

Approval to make a direct award under CPR 9.5 to enter contract with GCA Security and Facilities Management Ltd for ongoing security guarding at Supported Accommodation services.

Date: 22nd July 2022

Report of: Head of Commissioning

Report to: Director of Communities, Housing and Environment

Will the decision be open for call in? Yes No

Does the report contain confidential or exempt information? Yes No

Brief summary

Leeds City Council commission third sector organisations to deliver supported accommodation for people who are vulnerable or at risk of homelessness. To ensure they can deliver support and operate safely within a busy and sometimes chaotic environment security guarding presence is required. This report seeks approval to enter into a direct contract with GCA Security and Facilities Management Ltd to continue ongoing arrangements for guarding at three sites. Funding for this will be through the successful 2022-2025 DLUHC (Department of Levelling Up Housing and Communities) Rough Sleeping Initiative grant and through Housing Benefit.

Recommendations

- a) Award of direct contract under CPR 9.5 to GCA Security and Facilities Management Ltd ('GCA' Security) for guarding at Supported Accommodation services for the period 1st July 2022 to 30th September 2023 up to a maximum cost of £314,262.

What is this report about?

- 1 This report seeks approval to continue existing security guarding provision at three commissioned services which provide support and/or accommodation to people who are vulnerable and at risk of homelessness. A formal contract will be put in place as soon as possible.
- 2 GCA Security previously delivered a security presence for the temporary hotel accommodation during the Covid-19 lockdown in 2020/21 where hotel premises were used temporarily, and all people rough sleeping were housed under the Government 'Everybody In' initiative.
- 3 In September 2021, an opportunity arose to continue on a temporary basis to provide an additional 24 beds of Emergency Accommodation in the city for people homeless and rough

sleeping, in order to meet the demand during the anticipated months of severe weather and the ongoing COVID-10 pandemic.

- 4 People using the service have multiple and complex needs, including mental and physical health problems, along with a history of homelessness and rough sleeping. The environment can become chaotic and challenging, requiring interventions by staff and security to ensure the service remains a safe environment. GCA Security have delivered security with St George's Crypt, which is the main service provider, for several years at different services. They are highly experienced in dealing with this client group and diffusing situations in a sensitive manner. Without this continued security the service would not be viable in managing ongoing risk issues.
- 5 The second service provides specialist emergency and short term supported accommodation for vulnerable women. Since opening in April 2022 the service has managed to accommodate some of the most chaotic and vulnerable women, breaking a cycle of rough sleeping and risk. However, there are ongoing challenges and complex situations which can develop at the service. For this reason, the service requires ongoing supervision and guarding resources to ensure a safe environment for staff and residents, although the level of supervision is under review and a reduced amount of guarding will be in place from 1st July 2022 onwards. GCA Security have developed a positive relationship with the provider staff and we are keen to continue this arrangement, preventing any of the placements from breaking down or women leaving the service.
- 6 The third service provides essential daily support to people who are rough sleeping or vulnerable through the delivery of food, showering facilities and face to face support with multi-agency services located at the premises. This gives accessible, drop-in support for rough sleepers as part of the national strategy towards ending rough sleeping. Arrangements have been in place for low-level supervision and guarding presence is in operation for weekdays only when the centre is open, to assist during busy periods to maintain safety and security of the building and support staff when any disputes or escalations occur. The service requires this ongoing supervision to enable it to function effectively, as with the other two services GCA Security have built up a positive relationship and experience of supervising vulnerable people in a supportive way.
- 7 Since the first guarding work was introduced at the temporary hotel sites as part of the initial pandemic response in March 2020 GCA Security and staff have been well received by the staff employed by providers and clients using the services, resulting in positive working relationships being developed.
- 8 Continuing with the same company is vital as they have experience of working with the complexities of this client group and maintaining the balance of supervision and security of people who are vulnerable but also can present risk to others. At present, we are not aware of any other companies who would have the same experience of providing security in a sensitive way in emergency and supported accommodation. GCA Security are uniquely placed based on their experience of providing security in buildings that house people in need of emergency and supported housing who have complex needs.
- 9 The service provided by GCA Security offers value for money in terms of providing a competitive hourly rate with no management or travel costs added to the costs. Without this presence the commissioned services would be unable to operate safely, and with insufficient existing staff resource to compensate for any lack of on-site security and supervision.

What impact will this proposal have?

10 This proposal will ensure existing guarding arrangements are continued without a break in service, and the staff and clients at the affected services continue to benefit from a safe working environment.

How does this proposal impact the three pillars of the Best City Ambition?

Health and Wellbeing

Inclusive Growth

Zero Carbon

11 This proposal supports the ongoing work of commissioned services to deliver effective support and interventions to vulnerable and marginalised people, preventing rough sleeping, providing health and wellbeing support and routes into safe accommodation.

What consultation and engagement has taken place?

Wards affected: Little London and Woodhouse

Have ward members been consulted?

Yes

No

12 Consultation has taken place with the Executive Member for Environment and Housing.

What are the resource implications?

13 The ongoing security funding for this will be through the (Department of Levelling Up Housing and Communities) Rough Sleeping Initiative grant. There is identified grant provision in the new 2022 three-year Rough Sleeping Initiative settlement to fund the costs of continued guarding at these services. Further income contribution is also received from Housing Benefit to contribute towards the guarding cost at the second service.

What are the key risks and how are they being managed?

14 If a different security company was used, there would be a lack of continuity and stability at the supported accommodation settings. Based on previous experience there is a real risk that if a company without the relevant experience was used, that this would lead to an escalation of risk and safeguarding incidents. This is because a security company without knowledge of the service and client group would not take the right approach and provide sufficient safeguarding and security cover.

15 There is a risk that current arrangements with GCA Security may break down and result in essential supervision and guarding for health and safety being lost at these services. This is unlikely as GCA Security have a proven track record of reliability and trusted service delivery.

What are the legal implications?

16 The application of CPR 9.5 'Where the relevant Chief Officer considers there is genuinely no competition such that only a particular organisation or provider can meet the Council's specific requirements (e.g., when commissioning a piece of art) a waiver of CPRs 9.1 and 9.2 need not be obtained'.

17 Consultation has taken place with PACS regarding the procedure for making a direct award without competition and the necessary evidencing of specialist provision from the current supplier. There is sufficient evidence demonstrating the existing supplier and track record in delivery of this specialist security role over the past 2 years at previous temporary supported

accommodation during the pandemic, and since at commissioned services which need this level of supervision and security. This is supported by anecdotal evidence from provider staff based at the services and their positive relationship with the current supplier. The company has been hundred percent reliable and delivered the service in a flexible and sensitive way.

Options, timescales and measuring success

What other options were considered?

18 There is no realistic alternative option to enable ongoing security guarding and supervision to be maintained at these services, with short notice to terminate current arrangements and seek an alternative security provider with the right experience. Going out to tender is not an option because of timescales and specific type of experience required of working in emergency and supported accommodation settings and with people with multiple needs.

How will success be measured?

19 Ongoing contract management of the commissioned services by officers within Adults and Health commissioning team, gathering evidence of successful joint working by GCA Security staff and provider staff ensuring quality support is delivered to clients within the services.

What is the timetable and who will be responsible for implementation?

20 A new contract will be put in place during July 2022 to continue provision for the recommended periods for each service.

Appendices

- Summary of guarding cover at each commissioned service and timescales.

Background papers

- Equality, Diversity, Cohesion and Integration screening paper

Appendix 1

Summary of guarding duties at each service.

Emergency accommodation service for the period 1st July 2022 to 30th September 2023 up to a maximum cost of £264,078

Per 24-hour period – 1 daytime guard, 2 night time guards

Supported accommodation service for the period 1st July 2022 to 31st March 2023 up to a maximum cost of £42,534

1 guard on duty 12 hours each day, 7 days per week.

Day time service for the period 1st July 2022 to 31st March 2023 up to a maximum cost of £7,650

1 member of security staff during the day, providing 3 hours security / supervision for 5 days a week Monday to Friday.