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**Facilities and Property Management Department**

**Specification for the Provision of Local Security Management Specialist (LSMS) Services to the Dudley Group NHS Foundation Trust**

1. **Scope of the Service**

The provision of a full LSMS service to all sites where employees of the Dudley Group NHS Foundation Trust (The Trust) are employed and deliver services to and from

1. **Defined Terms**

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| --- | --- | --- |
| **No** | **Term** | **Definition** |
| 1 | The Trust | The Dudley Group NHS Foundation Trust |
| 2 | The Organisation | The body whom the Trust Contracts with to deliver the service. |
| 3 | The HUB | The Trusts Communication Intranet for Staff |

1. **Duration of Contract**

The duration of the contract will initially be for 12 months with option to extend on a year-by-year basis, by agreement from both parties.

1. **Location of Premises Included**

The following sites and locations are to be included in the service:

|  |  |  |
| --- | --- | --- |
| **No** | **Premises** | **Service Level** |
| 1 | Russells Hall Hospital | Full |
| 2 | Corbett Outpatient Centre | Full |
| 3 | Guest Outpatient Centre | Full |
| 4 | Centafile | Full |
| 5 | Facilities Management Centre | Full |
| 6 | NHS Property Services Premises within the Dudley Area | Advice and behaviour sanctions only |
| 7 | CHP Premises within the Dudley Area | Advice and behaviour sanctions only |
| 8 | Mobile Mammography Unit locations within the Black Country | Advice and behaviour sanctions only |
| 9 | Patients Homes (for the provision of clinical services) | Advice and behaviour sanctions only |

1. **Trust Contract Managers**

The following are the main contacts:

* Steve Lawley – Director of Estates and Facilities Tel 01384 321000
* Andrew Rigby – Head of Facilities and Property Management Tel 01384 321000

1. **Site and Service Familiarity**

It is the organisation’s responsibility to become fully familiar with the premises included and the requirements of the services prior to submitting costs as no claim for lack of knowledge will be accepted from the successful Organisation.

1. **Compliance with Trust Policy**

The organisation must deliver this contract in full compliance with all Trust policies in place at the commencement date of the contract.

1. **Staffing Issues**
   1. **Professional Training and Accreditation**

All the organisations’ staff engaged in the delivery of this service must be fully trained in all aspects of the service requirements and must have successfully completed full Accredited Security Management Specialist (ACMS) Training.

The following details the minimum induction and general training that is required for the Successful Organisations staff who are engaged in providing the service as part of this contract. The cost of all contractor staff training including staff time, trainer time (excluding Trust trainer time), materials, facilities etc will be met by the Successful Contractor.

|  |  |  |
| --- | --- | --- |
| **Description of Training** | **Frequency** | **Responsibility for providing training** |
| Site Familiarization | Prior to commencement of any service on the premises | Successful Contractor |
| Clinical Governance and Risk | Prior to commencement of any service on the premises then every 3 years | The Trust |
| Equality and Diversity (Including Autism Awareness) | Prior to commencement of any service on the premises then every 3 years | The Trust |
| Fire | Prior to commencement of any service on the premises then every year | The Trust |
| Infection Control – Non-Clinical | Prior to commencement of any service on the premises then every 3 years | The Trust |
| Information Governance | Prior to commencement of any service on the premises then every year | The Trust |
| Prevent | Prior to commencement of any service on the premises then every 3 years | The Trust |
| Safeguarding Adults – Level 1 | Prior to commencement of any service on the premises then every 3 years | The Trust |
| Safeguarding Children – Level 1 | Prior to commencement of any service on the premises then every 3 years | The Trust |

* 1. **Cover**

It will be the organisations sole responsibility to ensure the required numbers of staff are available at all times (24/7) in order to deliver the requirements of this specification. As a consequence of this robust arrangments must be in place for the cover of all staff leave including, sickness, annual leave etc.

* 1. **ID Badges**

ID / Access badges will be provided. The organisation will be required to ensure that all staff wear the ID / Access badge at all times whilst on the premises and fully comply with the Trust’s Access Control Policy. Only one ID / Access badge will be provided per individual. Replacement badges will be charged to the successful contractor at a cost of £20 each.

* 1. **Car Parking**

Car Parking access will be provided to all staff car parks at Russells Hall Hospital, Corbett Outpatient Centre and Guest Outpatient Centre

1. **The Service**
   1. **Investigation of Violence And Aggression, Theft and Malicious Damage Incidents**

Full investigation and follow up action for all Violence and Aggression, Theft and Malicious Damage Incidents against Trust Staff, Patients, Visitors and the premises including but not limited to:

* Completion of statements (MG11 etc)
* Mapping of incidents to identify trends and patterns.
* Liaison with Police were applicable.
* The management and application of sanctions in line with Trust Policy
* Drafting support letters to affected staff offering support with any further police investigations and providing advice on support services available.
* Advising on additional security measure including target hardening

This will include reviewing and acting on incidents reported via the DATIX incident reporting system.

* 1. **Proactive Security Reviews and Reports**

Undertake Proactive Security reviews on premises, wards, departments, procedures etc and provide reports and recommendations as agreed with the Trusts Contract Manager

* 1. **Managing Trust Official Documentation**

To update, consult and manage the ratification of all official Trust Security Related Strategies, Policies and Standard Operating Procedures including.

* + 1. Access Control Policy (Next update required by 31/10/2025)
    2. Closed Circuit Television Policy (Next update required by April 2025)
    3. Conflict Resolution and Challenging Behaviour Policy Next Update required by 30/09/2024)
    4. Safe and Secure Environment Policy (Next update required by 30/09/2024)
    5. Violence and Aggression Patient Warning marker Policy (Next update required by 30/09/2024)
    6. Lock Down and Bomb Threat Standard Operating Procedure (Next update required by31/03/2024)
    7. Security Officer Assistance Guidelines (Next update required by August 2024)
    8. Violence Prevention and Reduction Policy (This has been drafted by the previous LSMS but requires full consultation, completion and ratification)
    9. Security Management Strategy (To be drafted by Organization)
  1. **Reports to Official Trust Committees and Groups**

Preparation of progress reports during the year and attendance at meetings as required including but not limited to:

* Caldicott and Information Governance Group
* Emergency Preparedness, Resilience and Response Group
* Health, Safety and Fire Group
  1. **Chairing and Minutes for Security Liaison Group**

To be the chairperson and provide Agendas, Minutes and Action Plans for the Security Liaison Group

**9.6 Annual Security Report**

Produce and present an annual Security Report to all Committees and Groups detailed in 9.4 and 9.5 above.

**9.6 Quarterly Updates to Staff**

To provide quarterly updates to staff via newsletters etc to raise awareness of security issues and measures in order to promote a pro security culture.

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**9.7 Updating Security Management Information**

To keep up to date the security management information for Staff on the Trust Intranet (The HUB)

* 1. **Liaison with Trusts Counter Fraud Management Specialist**

To liaise with the Trust’s Counter Fraud Management Specialist as part of an agreed protocol for joint working.

**9.9 Liaison with Police and On-Site Security “Clinics”**

Regular liaison with Police encouraging a high visibility, pro active culture. This should include arranging On site security drop-in clinics for staff patients and visitors.

**9.10 Liaison with On Site Security Providers**

Regular liaison with onsite security providers ensuring appropriate information is shared and security duties are aligned with any emerging or ongoing issues.

**9.11 Advise and Support to Trust Staff**

Provide advise and support to all staff 24/7 on all security related issue.