



SPECIFICATION FOR FILMING SERVICES v2.0

Version	Update
1.0	initial publication
2.0 (current)	Gainshare model updated

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Service Area: Communications - Communities Directorate

1. Introduction

The Royal Borough of Kingston upon Thames (the Council) is undertaking a commissioning exercise for its filming services. We are looking for a provider who can offer a full-service package, dealing with the entire process from application, site visits, liaising with relevant council departments, managing the shoot and invoicing / collection of monies.

For many years, the Council has recognised the important role that filming plays in the local economy, and are aware of the crucial role that the Council plays in helping facilitate filming requests.

With its beautiful ancient market place, vibrant town centre, stunning riverside promenades, eclectic mix of housing stock and expansive green spaces, the borough is a sought-after location for film-makers.

Our close proximity to Teddington Studios, Shepperton Studios and central London production facilities, along with excellent transport links, further enhance the borough's appeal.

The Royal Borough of Kingston upon Thames is a 'film friendly' borough. For many years we have recognised the important role that filming plays in the economy, at both a national and local level, and are aware of the crucial role that the Council plays in delivering front-line services to film-makers.

Recent filming in the borough has included:

- o [American Assassin](#)
- o [Trauma](#)
- o [Mamma Mia! Here we go again!](#)
- o [The Split](#)
- o [Bohemian Rhapsody](#)
- o [Manhunt](#)
- o [The Strike Series](#)
- o [Silent Witness](#)
- o [Fearless](#)
- o [Black Mirror](#)

We are looking for a provider to provide Filming services on our behalf on a revenue sharing basis whilst helping to maximise filming opportunities to generate income for the Council and market it as a destination to visit, work, live or study in. The contract will operate for three years, with an option to extend for up to a further two periods of one year each.

We are committed to ensuring that the benefits of filming in the borough are balanced with the need to minimise any potential disruption to residents and local businesses that location shoots can bring.

2. Scope of Requirement

The successful provider is expected to survey and create a list of filming sites and expand the number of locations ([currently 24](#)) in the borough to increase the number of filming days (currently around 140-150). They will be required to promote all suitable locations to the television, commercial and film industry to market Kingston as a filming destination to maximise commercial opportunities.

The provider must share the same values as the Council, driven by a clear ethical and moral stance and where their activities are in line with our priorities whilst maintaining high standards of quality, transparency and respect, where the relationship is treated well and reward goes beyond remuneration.

The provider will need to share information in the form of data intelligence to provide market intelligence that can assist us in shaping the future.

The provider will need to demonstrate how they will promote the filming service using innovative methods and technology to promoting the filming service to potential clients, e.g. through the use of technology and other methods.

The provider will need to develop relationships with other stakeholders, including Kingston First (Kingston Town Centre Management Company), who is responsible for managing the central (pedestrianised) part of the ancient Market Place. Any charges and fees for filming in the Kingston First area will still be paid to the Council although permission will need to be sought and approval given.

3. Service Delivery

This contract will directly contribute to the Council's savings target and create an additional income stream for the Council.

The Council has a minimum total income target of £80,000 per year with an year on year increase of a minimum of 25%.

In addition to the income target, this service contributes to the Council priorities listed below. The provider will therefore need to ensure that any filming undertaken on the borough gives consideration to these:

A network of engaged communities - Working with local educational settings, residents and business to provide additional benefits of the contract.

A sustainable borough - Providing an additional income stream for the Council and attracting investment into the borough.

A sustainable borough - Reducing environmental impact on the borough.

A borough with identity - Promoting Kingston as a place to visit.

A place where people prosper - Encouraging donations and support for local charities and not for profit groups.

The Council is seeking a provider who has exceptional and proven experience in the

filming market, demonstrating this through evidence both nationally and regionally with other local authorities.

Key requirements:

Using the key contacts list (Appendix C - a full list will be available for the successful provider) the provider will work with internal council departments to brief, update and get permission prior before any filming shoots take place. This includes providing alerts for filming requests as they come in, producing regular written briefings for staff, councillors and key stakeholders to be keep them informed throughout. The provider will also be expected to co-develop with the Council an agreed service level agreement outlining ways of working including briefing timescales and templates.

The provider will effectively manage the Council's reputation by working with productions to give considerations to their filming location and limit the negative impact on nearby residents, businesses etc. This includes limiting and/or putting measures in place for example filming during unsociable hours, during busy periods of the day such as rush hour or near schools. It is important that the provider effectively engages and works with the community and other key council stakeholders (internal/external) to minimise disruption and carries out extensive engagement face to face, via the phone and email prior to any filming taking place. The provider will be expected to develop and implement in consultation with the Council, appropriate community engagement plans for each project to ensure all relevant stakeholders are effectively informed.

The provider will have a system or process through which to manage all filming requests. They will also be required to develop a website marketing all of Kingston's film locations, who to contact for filming requests and any other key information. This will be evidenced through performance measures and deliverables.

Any additional services that the supplier can offer should be identified in the tender response.

Fees and Charges

All fees and charges collected from productions for council services will be paid directly to the Council with no deductions.

The preferred revenue sharing model is that all profit including associated costs for filming charged to any third parties, income from locations and other associated costs, will be equally split equally (50/50) between the Council and the provider. If bidders have an alternative model, the details must be provided separately as part of the pricing schedule.

Where the provider arranges to film in private locations (including housing estates) it is expected that they will make donations to local residents associations, community projects or other local charitable causes. These details will need to be provided to the Council on a quarterly basis and will be monitored throughout the term of the contract.

The provider is required to work with the Council to develop a new list of competitive fees and charges for 2018/19. These will need to be reviewed every year.

4. Service Standards

Film London Code of Practice:

The provider and production companies they commission must operate adhering to [Location Filming in London Code of Practice](#) which sets out guidance and expectations of film-makers in London Film Partnership boroughs.

Health and Safety:

The provider will be required to provide health and safety risk assessments for typical filming activities and provide a copy of their health and safety policy.

The provider and any company they commission must meet all relevant Health and Safety legislation in discharging their duties. The provider must have access to competent Health and Safety advice (i.e through a consultancy or in-house advisor) and will be requested to provide details and confirm qualifications and keep the details updated throughout the term of the contract.

We expect all staff working for the provider and production companies to be aware and have training in relation to health and safety.

Equality requirements:

The provider and any company they commission will be required to cooperate with the Council's Equality Policy and must support the authority to meet the requirements of the Equality Act, 2010.

Providers must demonstrate they are equality compliant and have an equalities and diversity policy which is kept up to date throughout the term of the contract.

The provider should have clear processes in place for identifying and making donations to relevant community groups linked to filming shoots.

Environment:

The provider and any company they commission will be required to give consideration to the environmental impact of filming in the borough. For example, minimising noise and air pollution from generators from equipment used on site and ensuring that any equipment used by production companies is efficient and requires minimum energy.

Where possible, production teams should use sustainable travel options contributing to safer roads and minimise poor air quality by producing less carbon emissions in the borough. E.g. secure cycle parking, public transport or walking.

At locations shoots, provider must minimise waste, such as, recycle all waste from site e.g. plastic water bottles, coffee and tea cups.

Shared values:

The provider and any company they commission is expected to conduct themselves in a professional and reasonable manner at all times; act in a honest and ethical fashion; act in the most efficient and timely manner possible; act openly and transparently and develop a skilled and professional workforce by ensuring the highest standards of training for all personnel contributing to delivery of this contract.

Lead times / timescales:

The provider will agree minimum timescales with the Council and relevant stakeholders for:

- setting up shoots, including obtaining relevant permissions
- cancelling shoots at short notice
- engagement activities with relevant stakeholders.

[A list of the current lead in times can be found here.](#)

Staff, Resident and Stakeholder Engagement

The provider will have an account manager for the lifetime of the contract who will act as the single point of contact for queries or concerns about any aspect of the service provided.

The provider will have a 24 hour emergency number to ensure that any who has concerns about filming can call the number for more information and provide details of the location or shoot manager.

Data Protection

The provider must comply with the requirements of the Data Protection Act 2018 and the General Data Protection Regulation (GDPR).

General

For any additional intervention required from the Council in relation to the above, the Council will be entitled to be reimbursed for its time and staff costs.

5. Social Value

The provider will be required to demonstrate how they can add social value and have a positive impact on the community as far as is reasonably practicable.

Social value priorities for the Council include:

- Promote Local Skills and Employment: e.g. through creating opportunities through working with local schools, colleges and the university to offer work experience, apprenticeships and training; where possible, using residents in castings and as extras in productions.
- Supporting Growth: e.g. where possible, the production and staff buy and spend locally, contributing to the local economy.

Additional social value delivered will be monitored throughout the term of the contract.

6. Performance and monitoring

The provider will be required to hold regular meetings with the contract manager and other key services to ensure the effective delivery of the contract. These meetings may be called at short notice should issues arise.

KPIs will be developed for this contract with the successful provider and will be agreed during the mobilisation period. The supplier's achievements against KPIs will be monitored through quarterly reviews and review meetings as appropriate.

Other methods of performance monitoring may include feedback from stakeholders.

Categories that will be covered will include:

- processes and management of contract
- income generation and achievement of income target
- social value delivered
- donations or support of local residents associations, community projects or other local charitable causes
- compliance with relevant health and safety legislation

The Council will keep an 'issues log' of any concerns raised in relation to the performance of suppliers on the framework and seek feedback from staff who have used the services. This will be monitored for the duration of the contract and the provider will be expected to address and respond to concerns raised.

The provider will develop a suitable memorandum of understanding, service level agreements and processes as part of the contract to ensure its success.

7. Other details such as caveats, constraints or details relating to the contract

Payment:

Details of any payments due to the Council should be provided on a quarterly basis, two weeks after the quarter end, with a detailed breakdown of the shoots and charges for that period (including internal council transfers required). All invoices raised for payment are payable within 30 days of receipt and in line with the Council's payment terms. Any additional income or adjustments for payments should be reflected in the following quarter's figures.

Changes to service

The Council reserves the right to increase or decrease the range of services that may or may not be required during the contract period.

The Council reserves the right to increase or decrease its charges during the lifetime of the contract. The Council will provide as much notice as possible if any changes required.

The Council is within its rights to cancel any filming planned in the borough should the need arise.

The Council operates a disposals list and reviews its requirements for the use of its buildings/assets on an ongoing basis in line with Council and service priorities. This may reduce or give rise to new filming locations throughout the contract.

The provider will be required at the end of the contract to provide details of any information they hold in relation to the contract including details of filming that has taken place in the borough, key contacts, service level agreements, any briefings produced, details of consultation and engagement activities as well as fees and charges received.

Any changes will be agreed with the provider in accordance to the contract variation process.

8. Appendices

- A - [Kingston First area map](#)
- B - [Map of the borough](#)
- C - [Key Council contacts and departments that the provider will need to liaise with](#)
- D - [Current location fees charged as part of the service to productions / filmmakers filming in the borough.](#)
- E - [A list of current filming sites](#)