

Neighbourhood Services Committee

Award Recommendation Report

30 June 2022



Title	<i>CCTV Monitoring & Maintenance Contract Award</i>
Purpose of the report	To approve a Contract Award Recommendation
Report Author	<i>Jackie Taylor Group Head of Neighbourhood Services</i>
Ward(s) Affected	All Wards
Exempt	No
Exemption Reason	<i>Not applicable</i>
Corporate Priority	Community Environment Service delivery
Recommendations	Committee is asked to: Authorise the Group Head of Neighbourhood Services to enter a contract with Runnymede Borough Council for the monitoring and maintenance of its on-street CCTV equipment for an initial period 3 years with the option to extend for a further 2 years, in 2 x 12-month extensions (3+1+1).
Reason for Recommendation	<i>Runnymede BC is to provide the maintenance and monitoring of Spelthorne's on-street CCTV equipment within their monitoring suite in Addlestone. Spelthorne do not have the physical resources to provide this service and has for many years worked within a partnership approach whereby Runnymede provide this service on our behalf.</i>

1. Summary of the report

- 1.1 This report seeks approval to enter into a contractual agreement with Runnymede Borough Council for the monitoring and maintenance of its on-street CCTV equipment for an initial period of 3 years with the option to extend for a further 2 years, in 2 x 12-month extension periods (3+1+1).
- 1.2 Runnymede have undertaken a compliant tender exercise and have entered into contract with Central Security Systems Limited, who are the incumbent service provider.
- 1.3 Spelthorne have thirty-nine permanent live CCTV cameras and additional recording CCTV cameras in various hot spots and high footfall areas across the borough.
- 1.4 In addition to these cameras at our train and bus stations in Staines, Sunbury and Shepperton all link to our CCTV systems.

- 1.5 Spelthorne has been in a framework contract with Runnymede for more than 20 years whereby in their own bespoke CCTV monitoring suite in Addlestone they provide maintenance and monitoring services for all of Spelthorne's on street CCTV cameras.
- 1.6 Cameras record images twenty-four hours every day. CCTV operators watch live images at strategic times in the local monitoring suite. Any criminal activity observed on camera is directed to the police so they can respond to the incident.
- 1.7 Runnymede Borough Council's contract with their maintenance supplier expired in March 2021. They went out to tender for one new supplier to provide them with a package of equipment, service and maintenance, equipment supply, design & installation. The contract included provision for Entities contracted to the Authority for CCTV monitoring. Spelthorne was listed as one of those Entities.
- 1.8 Due to tender complications the first tender exercise was not awarded, and Runnymede set about revising their specification and tender documents. Whilst we were not able to play a large part in this piece of work, procurement officers from both Spelthorne BC and Runnymede BC were communicating to ensure that we would get the best possible outcome from the exercise.
- 1.9 As an interim measure and due to the lapsed contract between Spelthorne & Runnymede a contract extension for one year was agreed by both parties.
- 1.10 Runnymede then went out to tender again and have now successfully awarded the contract to their incumbent supplier who has provided a very high-quality service to both Councils for many years. The new contract with their suppliers is for an initial period of 3 years with the option to extend for a further 2 years in 2 x 12 month extensions (3+1+1). The contract commenced on 1st April 2022.

2. Key issues

- 2.1 Spelthorne does not have a facility or staffing resources to manage and maintain its own CCTV cameras and if it did, the costs would be far more than the annual cost we currently pay Runnymede for providing this comprehensive service on our behalf.
- 2.2 Runnymede will provide this service within a bespoke control centre in Spelthorne, the likes of which we do not have.
- 2.3 Runnymede have undertaken a compliant tender exercise and have entered into contract with Central Security Systems Limited, who are the incumbent service provider.

3. Options analysis and proposal

Option 1 – Do not enter into a new contract

If we choose not to enter into a contract with Runnymede our CCTV equipment will not be monitored will fall into decline and will not be repaired, when damaged.

Option 2 – Enter into a contract with an alternative supplier/partner

We could look further afield to find alternative options for CCTV monitoring, but this could be as far away as Luton as one of our neighbouring boroughs currently does. It is not anticipated that this will bring with it any savings and

we will lose that value of local knowledge that the current monitoring team have.

Option 3 – Enter into a new contract with Runnymede Borough Council as outlined in this report (**preferred option**)

Runnymede and their preferred contractor have been maintaining and monitoring our CCTV & equipment for many years and have provided a very high-quality responsive service. The local police office in Staines also has a link to their control room whereby the Runnymede team can share CCTV links to Spelthorne police to carry out investigations. Such investigations have helped to identify amongst other incidents:

- The Sunbury bomber
- Damage to the '5 swimmers' statue
- Anti-Social Behaviour (ASB) issues in Staines High Street
- Unlawful encampments

3.1 Option 3 allows the Council to continue working with Runnymede who have extensive experience in the provision and maintenance of public safety CCTV systems and services. They also have a proven track record of good service delivery and a willingness to deliver efficiencies through continuous improvements, thereby providing the Council with best value.

3.2 Runnymede's comments on the procurement process undertaken:

A Find a Tender Service compliant process commenced in July 2021 for the provision of a new CCTV maintenance contractor to work with Runnymede Borough Council, and its partners. This was operated as a two-stage process. Stage one closed on 26/11/2021 (this was the final date for submission of Bosch Expert Level Certification) and following the evaluation of the initial ten bids submitted, by a panel of RBC officers, four bidders were invited to participate in the second stage. Stage two of the process commenced on 14/12/2021, ending on 26/01/2022 where submissions against price and quality requirements were sought. Only one bid was received which was evaluated and moderated by a panel of RBC officers (senior managers). With the submission meeting the requirements in both the quality and price components, a contract was awarded to Central Security Systems, that commenced on the 1st of April 2022. Central Security Systems were the incumbent provider and as such, had already undertaken several functions on behalf of Spelthorne Borough Council, including maintenance, equipment replacement and upgrade and new installations

3.3 Spelthorne Procurement Team have been involved with the procurement and are satisfied with the process that was followed when awarding the tender.

4. Financial implications

4.1 Runnymede Council undertook a Restricted (two-stage) procurement process complying with the Public Contracts Regulations 2015, which require a full, open tender for services with a whole life contract value of £189,330 or above.

4.2 A contract award notice with associated tender documents was published on 9th July 2021. The Contracts Finder Reference No is:

<https://www.contractsfinder.service.gov.uk/notice/27574949-7330-47d2-ac6a-d0f3437e0711?origin=SearchResults&p=1>.

- 4.3 The costs to Spelthorne under this agreement for 2021/22 were £120,672 per year. An 8.2% RPI increase has been added under the new contract which brings the yearly costs up to £128,153. This extra cost will be met within the existing Community Safety budget.
- 4.4 This shortfall will be covered by savings made in 22/23 on the move from Broadband to Wireless cameras.
- 4.5 Any budget shortfalls will be covered in future years by way of a revenue growth bid.

5. Risks

- 5.1 CCTV is designed to help prevent and detect crime. It can reassure the public about community safety and is located in public places to:
 - provide evidence to relevant enforcement agencies
 - maintain public order
 - prevent ASB
 - provide reassurance
 - promote economic wellbeing
- 5.2 Not providing up to date and adequately monitored CCTV systems will put public safety at risk and will impact on the ability of the police in preventing crimes from happening quickly as they assist the police in solving cases by way of providing material evidence.

6. Equality and Diversity

- 6.1 No protected group will be adversely impacted as the use of CCTV; it is a tool to tackle ASB and illegal activities.
- 6.2 Information relating to individuals committing offences may be collected by the Police with whom the Council hold a GDPR compliant information sharing protocol for this purpose.
- 6.3 Surrey Police abide by strict equality and diversity policies and procedures which can be viewed on the Surrey Police website.

7. Sustainability/Climate Change Implications

- 7.1 Spelthorne uses CCTV footage when available to track and prosecute fly tippers where possible.
- 7.2 Fly-tipping is one of the most common and pervasive environmental crimes, which not only endangers the environment, but also has social, economic and health consequences.

8. Timetable for implementation

- 8.1 There are no changes to our current CCTV cameras which will all remain in situ. If the Committee approves this recommendation to enter into a framework agreement with Runnymede, there will be a continuance of service with no gaps.

9. Contact

9.1 Please contact Jackie Taylor Group Head of Neighbourhood Services for any queries related to this report.

Background papers: There are none.

Appendices: There are none