

# CONCIERGE POLICY

31 March 2020

Prepared by:	Lisa Delezio
Date effective from:	31/03/2020
Policy approved by:	Simon Welch
Review Date:	31/03/2023

EIA Required?	<input type="checkbox"/>
EIA Completed?	<input type="checkbox"/>
Revision number:	3
Lead officer:	Jane Allen

## 1 INTRODUCTION

- 1.1 The Carecall Concierge Policy ensures the Concierge and CCTV service is used effectively in order to promote safety and resident enjoyment in the community, reduce crime and anti-social behaviour and ensure the safety and security of SHG's head office and its staff.
- 1.2 The Carecall Concierge team provides the following Concierge and CCTV services:
- A controlled door entry access to all of SHG properties that have the Concierge Service.
  - A Closed Circuit Television system (CCTV) which covers a number of communal spaces managed by SHG.
  - Monitor communal lifts and fire alarms within SHG managed blocks.
  - Emergency repairs are accepted from SHG tenants outside of the Contact Centre's operating hours.
  - The facility to report Anti-Social Behaviour incidents out of hours.
  - Monitoring to a number of libraries within the Stockport Borough.
  - An out of hours building security for SHG's head office (Cornerstone).
- 1.3 The Concierge and CCTV System is operated by the Carecall Concierge Team and is housed in the Control Room.

## 2 STRATEGIC LINKS

- 2.1 This Policy links to the following SHG policies and procedures:
- SHG's CCTV Code of Practice.
  - ASB Policy and Procedure.
  - Carecall Concierge Out of Hours Building Security Procedure.
  - CCTV Operating Procedure.
  - CCTV Out of Hours Service Procedure.
  - Carecall Concierge Out of Hours Repairs Procedure.
- 2.2 The Policy also meets SHG's mission of 'Transforming Lives' and its aims of 'develop our thriving, safe and sustainable neighbourhoods.'
- 2.3 The 'Regulatory Framework for Social Housing in England' sets out that Registered Providers shall 'keep the neighbourhood and communal areas associated with the homes that they own clean and safe. They shall work in partnership with their tenants and other providers and public bodies where it is effective to do so'. By using CCTV in a number of high rise blocks ensures that issues can be identified and addressed in conjunction with other SHG services.

Through the use of CCTV, SHG also assists in the reduction of crime and assists the Police with investigations where footage has been captured.

### **3 KEY FEATURES OF THE POLICY**

- 3.1 SHG provides an effective Concierge System to a number of SHG buildings and customers in blocks of flats by checking visitors are permitted into the building and restricting access.
- 3.2 SHG monitors all interior and exterior areas of blocks that have the CCTV system in place thereby reducing/deterring crime and anti-social behaviour. SHG will also assist with investigations where they occur, such as the Police or statutory services.
- 3.3 Footage captured on CCTV cameras operated by SHG is recorded and stored within the Viewing Room, based in the Carecall Concierge Control Room, which is a secure room restricted by fob access.
- 3.4 Access to view footage captured on the CCTV cameras is restricted to specified persons. The viewing and access is continually reviewed and amended if necessary by the Carecall Concierge Manager and Operations Manager.
- 3.5 Emergency repairs and reports of anti-social behaviour outside of the One Number Team's operating hours are dealt with by the Carecall and Concierge team.
- 3.6 An out of hours building security for SHG's head office that ensures the building and its staff are kept safe and secure out of normal business hours. Monitoring includes the fire and intruder alarms located in the building and were appropriate, where activated reported to the relevant people.

### **4 EQUALITY IMPACT ASSESSMENT (EIA)**

- 4.1 An equality impact assessment (EIA) screening form has been carried out and a full EIA is not required.
- 4.2 This review has no major impact on the current systems in place and/or delivery from staff.

### **5 OWNERSHIP, MONITORING & REVIEW**

- 5.1 The policy is owned by the Neighbourhoods and Support Directorate and will be monitored by the Policy Review Group through the schedule for review.
- 5.2 Any queries with the policy should be forwarded to the Project Officer on 0161 474 4151.