

Mitie wins contract to provide security to the DWP's estate across England, Scotland and Wales

10 months ago



Mitie has been appointed by the Department for Work and Pensions (DWP) to deliver security across its nationwide estate – creating the largest security workforce within the UK Government's estate. Mitie will also design, build and operate a new bespoke, 24/7 Security Control Centre. The guarding contract is valued at £136m per year and the Control Centre is valued at a further £3m per year. The contracts will initially run for seven years and five years respectively with the option to extend both contracts for ten years.

Mitie will play a vital role in ensuring that Jobcentres are a safe and welcoming environment for all those that work in or visit them. Through critical security services designed to safeguard the DWP's sites across England, Scotland and Wales, these contracts build on the presence Mitie already has, enabling safer communities across the country. More than 24,000 Mitie Security Officers already protect some of Britain's biggest organisations, most iconic landmarks and national critical infrastructure.

The contract will employ around 3,000 Security Officers. Officers will be connected to a newly designed and bespoke Security Control Centre (SCC) located at Mitie's Intelligence Security Operations Centre (ISOC) in Northampton.

The additional contract will see Mitie design, build, and operate a dedicated 24/7 Security Control Centre to provide monitoring services across the estate and will be integrated with a specialist Access Control Centre in Gloucester, operated by GBE Converge, a fire and security systems provider and part of Mitie since 2023. This unique setup will enable rapid response to intruders, panic, fire, and other critical alarms

with trained colleagues on hand to provide round the clock support.

As part of its commitment to create better places and thriving communities, alongside the contracts, Mitie will deliver a comprehensive programme of community engagement, employment support, and workforce inclusion. A dedicated social value team – part of Mitie’s pledge to uplift one million lives through social mobility, inclusion and skills training – will lead these initiatives aimed at tackling economic inequality, supporting underrepresented groups, and creating long-term employment opportunities within the community. Commitments include working with local schools to identify future apprentices, attending career fairs for military leavers, and close collaboration with the Mitie Foundation and its Ready2Work programme to get long-term unemployed individuals into work.

Jason Towse, Managing Director, Business Services, Mitie, said:

“With a presence in nearly every town and city across the UK, the DWP delivers services that impact almost everyone at some point in their lives. Mitie’s security teams will play a vital role in supporting the DWP’s core mission of helping individuals access the employment support they need, while ensuring communities are safe and welcoming.” “Working with the DWP, we will bring a step change by deploying trained security professionals, supported by robust, intelligence-led services designed to deter and detect potential threats. We’re proud to enable such a forward-facing approach.”