



# COMMISSION FOR SOCIAL CARE INSPECTION

## SECURING THE INTERESTS, PERSONNEL AND ASSETS OF THE INSPECTORATE

Commission for Social Care Inspection (CSCI) was launched in April 2004 and forms the single, independent inspectorate for social care in England. The Commission was created by the Health and Social Care Act 2003 (Community Health and Standards) and comprises the work formerly undertaken by:

- Social Services Inspectorate (SSI);
- SSI / Audit Commission Joint Review Team;
- National Care Standards Commission (NCSC).

CSCI operates within the public sector as part of central government. The Commission is known as an NDPB (Non-Departmental Public Body) and is responsible for the regulation of social care services in England. CSCI currently operates from 91 individual offices, based on 83 sites throughout the country.

G4S Technology was chosen as the principal security provider for NCSC (prior to the formation of CSCI) and the first G4S Technology installations were operational from 2001/02. These 81 offices are now owned by CSCI and are still secured by G4S Technology, maintaining the strong business relationship forged during years previous. The principal component of the existing security systems is access control door technology, incorporating various card readers throughout each site.

G4S Technology now oversees the majority of CSCI sites in England. Additional security installations have been implemented as and when new offices are opened and CSCI are extremely content with the products and services provided by G4S Technology.

The principal factor underlying the requirement for an electronic security solution stemmed from the need to implement a national, flexible management system to incorporate staff identity cards operating various security doors. During the selection process, G4S Technology was analysed alongside other security providers in areas such as proven reliability, value for money and maintenance and support services. CSCI are content with the performance of G4S Technology in each of these areas and are especially pleased with the cost-effectiveness of their G4S Technology installation.

The security solution from G4S Technology is a fully featured, cost effective access control and security management system, providing the network capabilities required for an installation of this nature. It is a scalable enterprise system, capable of coping with unlimited cardholders and configurations. It is an intuitive, user-friendly software package, simple to maintain, operate and upgrade as necessary. The software utilises the Microsoft® SQL format, enabling simple import and export of data to other software packages.

The security management system offers the following features and benefits:

- Centrally controlled software providing a user-friendly interface from which to create/amend security profiles quickly and efficiently;
- Door alarms and 'event to action' alarms utilising dynamic on-screen mapping ensuring that suitable manpower may be deployed swiftly and directly to the alarm activation point;
- Implementation of lost, stolen or unauthorised cards immediately identifiable enabling action to be taken to recover the card and avoid further security breaches.



"This was an extremely exciting and challenging project"

Clients using a G4S Technology security management system can be rest assured that their staff and premises remain in the safe hands of a market-leading security provider. With over 30 years experience in designing, manufacturing, installing and servicing integrated security solutions, a G4S Technology system provides complete peace of mind.

"We are very satisfied with the operational effectiveness of the door access system, ID card production facilities/equipment and the after-sales support," Trevor Robertson, Property and Procurement Manager for CSCI, said. "We have experienced very reliable service from G4S Technology, in addition to good maintenance and after-sales support. G4S Technology displays very effective national account management."

CSCI made the sensible decision to accept our excellent after-sales service package, offering support and advice 24 hours a day. With this addition support package, CSCI is guaranteed to receive priority assistance in the unlikely event of system complications.

A G4S Technology service agreement offers the following invaluable guarantees:

- A service desk open seven days per week, 365 days per year;
- Mobile engineers on call, carrying the essential components to repair 95 percent of breakdowns on the first site visit;
- Every security system receives an annual preventative maintenance inspection and service.

### About G4S Technology

G4S Technology is part of G4S plc, the world's leading international security solutions group.

G4S Technology designs, manufactures, installs and maintains fully integrated building security systems, protecting everything from small offices and schools to large multi-national organisations and high security Government facilities. G4S Technology has been providing unified security solutions for over 30 years, delivering 30,000 systems across 80 countries, to mitigate risk and protect staff, premises and assets.

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