

2223-0275 Anti-Social Behaviour Patrolling Services

Islington Council invites suitable expressions of interest from suppliers for the provision of Anti-Social Behaviour Patrolling Services.

The Council wishes to procure a single supplier to deliver Council-wide Anti-Social Behaviour Patrolling Services, split into four separate but interconnected patrol services.

These four services are as follows:

1. **Anti-Social Behaviour Patrols (ASB Patrols):** A predominantly out of hours patrol service which supports the Council's response to tackling anti-social behaviour;
2. **Cemetery Patrols:** A daytime patrol service covering the Council's three cemeteries, managed by the Islington and Camden Cemetery Service (ICCS);
3. **Late Night Levy Patrols (LNL Patrols):** A patrol service that provides policing and medical support between midnight and 6am, managed by Environmental Health; and
4. **Parks Patrols:** A daytime and out of hours patrol service covering all the parks and open spaces in the borough, managed by the Parks Service

These services operate in the entirety of the area within the borough boundary as well as specific sites (cemeteries) outside the borough boundary.

Each service operates at different times and on different days. However, the service provider should be able to provide personnel on a 24 hours per day, seven days per week basis, in order to cover the requirements of the four services.

The service provider will be required to work flexibly between these service areas and work with the Council both to deliver services in these four areas, as well as identify opportunities to reduce spend. We would also like the service provider to identify and deliver preventative initiatives with the aim of reducing Anti-Social Behaviour more broadly across the borough.

Background

The existing Anti-Social Behaviour Patrolling Services contract was procured in 2017 in response to anti-social behaviour across Islington and at the cemeteries that the Council operates. The core function of the service is to provide a visible and recognisable uniformed presence, to detect, deter, disrupt and eliminate anti-social behaviour, crime and disorder.

As a frontline service, the service is public-facing and highly-visible, promoting community safety and providing reassurance for the borough's residents, businesses and visitors by demonstrating that public safety is a high priority for the Council.

The service is both responsive and provides planned support, dealing with one-off events and emergencies as the need arises, as well as providing support and assistance at public events in various roles. The service provider is required to act as a professional witness, monitoring intelligence and data, as well as attending court when required.

In partnership with other agencies in the borough such as the Metropolitan Police, Council services, and Camden and Islington NHS Foundation Trust, the service provides assistance identifying and supporting vulnerable people, including homeless people and those with mental and physical disabilities, carrying out welfare checks as required, and taking appropriate action where necessary.

The service has proved to be effective in addressing anti-social behaviour and is popular with residents. Satisfaction levels are high, with the service identifying 'hotspot' areas in the borough, gathering evidence and intelligence on individuals involved in anti-social behaviour, and taking appropriate steps to address these issues.

The requirement

The service provider will provide a tangible, recognisable, uniformed presence, to detect, deter, disrupt and eliminate anti-social behaviour, crime and disorder, providing patrolling services with the ability to perform the functions described in the Council's specification, at a frequency agreed with the Council. As a provider delivering services on behalf of the Council, the service provider will act with integrity, discipline and vigilance and promote equality, diversity and human rights in its working practices

As a public-facing service, the successful provider will undertake numerous functions concerned with reducing anti-social behaviour in the borough, promoting community safety and reassuring residents by demonstrating that public safety is a high priority for the Council, and to improve public confidence.

The service provider must be approved under the Association of Chief Police Officers Community Safety Accreditation Scheme (CSAS) and be accredited by the Metropolitan Police to provide uniformed officers, with delegated enforcement powers, and ensure this accreditation is kept up to date under the requirements of this scheme. The provider will, if authorised, act as delegated borough Enforcement Officers, to issue appropriate enforcement action and any other notices as required, working with the contract manager and service leads to establish clear enforcement processes that are consistently adhered to throughout the life of the contract, prioritising preventative measures above enforcement.

Working co-operatively with the Council and partner agencies, the service provider must be able to demonstrate extensive, long-standing experience in the delivery of work to tackle community safety in partnership e.g. with a Council and the police.

The successful provider will be required to supply patrol officers with delegated authority to carry out the following powers and responsibilities:

- Provide a tangible, recognisable, uniformed presence to detect, deter, disrupt and eliminate anti-social behaviour, crime and disorder;
- Gather information and intelligence on anti-social behaviour in the borough;
- Provide enforcement functions that are balanced with education and awareness focused patrols;
- Use specific, delegated enforcement powers to deal with anti-social behaviour;
- Detect, deter and disrupt offenders and take appropriate enforcement action where required;
- Deal with underage drinking, confiscate alcohol from minors and collect information to support targeted follow up work;
- Carry out welfare checks where there is concern for a person's safety and take appropriate action;
- Take appropriate action to deal with rough sleepers, including referrals to partner agencies;
- Engage with groups of young people on the streets, in parks and in open spaces, establish a rapport with young people and encourage them to take steps to divert them from engaging in anti-social behaviour, crime and disorder, including use of the DIVERT early intervention programme;
- Engage with parents and community groups regarding youth behaviour;
- Engage with drug users and provide information to assist them access treatment and support;
- Monitor and educate dog walkers in order to promote responsible behaviour, control their dogs and enforce Public Spaces Protection Orders (PSPOs);
- Provide support and assistance at public events as directed;
- Keep records, submit reports, prepare statements, and attend court and licensing hearings to give evidence;

The service provider will comply with all health and safety legislation, show duty of care and take appropriate action to comply with health and safety requirements at all times.

The provider will have an awareness and appreciation of the issues in Islington and at the cemeteries managed through Islington and Camden Cemetery Service (ICCS).

The successful provider will also be required to promote inclusion within the Borough's residents and establish meetings in order to, among other things, support victims of crime, and tackle anti-social behaviour and gang-related activities among young people.

The successful provider will be required to gather and report relevant data to the council, creating bespoke analysis and mapping of crime and anti-social behaviour, in a format acceptable to the Council.

Lots

This contract is not being split into lots because the service needs to be integrated and managed consistently across the whole borough. Letting the contract as one will allow for a smooth-running service that has the flexibility needed to provide responsive and coordinated Anti-Social Behaviour Patrolling Services across the borough. It would be impractical and inefficient to split this contract into lots.

TUPE [Transfer of Undertakings (Protection of Employment) Regulations]

Potential providers must be aware that TUPE may or may not apply to this service. Further details will be available in the invitation to tender.

Contract Period

The contract period will be for 48 months from an estimated start date 10 July 2023 with an option to extend up to further total of 48 months split over two period of 24 months.

Contract Value

The estimated total value of this contract is £15,790,000 over the maximum 96 months term of the contract. This is based on £1,973,750 per annum.

There are no guaranteed volumes of work. The figures are based on historic spend across the whole of the Borough, and any variance in future years will not entitle the Service Provider to claim any additional payment or adjust its tendered rates and prices.

Award Criteria

The contract will be awarded to the Most Economically Advantageous Tender (MEAT) in accordance with the Public Contracts Regulations. MEAT for this contract is quality 70% and cost 30%. Further details will be provided in the invitation to tender.

Cost 30%
Quality 70%

Quality made up of:

Proposed approach to social value 20%

Proposed approach to customer service and diversity 10%

Proposed approach to varying work volumes and priorities 10%

Proposed approach to health and safety 10%

Proposed approach to quality management 10%

Proposed approach to mobilisation, resourcing and service delivery 10%

Total 100%

Tenderers should be aware that we reserve the right to hold presentations and/or interviews during the tender process. Presentations and/or interviews will be for verification/clarification purposes of the written submission.

We reserve the right to interview leading bidders.

Procurement Process

This contract is over the threshold at which we are required to publish public procurement notices for new procurements to the UK e-notification service, Find a Tender (FTS).

This contract will be procured using the Open Procedure. The Open Procedure means that all bidders who successfully express an interest will automatically be invited to tender and have access to the tender documents. Those who submit a tender and meet the minimum requirements will have their full tender, method statements and pricing evaluated.

How to express an interest

If you wish to apply for this contract please follow the steps below:

Register your company free of charge via the [London Tenders Portal](#).

Await acceptance. You will receive an email confirming your username and password.

Use your username and password to log into the London Tenders Portal and express your interest in 2223-0275 – Anti-Social Behaviour Patrolling Services.
75000000 – Administration, defence and social security services.

Shortly after you have expressed interest, you will receive a second email containing a link to access the tender documents.

Deadlines

The deadline for expressions of interest is: **11.59am Monday 3 April 2023**

Submission of Tender documents by: **12 noon on Monday 10 April 2023**

Late submissions will not be accepted.

Additional information

- Islington Council and its partners are committed to work towards a 'Fairer Islington', for more information see www.islington.gov.uk.
- Please **do not** include any publicity material with your submissions.
- Islington Council aims to provide equality of opportunity and welcomes applicants who meet the qualitative selection criteria from black and minority ethnic communities and disabled groups.
- The Council encourages all types of organisation who meet the qualitative selection criteria including Voluntary and Community Sector (VCS) organisations, Social Enterprises or not for profit enterprises and small to medium enterprises (SME) to tender.
- Your submission will be marked in stages. Only applicants who meet the requirements at each stage will progress to the next stage. Further details will be contained in the tender documents.
- Please include the Contract Number of this tender process when communicating with the Council in any way.
- All questions relating to this contract should be raised via the question and answer section of the relevant contract on the London Tenders Portal. Please do not contact any officer of the council directly.
- Applicants are advised that all costs incurred either directly or indirectly in preparation, submission or otherwise related to this advertisement will be borne by them, and in no circumstances will the council be responsible for any such costs. Applicants are also advised that the council at its sole discretion acting reasonably and in good faith reserves the right to abandon the procurement at any stage prior to contract award.
- As part of a commitment to transparency the council is now publishing all spend over £500 each month. This includes spend on contracts, so the successful contractor should expect details of spend against the contract to appear on the council website [Islington Council: Council contracts](#). The council is also committed to publishing tender and contract documentation after contract award stage. Commercially sensitive information will be redacted from documentation. What constitutes commercially sensitive information is a

matter for the council's sole discretion. However, tenderers will be invited to identify information they consider to be commercially sensitive in their tender return and this will be taken into account in the council forming a view.