

CONTRACTORS ACCESS

Executive Summary

This policy document sets out a framework for the management of contractors' arrangements for access to West Midlands Police premises.

The Force has to ensure that contractors can access police buildings to ensure safety checks and repairs are properly carried out on buildings, mechanical and electrical equipment.

The importance of minimising abstractions of police officers and staff away from their roles and duties to host contractors is fully recognised.

Risk cannot be completely eliminated, but this policy seeks to provide a reasonable balance which will enable works to be completed with minimal encroachment on police officers and staff.

There is a specific focus on the security levels of contractors and their access to WMP premises.

This policy does not cover those contractors working within WMCTU or employed on IT & Digital contracts (arrangements for IT&D are detailed in the Information Management Policy).

Authorised Professional Practice (APP):

- This policy has been checked against APP and West Midlands Police has adopted the provisions of APP as its policy.

Policy Statements:

GOVERNANCE

- The Customer Services Team within Shared Services will:
 - Receive order requests
 - Place orders with contractors
 - Deal with related phone enquiries.
- Corporate Asset Management (CAM) is responsible for the management of its contractors.
- Specific roles will be undertaken by Shared Services, Estates Management and Property Services.
- Other departments such as IT & Digital will be responsible for contractors in their business areas.
- Contractors are responsible for health, safety and professional competence of their work.
- Neighbourhood Local Policing Unit (NPU) & Departmental Senior Leadership Teams (SLT) have responsibility for the security and access to police buildings located on their NPU/specific sites.
- A nominated person may act as a liaison or single point of contact for access by contractors.



CONTRACTOR VETTING

- Please refer to the [Vetting Policy](#)
- Contractors will be subject to Non-Police Personnel Vetting (NPPV) as per section 6.18 of the policy.
- WMP aims to enable self-access for appropriately vetted contractors to avoid unnecessary waiting times and associated costs for the force.

CLASSIFICATION OF CONTRACTORS

- A tiered system has been adopted for contractors.
- The tiered system clusters them by longevity of contracted work, access required and matching this against vetting requirements.
- The tier and vetting level of the contractor will be determined by the criteria set out in the vetting policy.
- Please see the attached procedural guidance for details.

CONTRACTOR DATABASE & ACCESS

- A database of contractors is maintained by Shared Services for during office hours access and the FCC for out of hours access.
- The database is informed/fed by Property Services, IT & Digital, Estates Management and other relevant departments for their respective business areas.
- The database includes contractor information such as:
 - tier of the contractor
 - level of vetting
 - full names and dates of birth where possible
 - company affiliated to
 - point of contact for the contract and/or appointment.
- The database is stored on a shared drive that can be accessed by the relevant departments; a (non-exhaustive) list of cleared contractors is also posted on the [Property Services Intranet page](#).

SCHEDULED WORK

- The majority of contractors' visits occur during the normal working week with a much smaller number requiring urgent access, sometimes out of business normal hours, for emergency repairs.
- The commissioning departments (IT & Digital, Property Services etc) will liaise as appropriate to arrange access to site with the contractor and seek to synchronise contractor visits to keep disruption to a minimum.
- Property Services will obtain quarterly work schedules from their approved contractors.
- Property Services will forward work schedules to the Customer Services Helpdesk in Shared Services.

- Shared Services will circulate work schedule to secretaries for local distribution to ensure that relevant site personnel are notified.
- Schedules of works will be maintained by the commissioning department (e.g. IT & Digital, Estates Management).
- The information must include:
 - Location
 - Time and type of scheduled work
 - Details of the contractor expected
 - Any special requirements.
- Suitably assessed and vetted contractors will be issued with (limited access) Gateway passes to facilitate their work by Shared Services' Duty Management Unit (formerly RMU).
- Contractors without Gateway passes will plan visits (other than emergency responses) and arrange a prior appointment via the commissioning departments before arriving at police premises.
- Where there are any concerns, queries or to confirm an appointment/call out then contact can be made with:
 - Shared Services Customer Services Team
 - The relevant duty responsible person e.g. IT & Digital engineer or duty surveyor (*Out of normal office hours, they can be contacted via the FCC*).
- Locally based colleagues may be requested to assist enabling contractor access where commissioning departments such as Property Services or Estates Management do not have sufficient or available resources to dispatch to site.

HEALTH & SAFETY

- Contractors are assessed for their professional competence, health and safety management arrangements by the commissioning department.
- Documentation such as job sheets, appropriate permits, risk assessments and method statements (RAMS) will be overseen by the commissioning department.
- Commissioning departments will also be responsible for notifying the contractors of known local hazards which they should be aware of, such as other works taking place.
- Contractors are responsible for signing site attendance books, note local hazards and sign asbestos registers.
- Technical, health and safety competency matters are overseen by commissioning departments to ensure detailed guidance is given to contractors.
- This guidance will address their safety and the impact of their work on WMP and other personnel who may be on site.
- The person responsible for the Health and Safety for a WMP building will have the responsibility for the Health and Safety of all visitors and contractors to that premises.

- Where necessary they will nominate a person to act as the liaison point or single point of contact for the welfare of contractors when on police premises.

CONTROL & AUDIT

- Regular auditing will be conducted to ensure that contractors issued with passes are compliant with WMP security and health & safety procedures.
- Audit should be conducted to verify that site access matches with work schedules and where appropriate CCTV images.
- Contractors' personnel should carry ID /overtly wear passes and be challenged where appropriate.
- Contractors are required to conform to WMP general and site-specific security and safety instructions such as preventing tailgating, prohibiting non-personal use of ID cards etc.
- Non-compliance will result in appropriate action and/or escalated sanctions against the contractors and/or individuals concerned.

SECURITY STATE

- Changes in National Security State Levels are likely to have an impact on the way WMP manages its contractors.
- The current [Security State Policy](#) makes recommendations around security activity that should be undertaken at the various levels of National Security State.
- A decision would need to be made about appropriate management of the different tiers of contractor in light of change of security state. *E.g. If the threat against police personnel moved to Critical it may be considered that both tier one and tier two contractors should be escorted on police premises and that non-urgent work could be suspended.*
- Relevant SLTs would be required to identify suitable resources and implement appropriate action plans to mitigate risk.
- The risk to the organisation of essential works and maintenance not being carried out needs to be considered.
- Resourcing implications of escorting more contractors while on-site at a time when it is likely increasing numbers of staff will be required in operations to deal with the potential / actual security threat must also be considered.

Definitions/Acronyms:

NPU – Neighbourhood Policing Unit

SLT – Senior Leadership Team

IT&D – IT & Digital



WMP – West Midlands Police

NPPV – Non-Police Personnel Vetting

FCC – Force Contact Centre

Procedural Guidance Documents List:

Contractor Classification Contractor Access Process Flowchart

Publication Instructions:

- Suitable for publication to public

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Policy Author: Jemma Hodgson

Any enquiries in relation to this policy should be made directly with the policy author shown above.

Force Executive Approval:

CHIEF CONSTABLE



Monitoring and Review

Version	Date Reviewed	No change / Minor Changes / Major Changes (<i>detail</i>)	Amended / Agreed by	New review date
1	19/01/2022	Minor changes. Reference from 'Facilities Management' to 'Estates Management' amended. Permits added.	Jemma Hodgson Head of Estates Management	19/01/2023