

Appendix 4: Response to questions from the Trade Unions in line with the TU Engagement Process for One Barnet Projects

Process:

The Council and the Trade Unions share a common objective in ensuring business efficiency, employee engagement and organisational success.

As part of this engagement process the Council expects Trade Unions to recognise the right of management to plan, organise and manage the business, activities and staffing of the Council according to the objectives set by the Council.

Likewise the Council recognises Trade Union responsibility to represent the interests of their members. Both parties recognise that information share and consultation is an essential part of the change process.

In line with this agreed approach the CCTV project sent a copy of the business case update to the appropriate Trade Unions. This document was 80%+ complete and embargoed until the final document is published. A meeting is held 3 days later for the TU's to clarify their understanding of the document before submitting their top 5 questions to the project prior to the document being submitted.

The purpose of the process is to give the Trade Unions an opportunity to comment on the documents and have these comments considered prior to publication as representatives of their members.

GMB Response to Full Business Case - Recommendations:

1. Reject the recommendation to award a contract:

The recommendation to award a contract to the preferred bidder should be rejected. The service should remain in house with further options for efficiencies explored.

Response:

The Outline Business Case for Future CCTV Service, as approved at CRC on 18 April 2013, contained a full options appraisal which looked at three options including an in-house option.

Based on the appraisal, the recommended option was to procure a fully outsourced service, this was the option approved by CRC. This Full Business Case follows on from the Outline Business Case as approved at CRC in April 2013 and recommends that a contract be awarded to OCS Group UK Ltd to provide the CCTV service for a period of five years beginning April 2014

2. Emergency Telephone Service:

The cost of awarding the Emergency Telephone Service to another provider be accounted for in this report, at present this service is carried out by the CCTV operatives at a zero cost to the council. Additionally details of how the ETS service was awarded should be declared as requested by GMB.

Response:

The procurement of an alternative provider for the Emergency Telephone Service (ETS) is being conducted separately to this procurement of a fully outsourced CCTV Service. To ensure best value two providers were compared on the basis of cost and quality. CSG and the Pan London OOH service, the decision to proceed with PLOOH has been taken as this represents best value to the Council. This is subject to LBB procurement sign off by way of the DPR process

3. Location of the control room:

A commitment is made to maintaining the control room within the borough.

Response:

The Council has not promised to retain services within the borough, and the Outline Business Case, as approved at CRC in April 2013, included within the recommendation of the fully outsourced service that the location of the monitoring centre would be determined by the provider. This Full Business Case indicates that the proposed location for the monitoring centre be in LB Enfield

4. Maintain the 24 hour operation of the control room:

The service should be maintained as a 24 hour manned control room. A thorough assessment of the impact on crime prevention be undertaken before a decision is made to reduce the hours the control room is manned.

Response:

The Full Business Case identifies a recommendation to move to a 16hr active control room, the risk of this change is to be mitigated by live access terminals in both Colindale Police Station and the Hendon Control Centre to facilitate control of the camera estate by the police (and by choosing to operate in the peak times for incidents, over 80% of incidents will still be monitored live). The impact on crime prevention of this change will be regularly assessed by both the Council and the police as part of on-going contract management.

5. Resident Consultation:

Residents should be fully consulted on the proposed changes to delivery of this service.

Response:

In September 2013 the council launched a consultation designed to assess residents' views on existing CCTV camera locations, numbers of cameras across the borough and residents views on the effectiveness of CCTV cameras on reducing crime.

The consultation survey was launched online through the council's engage space website (with paper copies of the survey available on request). In order to gather the greatest range and number of respondents, the survey was publicised through the Police's and Library Service's social media accounts as well as through internal council partnership boards

The consultation period formally closed on Friday 8th November 2013, with 131 completed responses received online.

The CCTV Code of practice is a technical document which describes how CCTV operates in the London Borough of Barnet, this document was shared with potential bidders at the ITT stage of the procurement.