

Contains Confidential or Exempt Information	YES in part. Appendix 1 contains information which is exempt by virtue of paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972
Title	Safer Communities Contract Award
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Portfolio(s)	Cllr Camadoo Rothwell, Safer Communities and Inclusion
For Consideration By	Cabinet
Date to be Considered	15 th of October 2019
Implementation Date if Not Called In	1 st of November 2019
Affected Wards	All
Keywords/Index	ASB, Noise Nuisance, Patrol, Parks Housing Estates

Purpose of Report:

This report seeks officer decision approval from Cabinet for the London Borough of Ealing Safer Communities Service to invite and evaluate tenders for the procuring of a framework agreement following a Competitive Process with Negotiation for patrolling services to tackle ASB and Noise Nuisance in Ealing for a period of 4 years.

1. Recommendations

1.1 It is recommended that the Cabinet authorises the Director of Safer Communities and Housing to invite and evaluate framework tenders to patrolling services to tackle ASB and Noise Nuisance in Ealing for an initial period of 4 years.

1.2 It is recommended that Cabinet authorise the Director of Safer Communities and Housing to assess the tenders and award the framework tender for patrolling services to tackle ASB and Noise Nuisance in Ealing as a key officer decision following consultation with the lead member for Safer Communities and Inclusion.

2. Reason for Decision and Options Considered

2.1 Ealing has responsibilities under the Anti-Social Behaviour (ASB), Crime and Policing Act 2014 and statutory duties under the Environmental Protection Act

1990 to patrol the local area with the Borough and use its powers to intervene to prevent or address nuisance- generating behaviour and ASB.

2.2 Currently this service is provided by various services including:

- Housing Estate ASB Patrols provided by Parkguard Ltd.
- Parks and Council managed Car Parks based ASB Patrols provided by Parkguard Ltd
- Parks Gate Locking Service provided by Parkguard Ltd
- Noise Nuisance patrols provide by an inhouse Noise service.

The current service provided by Parkguard Ltd however is no longer under contract and there is currently no framework agreement in place that Ealing can use to access and commission services for these types of patrols.

2.3 The patrolling services as they currently stand represent an important and valued service which provides:

- Reassurance to residents across the borough with high visibility patrolling in parks and housing estates
- Challenging inappropriate and anti-social behaviour as it happens both during office hours and out of hours at night and on weekends when it is most prevalent.
- Gathering evidence of serious ASB and the identities of perpetrators that is then used to both support Police patrolling and action and enable Council led civil legal proceedings to disrupt and restrict further incidents.
- Provide weapon sweeps in public spaces and Council owned land to help reduce the risk of violent crime.
- Provides a key mechanism in identifying key locations and individuals involved in targeting vulnerable people, including young people, at risk of sexual, criminal or financial exploitation.
- Is a key aspects to the Councils push to manage drug related ASB and violence.
- Provide a gate locking service at key locations across the borough.

The framework tender will seek to re provision all of the above and create an additional patrol which will form the new response to out of hours complaints of noise and low level ASB on a reactive basis.

2.4 As part of on going savings expectations and requirements across Safer Communities a FE proposal was developed that looked to reduce overall costs by commissioning out the noise service to an external patrolling service in much the same manner our Parks and Housing Estates are provided. This change would

lead to an approximate £100k savings per annum on the current service provision model. The new service will commission an additional patrol to provide:

- Out of hours responsive noise patrols to visits and evidence gathering and challenge behaviour
- Out of hours Responsive ASB visits to gather evidence and challenge behaviours
- Out of hours observation of commercial premises activity that give rise to disturbance.

It is anticipated that the service will continue to be accessed by residents via the out of hours 5000 telephone number until we are able to move to an exclusion online form to report instances of nuisance or ASB, the primary purpose of this logging will be to create an online log as opposed to requesting a visit, however the patrol will monitor the incident logs and respond and visit on a risk and priority basis.

2.5 As outlined above it is proposed that a service restructure takes place in Autumn 2019 which will see the noise patrolling aspects commissioned out as part of the wider retendering of the patrolling services already in place. We propose changing the scope of the current Noise Service so that low level complaints are triaged and where possible referred to mediation/ locally negotiated approach.

3. Key Implications

3.1 The service currently provided as part of the parks and housing estates patrol and gate locking scheme provide a key element of the Council's response to manage the space it is responsible for, tackle ASB and crime and provide reassurance to residents using the parks and open spaces across the borough.

3.2 The new patrol providing the noise element will deliver on a challenging saving program, continue to deliver an effect out of hours response and provide additional flexibility with the addition of a further patrolling, meaning the three separate patrols (Parks, Housing Estates, Noise/ ASB) can share their workload at times of higher demand to ensure a significant resource out of hours to respond to events across all three services areas that is efficient and effective.

4. Financial

4.1 Financial impact on the budget

The approved revenue budget cross three separate areas, Parks (GF) for the parks patrol and gate locking, Housing (HRA) for the Housing estate patrols and Noise Nuisance (GF):

	2020/21	2021/22	2022/23	2023/24
	*Revenue £000	Revenue £000	Revenue £000	Revenue £000
Parks	£142	£142	£142	£142
HRA	£120	£120	£120	£120
Noise	£170	£170	£170	£170
Total	£432	£432	£432	£432

There are no new funds being sought in relation to this framework agreement, the above is funded from pre existing funding provision and will enable an approximate £100k saving from the general fund as part of the new commission in relation to the Noise element of the framework. It is hoped that in creating a new framework that can be utilised by other Councils there is the potential to generate some income. As outlined above the spend come from three separate areas, two of which are based within Safer Communities and the third which is an Environment and leisure based budget.

5. Legal

There are a number of legal considerations to be considered as part of the decision to commission this framework to tender. Under the Environmental Protection Act 1990 the Council has a statutory obligation to survey the area they are responsible for from time to time to ensure that nuisance is not caused unnecessarily to its resident. This usually takes the form of a noise patrol service in various forms from small rural Council which may use recording equipment only and provide no responsive service right up to 24 hour, 365 day a year intervention services responding to residents calls for visits and intervention in some large, highly populated boroughs.

This commission noise service would provide this patrolling option for Ealing, gathering evidence of nuisance behaviours in addition to attending low level ASB calls (something the current service is not geared to undertake) and intervening where possible to provide relief for residents and challenge inappropriate behaviours.

The evidence gathered by this service already forms the basis of a number of legal outcomes and actions including civil injunctions, closure orders, criminal behaviours orders applied for by Police, community protection notices, public

space protection order fixed penalty notices or prosecutions, criminal prosecutions for noise nuisance along with a number of other ancillary enforcement outcomes.

The contract will be procured in accordance with the Council's Contract Procedure Rules

6. Value For Money

Proceeding to tender for a framework to include all the above outlined aspects for patrolling work will demonstrate value for money, as the competitive process will ensure value. It is worth noting however that there will be a significant weight given to the quality of the bid however as the key aspect of all patrolling arrangements is the ability to gather and record evidence to a high standard to ensure legal outcomes in any subsequent court action.

7. Sustainability Impact Appraisal

None

8. Risk Management

None

9. Community Safety

The services procured as part of this framework will be the Council's primary focus and resource to ensure and deliver the community safety priority across the borough and be responsible for delivering key aspects of the current administration's manifesto commitments including the enforcement of a Borough wide PSPO recently agreed by Cabinet. The service will provide a front-line activity in the form of high visibility, community reassurance patrol and be a key link and support to local Police in tackling crime. It will ensure that unwarranted and anti social behaviour and activity is not left to go unchallenged and enable the authority to manage its space proactively, ensuring that public and green spaces remain for the enjoyment of all residents and supporting people who are unnecessarily disturbed in their own homes to find relief and support from the Council.

10. Links to the 3 Key Priorities for the Borough

A healthy and great place

Tackling crime and fear of crime is a key aspect in creating a great place to live

11. Equalities, Human Rights and Community Cohesion

None.

12. Staffing/Workforce and Accommodation implications:

The change to commission the Noise element of this framework will be subject to staff consultation process.

13. Property and Assets

None.

14. Consultation

Consultation has taken place between the parts of the Council responsible for commissioning this works. The change to the Noise aspects has also been agreed via a FE saving process.

15. Timetable for Implementation

Oct- Dec 2019	Consultation and creation of tender documentation
January 2020	Request for Tenders
March	Return of initial tenders and evaluation
March / April	Evaluation and negotiations
April / May	Submissions of best and final offers
June	Final evaluation / Decision to approve award of contract
July/ August	Mobilisation
Autumn 2020	Contract start dependent on Mobilisation

17. Appendices

Confidential Appendix 1: Commercial Strategy

18. Background Information

None

Consultation (Mandatory)

Name of consultee	Post held	Date sent to consultee	Date response received	Comments appear in paragraph:
Internal				
External				

Report History

Decision type:	Urgency item?
EITHER: Key decision OR Non-key decision OR For information (delete as applicable)	Yes / No (delete as applicable) [Is it a general or special urgency key decision, which was not included in the Forward Plan with at least one month's notice ?] If yes, set out the reasons both why the item was not included and why a decision cannot be deferred.
Report no.:	Report author and contact for queries:
	First and surname, job title