

London Borough of Enfield

Lead Member and Operational Decision of Executive Director of People

Subject: Cctv Monitoring /Alarm response services

Cabinet Member: Cllr Keazor

Executive Director: of People - Tony Theodoulou

Key Decision KD 5265

Purpose of Report

1. This report seeks approval to appoint the successful contract provider to supply the current monitoring service for the period of the new contract term.
2. To approve the suppliers tendered price that has been given in the Confidential Appendix of this report.

Proposal

3. To award a 5-year contract for the provision of CCTV monitoring services, with a permissible extension of up to 1+1 year up to a total contract term of 7 years as per the contract specification and to start the new contract on or before 21st April 22.

Reason for Proposal

5. To ensure that the CCTV and other security systems are monitored by a trusted SIA accredited contractor to a high industry standard and that those services represent best value.
6. To ensure continuity of service and to support the Council's commitment to improve Community Safety in the London Borough of Enfield.

Good homes in well-connected neighbourhoods

- 7 Collaborative approach around ensuring Community Safety and prevention and detection of crime around residential and open spaces and making Enfield a safer place for its residents and a safer place to live and work.

Sustain strong and healthy Communities

8. CCTV forms a key part of any Community Safety Partnership and the CCTV Operators have a strong working relationship with the borough's Police and Community Safety officers and other Council services.

Build our local economy to create a thriving place

- 9 To ensure that Enfield is a safer place to work & live to increase public confidence in prevention and detection of crime ensuring local businesses can trade in a safe environment. Thus, improving the boroughs local economy and on going regeneration works in various areas in the borough.

Background:

10. The existing contract commenced in 2015 after a full tender process was completed. This was supported by procurement and legal teams following the required process.

11. The current provider was appointed and has supplied SIA licenced CCTV monitoring teams to cover a 24/7 service for monitoring CCTV, building alarms and the Council lone worker systems.

Enfield Public Safety Centre (EPSC) has achieved Alarm Receiving Centre (ARC) status to the relevant industry standards.

- 12 The current contract was extended in 2019 for a further 2 years but due to the Covid-19 pandemic a waiver was required to enable further additional time for a procurement process to be undertaken in accordance with the Public Contract Regulations 2015.

The procurement process is now completed, and a suitable supplier has been identified.

Main Considerations for the Council

- 13 The new contract for CCTV monitoring service will provide best value. See Part 2 for further comments.
14. The new contract will ensure continuity of service is applied throughout in the support of the Council's commitment to improve Community Safety in Enfield.

Safeguarding Implications

- 15 The work of the Enfield Public Safety centre provides a vital source of information for police when gathering intelligence on investigating criminal activity, and acts as a deterrent to criminals, reducing the likelihood of crime thus improving safety of residents.

Public Health Implications

- 16 The work of the CCTV positively supports Council's Public Health Approach to reduction of serious youth violence.

Equalities Impact of the Proposal

17. There is no detrimental impact on equalities identified within our equality impact assessment.

Environmental and Climate Change Considerations

- 18 There is limited environmental impact to this service consideration of this issue has been included in the documentation when going out to tender.

Risks that may arise if the proposed decision and related work is not taken

- 19 There is risk to the local community and staff if the authority is not operating the current services that are supplied by the EPSC. These risks include loss of support to detect and deter crime and loss of support for lone workers. The CCTV provision is listed as a Priority One Service within the Council's Business Continuity and Resilience programme.
- 20 The EPSC also provides alarm monitoring for corporate buildings and generates a small income from an external authority by providing disaster recovery services for another Council. Inability to provide this may impact on the Council's reputation.

Risks that may arise if the proposed decision is taken and actions that will be taken to manage these risks

- 21 . See Part 2.

Financial Implications

22 See Part 2

Legal Implications

23 The Council has the general power of competence pursuant to s1(1) of the Localism

Act 2011 to do anything that individuals generally may do, provided it is not prohibited by legislation and is subject to public law principles. Section 111 of the Local Government Act 1972 permits local authorities to do anything which is calculated to facilitate, or is conducive or incidental to, the discharge of their functions.

24. In running the procurement process the Council must follow the Council's Constitution, in particular the Contract Procedure Rules, and the Public Contract Regulations 2015.

25. See Part 2.

26. The Council must comply with its obligations relating to the obtaining of best value

under the Local Government (Best Value Principles) Act (1999).

27. There must be adequate budgetary provision for the award of the contract.

28. See Part 2.

27. As the value of the contract exceeds £500,000, officers must ensure this report follows the Council's Key Decision process.

(Legal implications provided by E.M. on 23.03.2022 based on the version of the report circulated on 22.03.2022 at 15:38)

Workforce Implications

24 Contracted staff are subject to TUPE which has been included in the Tender Documentation.

Property Implications

25 There are no Property implications

26 Procurement Implications

The procurement was undertaken in accordance with the Councils Contract Procedure Rules (CPR's) and the Public Contracts Regulations (2015). DN545385

Business Case for the Provision of Public Surveillance CCTV Monitoring, CCTV Parking and Traffic Enforcement, Building and Personal Alarm Receiving Centre, Control Room has been approved by Procurement Services on the 16th June 2021.

The award of the contract, including evidence of authority to award, promoting to the Councils Contract Register, and the uploading of executed contracts must be undertaken on the London Tenders Portal including future management of the contract.

All awarded projects must be promoted to Contracts Finder to comply with the Government's transparency requirements.

During the planning process due regard was taken to include social value, equalities and sustainability elements within the procurement tender documents. This is in line with the CPR's and new Sustainable & Ethical Procurement policy that came into effect in February 2022.

It is expected that a contract of this size and risk, should have regular contract reviews, and that KPI's are monitored including the delivery of any social value.

The contract DN545385 in line with the CPR's should have a nominated contract manager named in the LTP, and evidence of regular reviews uploaded to the LTP.

Options Considered

- 27 Allow the current contract to expire and leave the CCTV Enfield Public Safety Centre without a monitoring contractor to cover the 24/7 services.
- 28 Bring the service in house. This was considered but rejected on the basis that it would not be viable nor cost effective. The contract arrangements provide for greater resilience with regard to business continuity. The costs associated with SIA licence applications would also be an extra cost to the Council if the service was brought in house.
- 29 Complete the current procurement process to obtain best value around contract provision and services. Our appraisal highlights this as the most viable option in terms of cost efficiency and effectiveness of the service.

Conclusions

- 30 A procurement process was completed with due diligence to ensure that the CCTV monitoring is delivered by a trusted supplier to a high industry standard.

The new arrangement will ensure continuity of service. The provision will support and improve Community Safety in the Borough of Enfield and ensure it is a safe Place to live work and study.

Report Author:

Darren Woods

Date of report

28th March 2022

Background Papers

The following documents have been relied on in the preparation of this report:

None