



NORWICH City Council

Committee Name: Cabinet
Committee Date: 06/07/2022
Report Title: Award of contract for security services

Portfolio: Councillor Stonard, Cabinet member for inclusive and sustainable growth

Report from: Executive director of development and city services

Wards: All Wards

OPEN PUBLIC ITEM

KEY DECISION

Purpose

To request that cabinet delegates approval to the executive director of development and city service for the award of a contract for security services at the council's Multi Storey Car Parks, Market, and Mile Cross Depot.

The Council currently has separate contracts for these activities, and the aim of the new contract will be to combine the contracts to streamline management arrangements and improve value for money

Recommendation:

Cabinet is recommended to:

- 1) enter into a contract for security services at the Council's Multi Storey Car Parks, Market, and Mile Cross Depot
- 2) delegate approval to the Executive Director of Development and City Services in consultation with the portfolio holder for inclusive and sustainable growth to award the contract to the most economically advantageous tender following submissions.

Policy Framework

The Council has five corporate priorities, which are:

- People live independently and well in a diverse and safe city.
- Norwich is a sustainable and healthy city.
- Norwich has the infrastructure and housing it needs to be a successful city.
- The city has an inclusive economy in which residents have equal opportunity to flourish.
- Norwich City Council is in good shape to serve the city.

This report meets the corporate priority relating to the Council being in good shape to serve the city

Report Details

1. The existing contracts for security services at the Council's Multi Storey Car Parks, Market and Mile Cross Depot site are due to expire at the end of June 2022. The services are currently provided through two contracts.
2. The services are required to ensure that the Multi Storey Car Parks remain open and secure, and the market and Mile Cross depot are monitored for anti-social behaviour, trespassing and potential damage. They are being procured through an open tender. The process started at the end of May, and it is anticipated that the new contract will commence on 25th July 2022. If it is not feasible to enter the new arrangements by 25 July, extensions to the existing arrangements or other provision will be sought to manage the period until the new contract commences..
3. The Council is looking for a single contractor to provide these services, although we understand that the differing requirements may result in awarding to more than one contractor if it is deemed suitable to do so. The contract will include provision for the contractor to undertake other ad-hoc work as required.
4. The contract will commence on or soon after 25 July 2022, subject to any TUPE timescales that may apply, and will be for an initial term of two years, with an option to extend for a further two years.
5. The Multi storey car park (MSCP) and market contracts require staff to be on site to monitor activity. The MSCP elements will require staff on site outside of the core hours of the Council's parking teams, whilst the market service will require staff on site during the main market operating hours. The contract will require that all staff employed must be both security industry authority trained and accredited, and have received first aid training.
6. The Mile Cross security contract will require provision of an ongoing CCTV service accompanied by regular on-site patrols.
7. Tenders will be evaluated on the basis of 50% quality (including social value) and 50% price. The contract will require all staff employed on the contract should be paid the living wage. The contract will require monitoring information to be provided to the Council to enable effective management of the contract and performance of the contractor.

Approval to award

8. Approval to delegate the award is sought as the procurement timetable does not allow for a report to be brought to Cabinet identifying the winning suppliers in the time frame allowed. Therefore, Cabinet is requested to delegate the decision to award the contracts on the framework to the Executive Director of Development and City Services in consultation with the Cabinet member for Sustainable and Inclusive Growth.

Consultation

9. No specific consultation has been undertaken with regards the procurement exercise

Implications

Financial and Resources

Any decision to reduce or increase resources or alternatively increase income must be made within the context of the council's stated priorities, as set out in its Corporate Plan and Budget.

10. The current, combined annual budget for these services has recently been increased to £290,519; this has been achieved through an increase (£0.086m) in the income budget for the council's Multi-Story Car Parks. Although there was a level of overachievement in income for 2021/22, the removal of support for the impact of COVID and existing increased income targets in this area does mean that the additional income target is ambitious and presents a potential risk that will need significant attention if it is to be achieved. The Head of Environment Services however, is confident that this level of income can be achieved in 2022/23.
11. It is intended to award the contract for a two year period, with the option of a further two year extension.
12. At the time of publication of the Cabinet agenda, officers are in the process of evaluating the most economically advantageous tender to determine the overall outcome of the procurement exercise.
13. A tender will only be able to be accepted on the basis that there is sufficient budget provision to do so.

Legal

14. The Council is using an open tender procedure to procure these services which is compliant with the Public Contract Regulations 2015

Statutory Considerations

Consideration	Details of any implications and proposed measures to address:
Equality and Diversity	None
Health, Social and Economic Impact	None
Crime and Disorder	Through having the security contracts in place, the Council helps ensure that potential incidents of potential crime and disorder are reduced. The contract proposed maintains current levels of service provision as a minimum.

Consideration	Details of any implications and proposed measures to address:
Children and Adults Safeguarding	Whilst not a specific consideration, the security contracts in place may assist in identifying specific concerns regarding safeguarding
Environmental Impact	None

Risk Management

Risk	Consequence	Controls Required
Financial	Loss of the facilities detailed in paragraph 1, and / or associated equipment. This could result in direct financial loss in terms of replacement or repair, or indirect financial loss in terms of lost income	Contract Award will ensure that the sites are monitored for anti social behaviour, and criminal damage
Reputational	Unattended Car Parks will result in reduced levels of customer satisfaction and potential reputational damage to the Council	Contract award will ensure that appropriate cover is provided at the Multi Storey Car Parks through liaising with customers, responding to emergencies, patrolling sites to provide customer reassurance, liaise with emergency services
Legal	Unmonitored sites may result in failure to comply with the Health and Safety at Work Act 1974, and the Occupiers Liability Acts 1957 and 1984	Contract award will ensure that the facilities are safe for users and staff

Other Options Considered

15. Not having security on site: This is not considered an option due to the potential implications for crime and disorder
16. Extension of current contract: the current contract has already been subject to extension and it is not considered appropriate to continue to extend it further at this stage;
17. Provision by a Council company: Norwich City Services have recently taken on the provision of the Council's repairs and maintenance service, and do not presently have the resources to provide security services
18. Provision by the Council: The Council has historically managed this service through a contractor. Provision of security has specific supervision and qualifying requirements that the Council does not currently have in place

19. Splitting the contract into multiple parts: Through having a combined contract, the Council may achieve better value for money and it will facilitate effective contract management and administration of the contract.

Reasons for the decision/recommendation

20. The streamlining of the existing security contracts will improve the value for money that the Council currently obtains from the existing arrangements, and will simplify the existing contract management arrangements

Background papers: None

Appendices: None

Contact Officer: Head of Environment Services

Name: Andy Summers

Telephone number: 01603 987841

Email address: andrewsummers@norwich.gov.uk