

1. The document states that we have failed on numerous occasions. In fact our system has failed 2 times over a period of many years and this was entirely due to management's failure to fill a vacancy – this eventually took at least 18 months to fill, at which time a totally unsuitable person was employed.
2. Weekend/Bank holidays/Christmas - workers that need to enter the building. Last year we had people in the building for 40 weekends and on numerous occasions during the week. Some of these had to work very early mornings and some throughout the night. The cost of facilities management staff to supervise these people would be very expensive. Also, in the winter, who would let in the gritters, who come anytime during the night.
3. There are also many calls for on call building services staff when alarms and fault alarms on the fire panel actuate, which at the moment we silence or isolate a faulty sensor until an engineer arrives. Without this action being taken, the alarm would go into full fire alarm mode. Obviously without us building services staff would have to attend to see if there is in fact a fire situation. We also monitor a water leak alarm, which is extremely sensitive, for the toilets above the computer suite. If there actually is a leak, without very prompt attention, the computer suite could be disabled, or at least, badly damaged. The cost of that would be extortionate.
4. Security – We watch the cameras, respond to alerts, people loitering around. If the police receive 3 false alarms within any 12 months they have a non attendance policy for any further calls. Window alarms quite often actuate during windy weather. A call centre would have to react to these alarms by calling the police, as the alarms show up as intruders entering the buildings thus resulting in the police refusing to attend any further calls.

5. We also assist members of public who come to the offices when closed e.g. they are lost – many people think the registry office and the town hall are here, want recycling bags or can't find our post box, even with the notice on the door, or just simply think that the council offices are open at all times. We realize none of these are essential (or our work) but it does help build a good rapport with EFDC. We also assist quite a few councilors and staff who arrive without their passes
6. Does the chief exec. realize that the fire brigade will not attend automatic fire alarms. Someone has to check that there actually is a situation that requires the Brigade before they will attend. If the stand-by had not been on duty during the recent flood and reacted so swiftly and efficiently the council would have lost a lot more of the building (and thus money and services) than it did. At the moment there are very limited keyholders, namely the superintendants and members of the facilities team, who have no commitment to be on call outside their normal working hours. How much damage could be done by a fire if you had to wait half an hour, being conservative, for a call centre to ring through a list of keyholders, wait for him to arrive at the offices, check if there is a fire and then call the fire brigade and then wait another five minutes for the brigade to attend.
7. The superintendants are unable to man the control room of a morning or evening whilst they have to put up/take down the flags, unlock/lock the gates and car parks and get meetings ready etc. At the moment the standbys open the doors to numerous people between 7 and 9 am. e.g. receiving parcels, newspapers and letting in contractors and assisting personnel without passes.

8. Many meetings do not end until 2300 hrs., sometimes with some of the participants hanging about talking until after this, often setting off the alarms. The superintendants' shift ends at 2230 hrs. which means that they would have to be paid overtime to cover the difference rather than leaving at 2230 hrs.- given that they would agree to this in the first place.

9. Quite often during the winter the stand by has alerted Mike Tipping when unexpected snow has fallen so as he can get parks in to grit and clear the car parks ready for staff to come in for the day. Obviously, call centre staff would not be aware of the situation here, resulting in day staff being unable to enter the car parks when they arrive for work thus causing chaos and a lot of irritability, and loss of working hours.