

We would like your comments on the Concierge & Night-Time Security Review. Please take a few minutes to answer the following questions so that you can have your say, and help shape the future of the service.

CONTACT DETAILS

Name:
Address:
Postcode:
Block Name:

1. The Council's Proposal (page number 5 in the Information booklet)

Please tell us what you think about the following
Yes
No
No opinion

Do you support the Council's proposal to reduce the weekly charge to approximately £7.35 by altering the way the service is delivered?

Do you support the Council's proposal to continue to provide a daytime concierge presence albeit with a slightly wider role in the area?

Do you support the Council's proposal to provide a uniformed night-time security foot and vehicle patrol?

Do you have any other comments about the Council's Proposal?

2. Changes to Concierge/Night-Time Security Staff Roles

Please tell us how you feel about the following
Yes
No
No opinion

Are you happy that within the proposal the Council wishes to secure the future of the Concierge staff; albeit with a wider neighbourhood role?

Are you happy that the night-time security staff will still be providing a 24/7 service but will not be based within the blocks and instead will patrol the blocks and neighbourhood?

Our ref:

**CONCIERGE & NIGHT-TIME SECURITY
REVIEW/CONSULTATION
11th November 2013-3rd February 2014**

Do you have any other comments about the Concierge/Night-Time staff?

3. New Technology

Please tell us what you think about the following

	Yes	No	No opinion
Do you think that the new technology will benefit the block?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you feel that replacing the CCTV cameras will improve security?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you think the cameras at the main entrance and foyer would make the block secure?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A new intercom system would form part of the proposal, which will allow two way communication with the concierge and the control room, does this make you feel safer?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have any other comments about the New Technology?

4. Options considered but not proposed

Please tell us what you think about the following.

	Yes	No	No opinion
Do you agree that "carry on as we are" is not an option?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you agree that "to stop providing the service" is not an option?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have any other comments about the options considered but not proposed?

EQUALITIES MONITORING – If blank please complete using the categories below. We ask for the following information to help us ensure that all our customers are treated fairly and that everyone receives a service that takes account of their needs. The following section is voluntary, you do not have to answer these questions, and it will not affect the service we give you.

Gender:		Date of birth:	
Ethnic origin:		Faith:	
Disability:		Sexuality:	
Nature of disability:			

Disability Mobility Visual Impairment Hearing Impairment Learning Difficulty Mental Health Problems Other, please specify	Faith None Buddhist Christian Hindu Jewish Muslim Rastafarian Sikh Other, please specify	Sexuality Bisexual Gay/lesbian Heterosexual Other, please specify
Ethnic Origin WHITE British or mixed British Irish Gypsy/Romany Polish Traveller Other White European Other White BLACK Black Caribbean Black African Black British Somali Zimbabwean Other Black	ASIAN Afghani Bangladeshi or British Bangladeshi British Asian Indian or British Indian Kashmiri Pakistani or British Pakistani Other Asian MIXED Asian and White Asian and Black Black African and White Black Caribbean and White Chinese and White Other Mixed	OTHER ETHNIC GROUP Arab Chinese Filipino Iraqi Iranian Israeli Kosovan Kurdish Middle Eastern (excluding Israeli, Iranian and 'Arab') Vietnamese Yemeni Other group Prefer Not To Say

Please return your completed questionnaire in the pre-paid envelope provided or if you have downloaded the form from <https://www.birminghambeheard.org.uk/bcc-corporate-resources/concierge> please use the following address:

Concierge and Night Security Review, FREEPOST MID22594, PO Box 16637, Birmingham B3 3BU

Confidentiality

The information you provide is confidential and subject to the requirements of the Data Protection Act 1998. This personal data will be held and processed by Birmingham City Council for the purposes of the Concierge and Night-Time Security Review consultation.