

City of York Council

The customer

With around 1,300 office-based staff housed across 17 different locations, City of York Council (CoYC) needed to rationalise its space requirements to meet its commitment to combining cost savings with service delivery improvements in its new flagship headquarters, West Offices.

The building houses a customer centre and over 40 conference rooms as well as other partner organisations such as NHS, North Yorkshire Police and Citizens Advice Bureau. The expected footfall for the building was over 2,000 people a week.



The challenge

CoYC was seeking a service partner that could deliver high quality, value for money services. The security services model at West Offices included a range of traditional security service functions, but the council was looking for a service provider who could operate as part of an integrated facilities management operation, performing additional tasks that would support the wider building operations.

The contract specified the following services:

- Manned guarding
- Access control
- CCTV monitoring
- Out of hours building monitoring



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The solution

We outlined a service that met every aspect of the council's brief and secured the contract prior to the building opening in 2012. Since 2012, we have worked with CoYC to deliver their original brief. We have gone on to exceed contractual KPIs and service level agreements to ensure the smooth running of the building for staff, visitors and members of the public who use the building.

The additional services we have provided to this contract include:

- A dedicated Operations Manager who works with the council's facilities management team
- Transport network managers
- Event stewarding for the annual Christmas Markets
- Over 200 stewards and security staff at stage two of the 2015 Tour de Yorkshire cycle race
- Security at the 2015 General Election count
- Installation of speed lanes and access control doors on site
- Key holding for CoYC buildings throughout York



The future

We have futureproofed all works to ensure that they continue to provide a robust, long term solution for the council.