access to mobile phones. All of the Security Operatives and Contract Managers must have access to mobile phones;
 - Response times;
 - Escalation Processes; and
 - Emergency Preparedness
- 1.5 Site specific assignment instructions should be immediately implemented in full and provided to Homes England and/or their appointed Agent for record. The Supplier shall have a clear process of implementation and communication of these Assignment Instructions to all relevant Parties.
- 1.6 Assignment instructions should be updated thereafter as necessary by the Supplier throughout the duration of the call-off contract, with all updates communicated to Homes England and/or their appointed Agent and all other relevant Parties.
- 1.7 The Supplier, as part of the site specific assignment instructions, will provide Homes England and/or their appointed Agent with a Method Statement in relation to each of the tasks identified by the Supplier to deliver the required Services. Each statement shall identify as a minimum the following:
- Sequence of actions to be undertaken;
 - Equipment and materials to be used;
 - Safety precautions to be followed including authorisation/permit to work procedures; and
 - Regard to response times and procedures for identifying and dealing with reactive security needs.

2. The Services

- 2.1 Homes England requires the Framework Supplier to undertake a range of security and related services which may include the following:
- Patrolling;
 - Access Control Services;
 - Security Systems & Equipment Selection and Monitoring;
 - Visitor Services;
 - Maintenance and Preparation of Management Information;
 - Inspection and Testing of Specified Site (building and land) Equipment;
 - Delivery Monitoring; and
 - Special Requirements.
- 2.2 All staff providing security services to Homes England shall have a recognised security qualification as required to attain an SIA licence e.g. Level 2 Award in Security Guarding, this qualification along with a valid SIA licence must be maintained at all times throughout the duration of the Framework Agreement.
- 2.3 The Supplier should be aware that the majority of Sites requiring security services are vacant and often derelict properties where the primary Service requirement is for diligent patrolling, monitoring, response and subsequent reporting to Homes England and/or their appointed Agent. Further to this, as a result of the 'closed' nature of many of the Sites key duties are to ensure that access control services are suitably maintained, in particular locking and unlocking gates and/or buildings.

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Patrolling

- 2.4 The Supplier is required to patrol the Sites including the inside and outside of any buildings as specified within the approved assignment instructions. These patrols may be undertaken by Site based manned guards or mobile patrols as stated within the Site Specific Pricing Schedules. The Supplier should ensure that they provide the Staff required to deliver the Service as detailed within the Site Specific Pricing Schedule and site specific assignment instructions at all times. The Supplier should ensure that they are able to quickly and effectively resource manning at a site should any Staff member be unable to undertake their duties.
- 2.5 Services should be delivered in accordance with legislation, British and industry standards and best practice including BS7499 Static Site Guarding and Mobile Patrol Services Code of Practice and BS7984 Keyholding Response Services Code of Practice.
- 2.6 It should be noted that a small number of Sites may require dog patrols, where this is required this will be detailed within the Site Specific Pricing Schedules. Specification for dog patrols will be subject to discussion with the Supplier for each individual site to determine how the dog patrols may best effect Homes England's requirements. Once details are approved, these should be documented within the site specific assignment instructions.
- 2.7 Responsibilities during patrols shall include, as relevant:
- Ensuring that Sites are patrolled in accordance with the requirements of Homes England as detailed within the site specific assignment instructions, risk assessments and method statements;
 - Maintaining daily logs, books and records as detailed within the assignment instructions for patrolling;
 - Checking identity badges of Homes England's staff, visitors, contractors and other suppliers (method to be approved by Homes England);
 - Compliance with Homes England Site Access Procedures (Site Access Request Forms (SARF) and Site Rules);
 - Identifying incidents;
 - Responding to incidents including completing and submitting incident reports where required, flexibility in the attendance of security in response to incidents from mobile patrols is required;
 - Checking that all access control doors, barriers or other systems are fully functional and reporting any failures;
 - Checking that all specified First Aid equipment is in place, and hasn't expired;
 - Checking that all portable firefighting equipment is in place;
 - Switching off lights and other specified electrical equipment at specified time;
 - Notifying the relevant controller of any work which may impact or trigger alarm and/or other emergency systems; and
 - Ancillary duties.

Access Control Services

- 2.8 The Supplier should observe that this Framework Agreement is generally for security to undertake Services on Sites wholly in occupation/ownership by Homes England. However, where the Site includes occupied/tenanted areas and/or buildings, access to these areas and/or buildings should be by prior agreement and at a mutually convenient time to the occupiers/tenants. Such access to or through the occupied/tenanted areas and/or buildings should be in accordance with the occupiers'/tenants' own Health & Safety and Security guidelines. Any damage caused by the provider will be made good at the providers own expense.

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- 2.9 The Supplier should also observe that Sites are in some instances accessed by the public on agreement of Homes England. Interaction will be required with members of the public at these Sites, where known this information has been detailed within the Site Specific Pricing Schedules.
- 2.10 The Supplier will be responsible for controlling access to the specified Sites. Specific responsibilities may include:
- Locking and unlocking Sites and/or buildings and parts of buildings at specified times;
 - Arming and disarming alarms at specified times;
 - Issue and collection of permanent and temporary access control passes to Homes England's staff;
 - Verification of identity of Homes England 's staff, visitor's, contractors and suppliers;
 - Compliance with Homes England Site Access Procedures (Site Access Request Forms (SARF) and Site Rules);
 - Operation of security barriers, gates, doors etc.;
 - Escorting suppliers, contractors and visitor's within the Site and/or buildings where required;
 - Monitoring the movement of specified equipment in and out of the Site;
 - Ensuring security is maintained in the event of the failure of access control systems; and
 - Visitor reception services.

Security Systems & Equipment Selection and Monitoring

- 2.11 The systems and equipment in place at the time of Tender may be altered, upgraded, enhanced, renewed or changed on the instruction of Homes England during the Framework period. Any such changes will be discussed with the provider, and delivery and cost implications of this will be submitted to Homes England for approval.
- 2.12 The Supplier will be responsible for monitoring and operating any security systems and equipment at the Sites (land or buildings). Responsibilities may include but are not limited to:
- Continuous CCTV monitoring;
 - Monitoring the functionality of patrol systems such as diester or similar to ensure that the systems are providing the information requirements as specified by Homes England and detailed within the assignment instructions;
 - Monitoring electronic access controls;
 - Monitoring alarm panels (including fire and motion detectors);
 - Operating door release systems;
 - Operating car park barriers;
 - Monitoring and operating gates and car park barriers;
 - Monitoring smoke detection equipment;
 - Operating cameras;
 - Activating and deactivating intruder alarm systems;
 - Changing video recorder tapes, CD's and DVD's;
 - Production of temporary security passes; and
 - Identifying system improvement opportunities.
- 2.13 Notwithstanding the initial operational audit and risk assessment as detailed in section 1, within one month of Commencement of any call-off contract the Supplier will be expected to have audited the functionality of the systems and to have identified and advised Homes England of any systems that do not meet appropriate performance standards and to have suggested

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methods in which the systems can be improved. Any proposed improvements/alterations are subject to Approval from Homes England (with such Approval not being unreasonably delayed).

Visitor Services

- 2.14 On a regular basis security operatives may be required to interact with visitors, guests and employees of a range of organisations due to the nature of some Sites, e.g. shared access routes, mixed tenure buildings. Security operatives are required to conduct themselves in a professional manner when dealing with third parties, having due regard for the requirements, procedures and processes of Homes England, and their public image. They should be helpful and informative in regard to allowing authorised employees, visitors and guests to meet their requirements whilst on Site.
- 2.15 In some instances, visitor services may be more formalised with the requirement of reception services to a building or buildings on the Site, operated by uniformed Staff. This may also include the provision of reception services within the Offices of Homes England as well as on its Sites. The reception service should be carried out in an efficient and courteous manner, consistent with Homes England's image. Operatives are to be smart, professional and attentive at all times whilst on duty. In particular there should be:
- No Smoking;
 - No eating or chewing gum; and
 - No grooming.
- 2.16 Reception responsibilities may include the following:
- Manning reception desks during specified hours;
 - Ensuring that all service providers identities are checked, visitors booked in and provided with security passes;
 - Advising on available visitors car parking or local car park locations;
 - Informing Homes England or the occupiers promptly of the arrival of any visitors;
 - Holding visitors in reception areas until host arrives;
 - Direction of visitors to the correct location and general help point for ad-hoc enquiries;
 - Ensuring visitors sign out on departure, collecting visitors passes on departure;
 - Ensuring reception areas remain tidy, safe and secure;
 - Informing Homes England of any required maintenance or Security and Reception tasks within that area;
 - Receipt and logging of parcels where specified/or directing deliveries to appropriate entrance; and
 - Ancillary office duties.

Maintenance and Preparation of Information

- 2.17 The Supplier will be responsible for preparing and maintaining management information for Homes England and/or their Appointed Agent. Responsibilities include:
- Recording all incidents using an incident report form or other format approved by Homes England;
 - Maintaining all logs, books and records as specified within the Service Level Agreement or as specified within the Site Specific Pricing Schedule supplemented by the detail of the site specific assignment instructions to Homes England;

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- Providing reports as detailed in the Service Level Agreement or as specified within the Site Specific Pricing Schedule supplemented by the detail of the site specific assignment instructions to Homes England and/or their appointed Agent; and
- Attending monthly meetings with Homes England and/or their Appointed Agent.

Inspection and Testing of Specified Site Equipment (building/land)

- 2.18 The Supplier will be responsible for inspecting where appropriate and testing specified equipment in accordance with best practice, including but not limited to:
- Fire alarms;
 - Fire alarm beacons;
 - Fire Extinguishers;
 - PAT Testing of Electrical Equipment;
 - Perimeter fence guard wires;
 - Motion detector systems; and
 - CCTV equipment.

Delivery Monitoring

- 2.19 The Supplier will monitor the arrival of supplies to the site and where necessary search the deliveries for suspect equipment and materials.

CCTV and Event Activated Systems

- 2.20 Homes England may when needed require Suppliers to deliver CCTV and Event Activated systems including but not exclusively limited to their installation, supervision, maintenance and remote monitoring of installed systems.
- 2.21 The appointed Supplier will be required to deliver the service exercising all the reasonable skill, care and diligence to be expected of a competent Supplier experienced in providing CCTV and Event Activated Services in accordance with all Legal and Statutory Requirements. All operatives must hold the necessary licences to install, operate and monitor CCTV systems.
- 2.22 Works should be completed in accordance with BSIA Planning, Design, Installation and Operation of CCTV Surveillance Systems, Code of Practice and Associated Guidance (included in Annex 12) and any subsequent amendments to this documentation.
- 2.23 Suppliers must comply with data protection code of practice for surveillance cameras and personal information (included in Annex 13) and any subsequent amendments or associated guidance produced by Information Commissioners Office (ICO).
- 2.24 The scope of systems required will be dependent on the site specific characteristics and Homes England requirements, but shall as a minimum consider the following to ensure that the installed system is fit for purpose and meets Homes England's operational needs.
- The availability of power supply and phone lines on Site;
 - The longevity of systems and the requirement for ongoing maintenance e.g. battery life of battery operated systems;
 - The area coverage and distance detection capabilities of the system;
 - Monitoring requirements e.g. 24 hour monitoring or event activated systems based on triggers e.g. movement;

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- Complexities of the installation and consideration of the site restrictions e.g. Asbestos, minimal external and internal lighting, adverse conditions;
- Options to reduce incidences of false alarms;
- Purpose and use of images generated e.g. to provide footage to Police;
- Data Protection; and
- Obligations on Suppliers for monitoring of the system and responsibilities following activation including agreed response times.

Special Requirements

- 2.25 Homes England may request the provider to undertake additional security or other related or ancillary tasks to elements currently outside the scope of the Framework Agreement. Homes England recognises that costs associated with this work may involve an additional charge on top of the call-off contract price and any such costs will be agreed with Homes England prior to Start Date of the work on a per occasion basis.
- 2.26 Homes England operates a national call-centre for out of hour's enquiries, whereby calls to Homes England's operational number are diverted to the call-centre outside normal working hours and are handled in accordance with a documented escalation procedure. Homes England reserves the right to request call-off contracts for this Service via the Security Services Framework.

3 Incidents and Emergency Procedures

- 3.1 The most frequently occurring incidents likely to be encountered by security are the incidence of intruders/trespassers. Due to the nature of the Sites, they attract interest from a wide range of parties looking to gain access onto the Sites including criminals and urban explorers.
- 3.2 The Supplier is however, responsible for responding to the following types of incident, in the manner identified below and subject to any variations agreed within the relevant Site specific assignment instruction.
- Intruders/trespassers;
 - Break in and robberies;
 - Wilful damage to property;
 - Suspicious activities;
 - Alarm activation;
 - Accidents;
 - Flood;
 - Fire including practice evacuations;
 - Evacuations;
 - Bomb and other threats;
 - Suspect letters and packages;
 - Plant and equipment breakdown;
 - Escape of toxic, flammable, or other substances that are, or are perceived to be hazardous to health; and
 - Power failure.
- 3.3 Homes England will require the provider to be fully aware of emergency procedures throughout Homes England's Sites (land and building). A summary of each procedure is set out below, in addition key policy documents of Homes England which may inform the activities of security on-site are included within Annexes 7-11.

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Intruders/Trespassers

3.4 The Supplier will be the first response for detecting and apprehending intruders/trespassers on Homes England's Sites where safe to do so. Responsibilities will include:

- Ascertaining the identity of any intruder;
- Obtaining explanations for presence on the Site;
- Explaining the reasoning as to why access is prohibited and the risks of the Site;
- Escorting intruders/trespassers to the nearest exit where appropriate to do so;
- Notifying Police if the intruder is suspected of unlawful actions;
- Keeping a watchful guard on any intruders/trespassers found on site whilst waiting for the attendance of the Police; and
- Completing an incident report.

Break-ins and Robberies

3.5 The Suppliers responsibilities when finding evidence of break-ins or robberies will include:

- Notifying the Police;
- Advising Homes England and/or their appointed Agent; and
- Completing an incident report.

Wilful Damage to Property

3.6 The Supplier will be responsible for investigating wilful damage to property. Responsibilities will include:

- Investigating the extent of the damage;
- Completing a fully detailed incident report; and
- Informing Homes England and/or their appointed Agent.

Suspicious Activities

3.7 The Supplier will be responsible for responding to any activities of a suspicious nature. Responsibilities will include:

- Investigating – using CCTV where available;
- Apprehending if considered safe to do so;
- Advising Homes England and/or their appointed Agent;
- Notifying the Police; and
- Completing an incident report.

Alarm Activations

3.8 The Supplier will be responsible for responding to activated intruder and fire alarms. Responsibilities may include:

- Attending to alarm activations immediately;
- Thoroughly checking areas covered by the alarm systems;
- Completing an incident report; and

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- Re-setting alarm in the event the alarm is found to be false.

Accidents

- 3.9 The Supplier's responsibility with regard to all accidents occurring on Homes England's Sites (building and land) involving injury to persons will include:
- Providing First Aid cover during normal working hours;
 - Providing First Aid cover outside normal working hours;
 - Contacting the emergency services when required and notifying Homes England and/or their appointed Agent;
 - Completing an incident report;
 - Advising Homes England's designated Health and Safety officer; and
 - Where the Supplier has authority to drive a Homes England vehicle his responsibility in the event of an accident will include, actioning Homes England's vehicle accident procedures and reporting the accident to Homes England.

Flood

- 3.10 The Supplier will be responsible for responding in the event of flood on the Sites. Responsibilities will include:
- Turning off supply at the nearest available stopcock;
 - Advising Homes England and/or their appointed Agent; and
 - Completing an incident report.

Fire Including Practice Evacuations

- 3.11 The Supplier will be responsible for responding in the event of fire on the Sites. The Supplier's responsibilities during normal working hours will include:
- Notifying the Fire Brigade except where contacted by Homes England's Switchboard;
 - Actioning Homes England's fire instructions which may include undertaking practice evacuations, particularly in those buildings which are tenanted;
 - Fighting small fires if trained and safe to do so;
 - Ensuring clear access for the Fire Brigade;
 - Meeting the Fire Brigade and other emergency services on arrival and providing them with all relevant information regarding missing persons, hazardous materials and other Site risks;
 - Re-securing the premises after clearance by the Fire Brigade;
 - Completing an incident report; and
 - After normal working hours the Supplier will also be responsible for taking control of evacuations where applicable in the absence of Homes England's fire Marshall's or nominated representatives.

Evacuations

- 3.12 The Supplier's responsibility in the event of a partial or total evacuation of any of Homes England's Sites resulting from a serious emergency or practice evacuation will include controlling the evacuation if authorised to do so by the nominated Homes England representative in accordance with the emergency plan.

HOMES ENGLAND

Bomb Threats

3.13 The Supplier's responsibilities when receiving a telephoned bomb threat may include:

- Making full notes concerning the threat during the call;
- Advising Homes England and/or their appointed Agent;
- Notifying the Police;
- Action Homes England's bomb threat procedures;
- Completing a Bomb Threat form; and
- Completing an incident report.

Suspect Letters and Packages

3.14 The Supplier may be responsible for identifying suspect letters and packages delivered to Homes England's site and/or buildings. Once identified the Supplier's responsibilities will include:

- Ensuring that all radio transmitting equipment in the vicinity is switched off;
- Informing Homes England and/or their appointed Agent;
- Notifying the Police;
- Evacuating the Site (land and buildings) as necessary in accordance with the agreed emergency plan; and
- Completing a fully detailed incident report.

Plant and Equipment Breakdowns

3.15 The Supplier's responsibility after detecting plant and equipment breakdowns include:

- Action Homes England's emergency instructions and escalation procedures;
- Reporting the breakdown to Homes England and/or their appointed Agent ; and
- Recording the incident and the action taken.

Escape of Toxic, Flammable or other Substances

3.16 The Supplier's responsibility after noticing or being informed of the escape of toxic, inflammable or other substances include:

- Action Homes England's emergency instructions; and
- Completing an incident report.

Power Failure

3.17 In the event of a power failure the Supplier's responsibility will include:

- Informing Homes England and/or their appointed Agent; and
- Completing an incident report.