

UKBA Contract, asylum seeker's accomodation



PERITUS
SECURITY

SERCO - Petershill Drive and Melissa Drive, Glasgow



Petershill Drive, Accomodation complex

Summary

The SERCO managed 200 bed service provides vulnerable and culturally diverse groups of people and families with essential care, provision and reassurance during their process of applying for asylum. The facility was originally located on Petershill Drive until 2015 and is now managed from offices in Melissa House, Glasgow. Peritus took on the evening and nightly concierge and security management for the facility in December 2014. The nightly 4 to 5 days a week concierge role involved access control and provision, reception handling, incident reporting, service desk management, theft prevention, active patrolling and a wider customer service functionality supporting the afterhours service staff and facility user group.

Project

The compliment and variety of globally ethnic end users brought both communication and cultural sensitivity into the heart of achieving effective facility wide security. It was common place for ethnic groups divided by both culture

and language to congregate as clusters of smaller groups which in some instances lead to misunderstanding, the alienation of others and the potential for group based rivalries. In resolution, Peritus ensured from the outset that the recruitment and training process of SIA accredited concierge personnel included selecting experienced candidates best suited to service a socially and culturally diverse client base.

When in operation Peritus mobilised security officers to gain both the trust and respect of all service users through a fair and even-handed approach. An approach which sought always to deescalate issues early and to promote an environment of care and respect among all users, achieved through our carefully selected operatives and our management's ability to correctly determine effective risk management guidelines from the outset.

Due to the impact of financial restructuring imposed by central government certain facility functionality for its clients was put under strain



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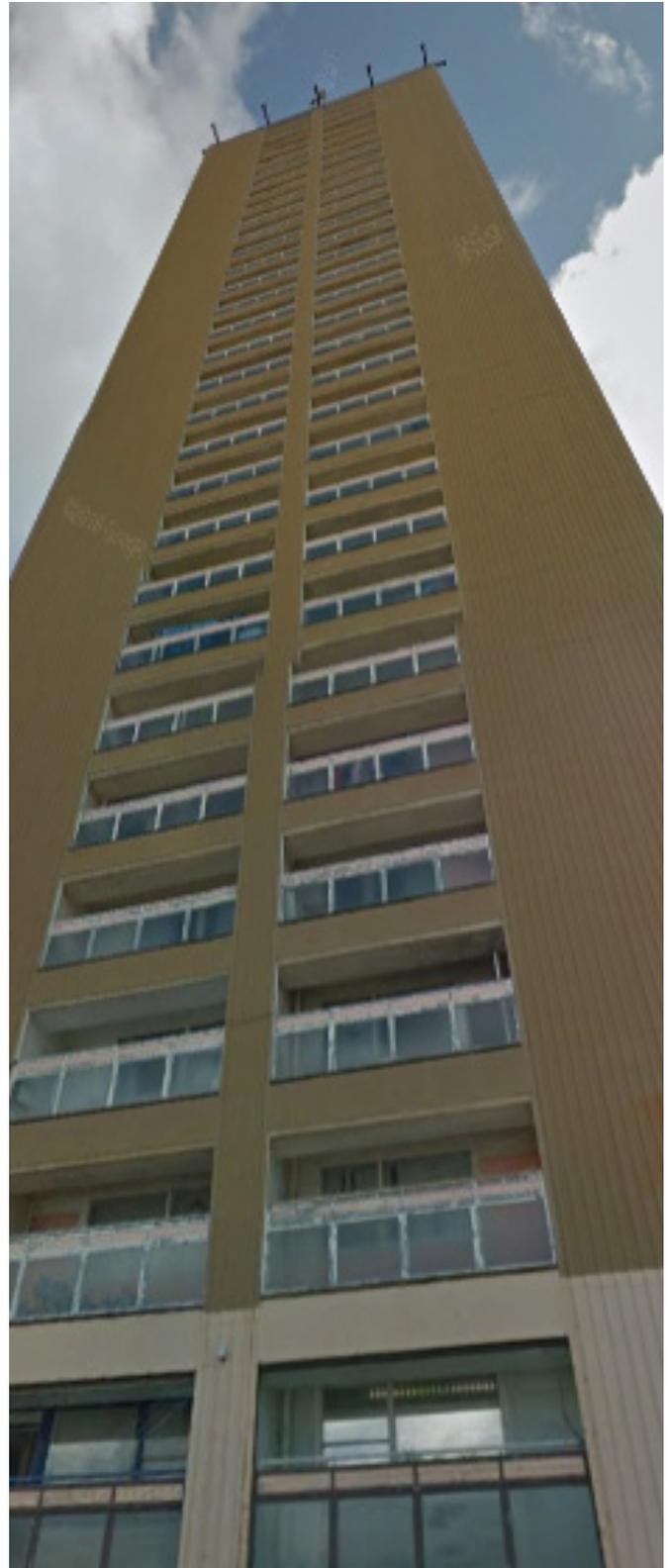
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to achieve the same dynamic service. The impact on reductions to the wider housing service saw Peritus operatives and management actively addressing wider shortfalls. Peritus sourced cost effective solutions, supplying a managed taxi service whilst adapting security roles to address shortfalls in end user customer service through the concierge role. End users would frequently resort to enlist the trust and support of our operatives to meet a multitude of personal objectives which would have previously been resolved by a fully staffed housing team. The frequent positive reports from the contractor at SERCO and the ongoing extension of what was originally envisioned as a six-month contract a clear indicator of the value Peritus brought to the service and its users.

Services Required/Delivered

The facility hosted a vulnerable client group, with individuals and families having arrived from across the world. Language barriers in many instances prevented an immediate understanding of the resident's concerns, so it was important our concierge service remained sensitive to addressing this diversity proactively and with empathy. Use of Language Line, a 24-hour translation service, was frequently relied on to aid lines of communication between Peritus operatives and end users. Our concierge service also proactively addressed incident reporting within the wider service, identifying and reporting both end user concerns and their own observations directly to the housing team.

The Petershill facility was an extensive warren of accommodation and access provision had restrictions on visiting hours which required oversight. Due to there being small concentrations of user groups, oversight and the exact management recording as to who was entering the facility was often problematic. To mitigate the threat of intruder access, throughout the sites 24-hour a day operation, Peritus diligently maintained



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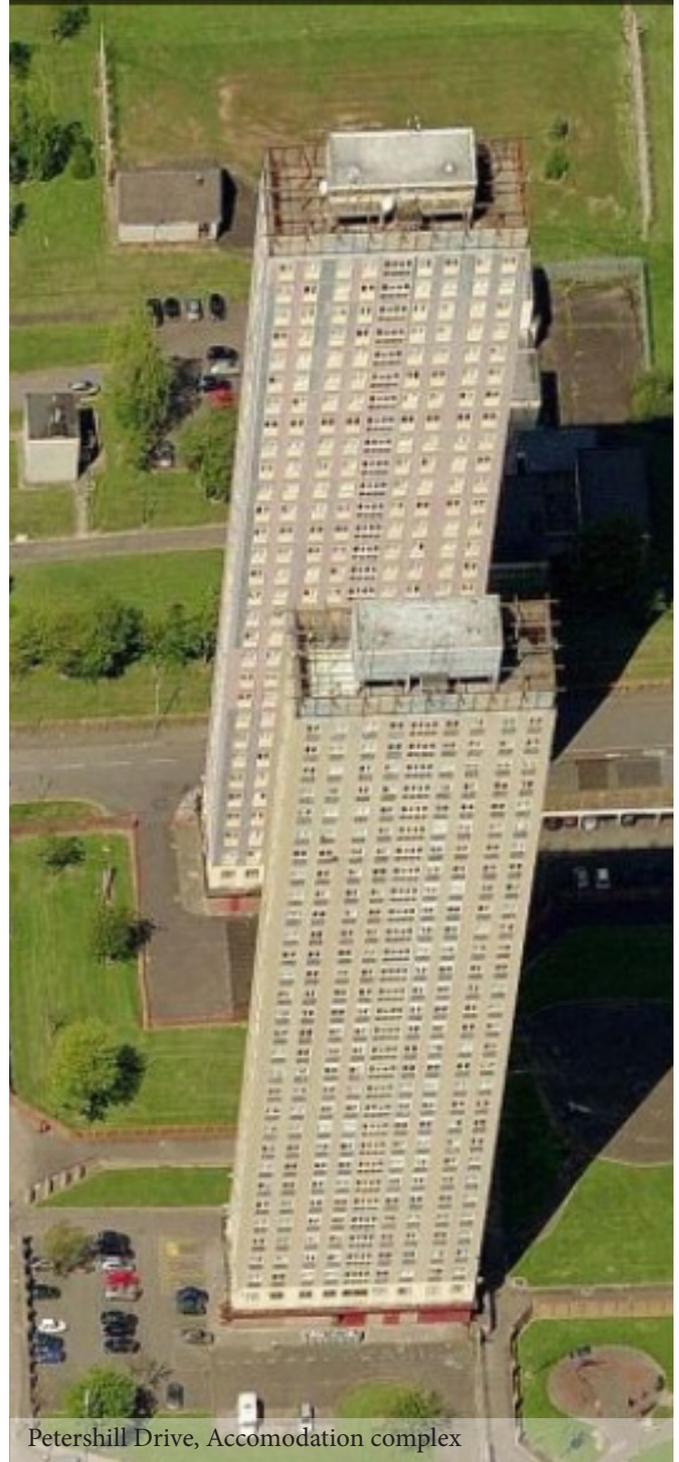
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a strong oversight of all entry points, and were proactive in recording access, whilst incorporating such monitoring into patrolled spot checks. Peritus concierge were also proactive in advising and engineering support among all users from the outset of a need to adhere to safety standards and the practical solutions available to all which mitigated against intruder access.

Added Value

The guarding contract required the concierge service to remain flexible as set hours fluctuated across each month to suit the facilities security requirements. Ensuring Peritus recruited a designated concierge for the facility was initially challenging, with a short lead time until deployment, the Peritus management team were challenged to find the right individual who could deliver on Peritus's expectations. Peritus have since 2014 taken a highly active approach to recruitment, ensuring from contract award that the correct channels are reporting vacancies and agencies approached to ensure Peritus recruit the best candidate for the role.



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