

Procurement of CCTV/Security Monitoring Staff

Decision maker: Cabinet Member housing, regulatory services and community

Decision date: 16 May 2022

Report by: Corporate Director – Economy & Environment

Classification

Open

Decision type

Key

This is a key decision because it is likely to result in the council incurring expenditure which is, or the making of savings which are, significant having regard to the council's budget for the service or function concerned. A threshold of £500,000 is regarded as significant.

Notice has been served in accordance with Part 3, Section 9 (Publicity in Connection with Key Decisions) of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

Wards affected

Aylestone Hill; Central; Dinedor Hill; Greyfriars; Hinton & Hunderton; Ledbury North; Leominster East; Newton Farm; Redhill; Ross East; Ross West; Whitecross; Widemarsh;

Purpose

To approve the procurement and commissioning of a new contract to provide staff to monitor the council's CCTV cameras across the county to include a costed option for security staff to work within the Maylord Orchard Centre.

Recommendation(s)

That:

- a) A new contract be procured through a competitive tender exercise in accordance with the contract procedure rules on a 3 plus 2 year basis and within a budget of £1.3m to**

supply staff to monitor the council's CCTV cameras across the county, including security staff to work within the Maylord Orchard Centre; and

- b) Authority is delegated to the Corporate Director for Economy and Environment, following consultation with the Cabinet Member housing, regulatory services and community and the Section 151 Officer, to award the new contract and take all relevant operational decisions.**

Alternative options

1. Do nothing. The council has an established CCTV service that covers Hereford City and the market towns of Ledbury, Leominster and Ross-on-Wye. This is not an option as the current staffing contract ceases on 31 August 2022. Without proactive monitored public space CCTV for Herefordshire and Maylord Orchard Centre could risk an increase in undetected crime and anti-social behaviour.
2. Use volunteers to carry out CCTV monitoring and security work. This is not an option as whilst there is huge value in employing volunteers in the public sector, the monitoring of CCTV and security work is not seen as an area where volunteers should be used exclusively to provide a service, but instead should be used to complement existing paid contract staff. The use of volunteers to run the service could put the service at operational risk as there is no compulsion for any volunteer to attend work and this would leave the CCTV and security service unstaffed.

Key considerations

3. The council's county wide CCTV service has been in operation since June 2003. Since this time the CCTV cameras have been proactively monitored through a commissioned staffing contract.
4. Due to lack of long term funding for the CCTV service the council has been unable to procure a long term contract and has had to continue with the current contract beyond its expiry date of 31 March 2020. Now that the council has committed long term financial support there is an opportunity to test the market for a new long term contract to supply the CCTV monitoring staff.
5. As the council now own the Maylord Orchard Centre it is desirable for the two CCTV and security services to be aligned under one service and one provider. The commissioning of one contract for all staff should provide economies of scale and resilience for staffing to cover both areas. It is noted that the Maylord Orchard Centre CCTV service is paid for by the tenants of the centre (through a service charge), and this element will remain specific to this location.
6. Any new procurement exercise where staff are involved involves TUPE implications. Both incumbent service providers for the county wide CCTV service and the Maylord Orchard Centre have been informed of the proposals for the new contract. All staff are aware of the need to procure a new contract.
7. The benefits of procuring a new contract would include having the ability to use economies of scale in procuring one contract for two almost identical services through management and supervisory costs alone. To align the countywide CCTV service and the Maylord Orchard Centre service together would provide a greater provision of staff in one location rather than in two locations should co-location be an option in the future.

Community impact

8. By aligning both CCTV/security services into one managed service and eventually in one location will help with lowering the council's carbon emissions and its aim to become carbon neutral by 2030.
9. The CCTV/Security service will continue to monitor for vulnerable people and alert authorities to go and assist them with their wellbeing. The service will also continue to participate in various partnership working groups to identify the vulnerable.
10. The service will continue to support local businesses, retailers and licensees in keeping Herefordshire a safe place to live, work and visit by proactively monitoring CCTV to assist in the reduction, prevention and detection of crime.

Environmental Impact

11. By aligning both services together with reduce the council's carbon emissions by having one location carrying out the same service rather than two locations.
12. The council provides and purchases a wide range of services for the people of Herefordshire. Together with partner organisations in the private, public and voluntary sectors we share a strong commitment to improving our environmental sustainability, achieving carbon neutrality and to protect and enhance Herefordshire's outstanding natural environment.
13. Whilst this is a decision on back office functions and will have minimal environmental impacts, consideration has been made to minimise waste and resource use in line with the council's Environmental Policy. A video management system is in use for the county wide system which negates the need for the use of paper system. Both services will use the video management system thus saving a considerable amount of resources being used.
14. The development of this project has sought to minimise any adverse environmental impact and will actively seek opportunities to improve and enhance environmental performance. By bringing both services together in one control room will save a considerable amount of costs on the utility costs of housing two services in two buildings.

Equality duty

15. Under section 149 of the Equality Act 2010, the 'general duty' on public authorities is set out as follows:
16. A public authority must, in the exercise of its functions, have due regard to the need to –
 - a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
 - b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;

- c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

17. The public sector equality duty (specific duty) requires us to consider how we can positively contribute to the advancement of equality and good relations, and demonstrate that we are paying 'due regard' in our decision making in the design of policies and in the delivery of services. As this is a decision on back office functions, we do not believe that it will have an impact on our equality duty.

Resource implications

18. The council have committed long term base budget for CCTV in Herefordshire. Other financial stakeholders, Hereford City Council, Hereford Cathedral, Ledbury, Leominster and Ross-on-Wye Town Councils have committed long term financial contributions through Service Level Agreements and the tenants of the Maylord Orchard Centre make a contribution towards the building costs which will cover the element of the CCTV and security costs directly accountable to that area.

Revenue or Capital cost of project (indicate R or C)	2022/23	2023/24	2024/25	Future Years	Total
	£000	£000	£000	£000	£000
<i>R – Staffing Cost</i>	260	260	260	520	1,300
TOTAL	260	260	260	520	1,300

Funding streams (indicate whether base budget / external / grant / capital borrowing)	2022/23	2023/24	2024/25	Future Years	Total
	£000	£000	£000	£000	£000
<i>Base Budget</i>	100	100	100	200	500
<i>External Contribution from MOC tenants</i>	160	160	160	320	800
TOTAL	260	260	260	520	1,300

Revenue budget implications	2022/23	2023/24	2024/25	Future Years	Total
	£000	£000	£000	£000	£000
<i>note any impact on revenue budget, good or bad</i>					
TOTAL					

Legal implications

19. This is a key decision because the procurement of the CCTV monitoring contract will result in the council incurring and expenditure of more than £500,000 and will have an impact on the amenity of the community of Herefordshire.

20. Under the council's contract procedure rules the value of the contract means that the procurement must be in accordance with UK compliant procurement procedures which means that the council must follow an open tendering procedure or via a compliant framework.

Risk management

21. To not approve the procurement and commissioning of a new staffing contract will leave the countywide CCTV service and the Maylord Orchard Centre CCTV and security unmonitored.
- 22.

Risk / opportunity	Mitigation
Not approving the procurement and commissioning of a new staffing contract will leave the countywide CCTV service and Maylord Orchard Centre CCTV and security unmonitored.	Approval of this decision report
Tender prices come in at a higher price than anticipated	<p>A robust procurement exercise with clear specification carried out to enable competitive tenders to be received.</p> <p>Should the costs come back higher than the available budget there will be a reduction in the service provision by paid staff. Any reduction in service will look to be complemented by working with volunteers</p>

23. Working on the assumption that the recommendation(s) will be approved, you should indicate whether the relevant risks will be managed at a service, directorate or corporate level and which risk register they will be entered in.

Consultees

24. Consultation has taken place with; the Maylord Orchard Centre Manager; Strategic Assets Delivery Director; Director of Economy; all councillors.
25. A summary of their views is below
- The True Independents - fully support what you are proposing ,its extremely important that these systems are properly staffed to ensure the safety and well-being of local residents
 - Green Party - I am in favour of this proposal as the CCTV is highly valued by the market towns and the city, which is why they contribute such a large sum to the coverage. Can we make sure that there is good enough level of monitoring to ensure that the city and the market towns get an equitable level of service. Response - There are discussions to be had with the market towns businesses about reintroducing and improving partnership working

between the CCTV service, the retailers and licensees. Co-locating the two CCTV/Security services together will assist with the availability of extra staff to monitor and key times. I am happy that we support this proposal which will continue to help reduce crime and improve safety for residents; enhance environmental performance; and reduce overall costs.

Appendices

None

Background papers

None identified

Report Reviewers Used for appraising this report:

Governance	Sarah Buffrey, Democratic Services Officer	Date 21/04/2022
Finance	Louise Devlin	Date 25/04/2022
Legal	Alice McAlpine	Date 03/05/2022
Communications	Luenne Featherstone	Date 12/04/2022
Equality Duty	Carol Trachonitis	Date 14/04/2022
Procurement	Lee Robertson	Date 19/04/2022
Risk	Kevin Lloyd	Date 13/04/2022

Approved by Ross Cook Date 05/05/2022

Please include a glossary of terms, abbreviations and acronyms used in this report.