

Option 1: Additional Building Support Operatives (BSOs).



- Additional capacity to allow a Building Support Operative to be available at each of the sites between 6pm and 2am, 7 days a week, providing a static presence.
- The operative would be present in the building, located statically on the ground floor for 30 minutes before completing a floor check top to bottom. The operative would then move to the next block in the cluster and repeat the process.
- The operatives' work will be ongoing between all sites in the cluster between 6pm and 2am, but will take direction from the control room should they need to go to another site in the event of an emergency.
- The operative will be accountable for reporting any building defects, and Health and Safety or fire risk concerns including fly tipping. They will also report resident concerns raised direct to the operative and attend reports in 'real time' to take live notes in respect of any noise complaints for your Housing Services Co-ordinator to follow up.

Option 2: Providing the current Building Support Team with additional resources.



- Additional capacity to allow 2 Building Support Operatives to be available across all sites between 8pm and 4am, 7 days a week, providing a mobile presence. Having a team of 2 would ensure more issues can be dealt with immediately.
- The operatives would complete their mobile presence at the sites on a cyclical ad-hoc schedule. They will either complete a floor check from top to bottom or be present in the foyer, whichever is required before moving on to the next site to repeat the process.
- The operatives' work will be ongoing between 8pm and 4am, but will take direction from the control room should they need to go to another site in the event of an emergency.
- The team of 2 operatives will be accountable for reporting any building defects, Health and Safety or fire risk concerns, and where possible, resolve the issues immediately. They will also address resident concerns raised at the point of contact.
- Where possible they will attend reports in 'real time' to take live notes in respect of any noise complaints. Where applicable they will knock on the door of the reported property and advise of the concerns raised. They will then forward a report with confirmation of any evidence for the Housing Services Co-ordinator to follow up.

Option 3: High-Rise Champions (HRCs) & Static Security Guards.



High Rise Champions (HRCs):

- A new role designed to give additional support across the sites. The HRCs will work in teams of 2 between 2pm and 10pm, 7 days a week, providing a mobile presence. Having a team of 2 would ensure more issues can be dealt with immediately.
- Similar to previous options they will have a visible presence at the sites, however the aim of this role is to build productive and respectful relationships within the community.
- The HRCs will conduct highly visible patrols to reassure, connect and engage with customers regularly. They will be encouraging customers to have a voice, organising community activities such as 'hobby clubs', drop-ins, and stakeholder action groups, as well as attending and completing door knocking exercises to drive a positive culture and give support. They will also help customers be digitally included.
- The HRCs will monitor activity, discouraging offences by watching out for signs of crime, vandalism, and anti-social behaviour. They will report any concerns or changes where residents may require support as well as address concerns raised at the point of contact. Where possible, they will keep the customer up to date with how the situation is progressing.
- They will attend reports in 'real time' to take live notes in respect of any noise complaints. Where applicable they will knock on the door of the reported property and advise of the concerns raised. They will forward a report with confirmation of any evidence for the Housing Services Co-ordinator to follow up.

Security Guards:

- A static security guard presence for 8 months between 10pm and 2am. This will be 3 nights per week for the first 18 weeks, then 2 nights for the next 18 weeks, then removed.
- The guards are an initial supplement and would be reduced and removed once the HRC's have established their role. However, this resource will be monitored and reviewed after the 18 and 36 weeks and if there is a proven requirement for the resource it will continue.
- The security guards will be present at a site within the cluster and complete 30-minutes static on the ground floor foyer before moving to the next site in the cluster and repeat throughout the designated hours 10pm-2am.