

PART 1 - PUBLIC

Decision Maker: Public Protection and Safety Portfolio Holder

For pre decision scrutiny by the Public Protection and Safety PDS Committee on

Date: Wednesday 28th September 2016

Decision Type: Non-Urgent Executive Key

Title: CCTV CONTRACT EXTENSION

Contact Officer: Jim McGowan, Head of Environmental Protection,
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Chief Officer: Nigel Davies, Executive Director of Environment & Community Services

Ward: All wards

1. Reason for report

Bromley's formal Contract for CCTV monitoring and the CCTV maintenance are due to expire on 31 March 2017 and permission is sought to extend the contracts by one year. This report outlines the proposed extension of the contract.

2. RECOMMENDATION(S)

The Portfolio Holder is requested to:-

- 2.1 Agree to the proposal to extend the CCTV maintenance and CCTV monitoring contracts for one year, to 31 March 2018.
- 2.2 Delegate the authority to the Executive Director of Environment and Community Services to extend the contract again for a further year, until 2019.

Corporate Policy

1. Policy Status: Existing policy.
 2. BBB Priority: Vibrant Thriving Town Centres. Safer Bromley
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Financial

1. Cost of proposal: CCTV monitoring contract £256k and CCTV maintenance contract including equipment £147k
 2. Ongoing costs: Recurring cost. £403k
 3. Budget head/performance centre: Environmental Protection
 4. Total current budget for this head: £396k and £12k from highways
 5. Source of funding: Existing revenue budget for 2016/17
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Staff

1. Number of staff (current and additional): 1.1 FTE
 2. If from existing staff resources, number of staff hours: 1.1 FTE
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Legal

1. Legal Requirement: There is no Statutory requirement for the Local Authority to provide a CCTV service
 2. Call-in: Call-in is applicable
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Customer Impact

1. Estimated number of users/beneficiaries (current and projected): 310,000
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Ward Councillor Views

1. Have Ward Councillors been asked for comments? N/A.
2. Summary of Ward Councillors comments: N/A

3. COMMENTARY

CCTV Service Scope of work

- 3.1 The London Borough of Bromley (LBB) has a digital, community safety CCTV control room that is staffed, managed and operated 24/7 by an externally contracted company OCS, who employ Security Industry Authority licensed officers to meet their contractual obligations.
- 3.2 The Bromley control room records and monitors the 79 Town centre cameras, enforcement cameras and the parking cameras. The 75 fixed/unmanned MSCP CCTV for Civic, Hill & Village way and 3 surface car parks which form part of the Park Mark awards for the individual car parks are based partly on the “effective surveillance” undertaken using these cameras. Bromley’s Fibre, which is also used by the authorities IT systems, Communication and CCTV surveillance (Crime) now includes the seven new Bus Lane unmanned cameras that have been installed and will require on-going maintenance.
- 3.3 The car park CCTV cameras are provided in order to provide a safe environment for residents and they contribute as one of the necessary criteria for Bromley to achieve the *Park Mark* classification as provided by the Police.
- 3.4 The operators are highly trained and qualified to monitor activity and incidents twenty-four hours a day, seven days a week, and they are experienced in working with the Police and other partner and emergency services, to ensure the right resources are deployed.
- 3.5 As well as CCTV monitoring, additional services are also provided such as traffic and car park security and enforcement, care in the community, DVLA enforcement, special events such as sports and carnivals; an integrated approach to crime management and close liaison with key emergency services.
- 3.6 Bromley Borough already has a strong track record in managing criminal activity through the CCTV control room over many years and it already forms the nerve centre for a comprehensive network of nearly 200 CCTV cameras sited at strategic sites within the borough, including Bromley, Beckenham, Penge, Crystal Palace, Petts Wood and Orpington. Community safety has always been a priority for the Borough and the system will help to further reduce crime and secure the safety of people and places within the borough.
- 3.7 Working in partnership with local businesses, the staff have radio links via the *shopsafe* radio system with local shops and public houses to further monitor criminal activity and public disorder incidents. The operatives also have a live link to the Police via Metcall and can speak directly to officers on the ground when directing them to an incident. It also protects the public as they work, socialise and travel whilst respecting privacy and utilising ‘privacy zone’ software.
- 3.8 OCS (previously Legion) provide the 24-hour 365 days a year monitoring of Bromley’s extensive network of cameras and Euriovia are responsible for maintaining, updating and repairing the existing camera network and these contracts are due to expire at the end of March 2017.

4. The CCTV monitoring contract

- 4.1 The **monitoring contract** with OCS is currently £256,138 pa but there can be some variance if the company are unable to maintain a 100% occupancy. The spend in the first quarter of 2016 is £64,374

- 4.2 The company provides a rota of highly trained and qualified staff, all of whom are SIA licensed, that staff the control room 24/7. The rota provides two operators for this time and a site supervisor is provided by the company between 9am-5pm on Monday to Friday.

The CCTV maintenance contract

- 4.3 The **maintenance contract** is currently £42,851 pa, which covers all maintenance costs including all necessary repairs and upgrades and all associated labour; twice yearly maintenance rounds, including all street and car park equipment. In addition a sum of £91k is available for the replacement of equipment. The spend in the first quarter of 2016/17, including equipment was £17,815.
- 4.4 Also covered within the contract is the CCTV control room including repairs and contracts for replacing failed equipment and the hard drives on the recording system.
- 4.5 On 1 February 2012, the outcome of the tender exercise and the proposal to accept the two tenders from Eurovia for CCTV maintenance and OCS for CCTV monitoring was agreed by the Executive for a period of 5 years plus an option to extend for a further 2 years. The five year original contract period expires on March 31st 2017.
- 4.6 As Lewisham Council also awarded contracts to OCS and Eurovia, Bromley received a reduced price for the two joint contracts. The contract price for OCS was £256,138 and £42,851 for Eurovia, saving £5,383 per annum.

5. OUTLINE PROCUREMENT STRATEGY & CONTRACTING PROPOSALS

- 5.1 The current CCTV control room is located within the St Blaise building on the Civic Site and notice has been given of the Council's intention to demolish this building. As a result, the control room has to move from its current position on the site.
- 5.2 An options paper is being prepared to present to the January PP&S PDS to discuss the different ways that the CCTV service may be provided. A one year extension for both contracts is necessary in order to facilitate the consideration and instigation of an alternative CCTV provision, subsequent to the presentation of these options to Members.
- 5.3 It is therefore proposed to extend both contracts for a period of one year, during which time various options for the future operation of the Bromley CCTV system is to be considered.

Estimated Contracts Value – £311k and £92k held for equipment replacement

Other Associated Costs – Not applicable

Proposed Contract Period - One year extension is proposed from April 1st 2017 to 31st March 2018.

6. POLICY CONSIDERATIONS

- 6.1 This report is in line with the current Portfolio Plan for Public Protection and both the Quality Environment and Excellent Council elements of the Building a Better Bromley Plan.
- 6.2 The Council's CCTV Strategy was approved in 2002 and has been reviewed in in the context of this and the Council's corporate plan for Building A Better Bromley. The CCTV system also contributes to the Council's priorities for Safer Communities and Vibrant, thriving town centres.

7. FINANCIAL CONSIDERATIONS

- 7.1 The current budget for the both the CCTV maintenance and CCTV monitoring contracts is £396k, of which £92k is retained by the Council for the purchase of spare parts and hiring of equipment.
- 7.2 The table below shows the estimated spend to the end of the contract and the cost of the one year extension which is proposed.

	Actual & estimated spend to 31.3.17 £	Value of extension to 31.3.18 £	Cumulative value of contract £
OCS contract for CCTV monitoring			
Total costs to 31.3.16	1,024,254		1,024,254
Estimated costs to 31.3.17	256,138		256,138
Estimated cost of extension to 31.3.18		256,138	256,138
Cumulative contract value to 31.3.18	1,280,392	256,138	1,536,530
Eurovia maintenance contract			
Total costs to 31.3.16	171,405		171,405
Estimated costs to 31.3.17	42,851		42,851
Estimated cost of extension to 31.3.18		42,851	42,851
	214,256	42,851	257,107
Equipment replacement costs for PPS	312,299	92,000	404,299
Equipment replacement costs for Parking	9,131		9,131
Equipment replacement costs for Highways	74,369	12,400	86,769
Cumulative value of contract	610,055	147,251	757,306

- 7.3 The cost of the equipment for divisions outside of Public Protection have been met from specific budgets within Parking and Highways.

8. PERSONNEL CONSIDERATIONS

- 8.1 The control room is occupied by twelve contracted monitoring officers, all employed by the monitoring company and SIA licensed. They work on a rota system to provide a 24/7. There is also a site supervisor employed by the Monitoring company but only for five days per week, on a 0900 to 1700 basis. Contract monitoring will be arranged in house by the cctv technician.
- 8.2 The maintenance contract is carried out primarily by a single CCTV engineer, provided by the company. However additional resources are provided by the company where the need arises in order to comply with the requirements of the contract.

9. LEGAL CONSIDERATIONS

- 9.1 The Council has powers to introduce CCTV pursuant to section 111 Local Government Act 1972 and section 5 London Local Authorities (No 2) Act 1990. This is directed not only to the prevention and detection of crime and securing the welfare of the victims of crime but also assisting the Council perform other statutory duties such as highway management and the effective control of traffic.
- 9.2 In operating the system it must have regard to the private rights of the citizen as in such legislation as the Data Protection Act 1998, Human Rights Act 1998, Freedom of Information Act 2000 and the Regulation of Investigatory Powers Act 2000. The system is operated in accordance with a Code of Practice designed to ensure these rights of the individual are

balanced against the need to secure the public interest and all control room operatives are all licensed under the SIA.

- 9.3 The report states that the original contract was procured in 2012 and contracts were awarded for a period of 5 years with an option to extend for periods up to 2 years. Exercising pre-agreed options is permitted by the Public Contracts Regulations 2015.

Non-Applicable Sections:	[List non-applicable sections here]
Background Documents: (Access via Contact Officer)	Report awarding the contracts in 2012.