

Decision of:	Corporate Director of Home & Neighborhoods
Date of Decision:	14 February 2025
Publication:	Open
Council Priority:	A safe place to call home
Wards:	Arsenal, Bunhill, Caladonian, Canonbury, Clerkenwell, Finsbury Park, Hillrise, Holoway, Mildmay, St. Peters and Canalside, Tollington, Tufnell Park,
Responsible Officer:	Matt West
Report No.	1029848

---

## Subject: Contract Award for Housing CCTV - replacing outdated operating software

### 1. Recommendation

- 1.1. To approve the award of a call-off contract from the London Borough of Hounslow Framework Agreement for the Provision of CCTV Services to Tyco Fire & Integrated Solutions (UK) Limited t/a Tyco Integrated Fire & Security at a cost of £1,501,371 (inclusive of a 10% contingency).

### 2. Report summary

This report sets out the justification to award a call off contract for the upgrade of CCTV operating software including compatible hardware to existing housing CCTV that have Vigilant Network Video Recorders, replacing these with Synectics Synergy 3 located on council housing estates.

### 3. Details of the proposal

- 3.1. To replace the councils Housing CCTV operating system which is outdated and at risk of failing.

- 3.2. To align the Housing CCTV operating system with the rest of the council by replacing the existing Vigilant NVR to Synectics Synergy 3. These works include the replacement of laptops, hard drives, surveillance recording at the Councils 12 Concierge sites.
- 3.3. The work is necessary to ensure continued and reliable CCTV surveillance on Housing Estates.
- 3.4. The works are to be awarded to Tyco Integrated Fire & Security using the call off process outlined in the existing London Borough of Hounslow CCTV Framework Agreement to which Islington Council has pre-approved access.
- 3.5. The upgrade work is anticipated to last between 12 to 18 months for installation and has a further 12-month defects liability period.

## 4. Other options considered and the reasons for recommending this proposal

- 4.1. Alternative procurement methods considered include:
- 4.2. Do nothing. The current Housing Vigilant Network Video Recorder systems are not compatible with the rest of the councils CCTV systems. All other Directorates operation platforms already use Synectics Synergy 3 which is a surveillance and security management software developed and designed to provide situational awareness and control. The current CCTV for housing estates uses an outdated wireless network. Without this it would not be possible to view images at the main control room located at 222 Upper Street. The cost annually to maintain and keep the wireless network in service is circa £250k. When the Synergy 3 upgrades are finished, the council will not need the wireless network and will make a cost saving. By replacing the need for a wireless network Synergy 3 is a better and more efficient system and safeguards against system failure.
- 4.3. Deliver inhouse. A team of specialist CCTV engineers would be needed to be employed to undertake the work to install the new Synergy 3 platform. Once the new platform is in place a different set of skills would be required to maintain these systems requiring professional accreditation and insurances. The council does not currently have engineers with these skills and resources. However, it does have access to them through the quad borough Hounslow framework which the council has signed up to.

## 5. Key impacts and risks of the proposal

- 5.1. If the new Synergy 3 platform is not installed housing cctv will continue to rely on the wireless network which is now life expired and which will eventually fail. Undertaking the Synectics Synergy 3 call off work mitigates this risk and ensures council housing estates have reliable CCTV streams to the main control centre located at 222 Upper Street.
- 5.2. An emergency pack of spare parts have been purchased so that should any part of the existing Vigilant system fail it can be replaced with a Synectics Synergy 3 one. These parts are held in storage under the care of the council's concierge teams. It would take less than 5 working days to carry out the emergency replacement work as an emergency measure.
- 5.3. Any risk of service down time resulting from the work will be managed by a consultant and installer project management team. This will minimise nett risk to the council. The installer teams will be reporting to the specialist consultant who has expertise in Synergy 3 and who in turn will report monthly to the in house LBI capital works project management teams. The LBI Capital Programme electrical project engineers are responsible for the delivery of the project
- 5.4. Once the work is finished residents and the council will benefit from improved CCTV images and recording capacity with live streams into the main CCTV control centre located at 222 Upper Street.
- 5.5. In the occurrence of incidents that require real time monitoring, surveillance officers will have greater capacity to track and record images improving intelligence services to Police and other enforcement agencies.

## 6. Key procurement considerations

- 6.1. Since the start of the current framework, the contractor, Tyco Fire & Integrated Solutions (UK) Limited has contributed social value through community events, patrols, and financial support.
- 6.2. The call-off contract will address environmental considerations and agreed items with Tyco to include using modular units that can be repaired instead of replaced, hybrid electric-petrol vehicles, and responsible recycling with documented evidence.
- 6.3. Payment of the London Living Wage is a condition of the Hounslow framework and will be included in the call off contract.
- 6.4. All social value requirements will adhere to the Hounslow framework. Monthly progress meetings will be held to monitor and record key performance indicators, including social value and environmental waste.

## 7. Procurement award criteria

As a direct call off contract from an existing framework agreement it is proposed in line with the agreed process set out in the procurement strategy agreed by Executive in 2020. The call-off contract is to be awarded in accordance with the Hounslow Framework Agreement rules as agreed with the participating boroughs.

## 8. Contribution to the Islington Together 2030 Plan

- 8.1. For residents to know they have a safe place to live, work and travel accords with our ambition for 2030, to create a more equal future for Islington where everyone can thrive.
- 8.2. The new Synectics Synergy 3 CCTV security system will help to create a safer environment in council estates by providing comprehensive surveillance, efficient incident response and integrated support services.

## 9. Consultation and community engagement

- 9.1. Resident groups are to be contacted and advised about the works. Because there will be no visible change or alteration to the service which will remain the same there is no need for community engagement as such. However, Section 20 notices have been issued to all leaseholders for these works.
- 9.2. Residents will be notified via contractor letters when works are due within the buildings where they live and copies of these are to be shared with TMO and TRA groups.

## 10. Implications

### 10.1. **Financial Implications**

- 10.1.1. This report is seeking authority to place an order for the upgrade of the operating system of the HRA's CCTV network. The order will be placed under the Hounslow Quad Borough contract for the installation and maintenance of CCTV across the council. The contract was awarded under a Key Decision Report to the Corporate Director of Environment and Regeneration in 2021. CCTV services across the HRA

estate need to be upgraded since the provider of the current system has ceased trading and the current system operates on an outdated wireless network. Once upgraded the new system will align with the council main CCTV control room at 222 Upper Street.

10.1.2. The replacement and upgrade of CCTV is a capital function, and as such the cost of this contract will be covered by the HRA's Major Works capital budget. A Project Approval Report was taken to Homes & Neighbourhoods Management Team meeting in April seeking the allocation of a budget of £1.861m of budget for replacement works That report was approved, and the budget for this activity was allocated as part of the 2023/24 HRA New Starts Report.

10.1.3. The cost of works under this order is expected to be £1.365m, adding a 10% contingency, the total cost anticipated could be up to £1.501m which is within the budget that was allocated following the HMT paper. Once approved, the order is expected to be placed promptly, so there is not expected to be an inflationary pressure on the order, given it has been priced in accordance with the contract.

10.1.4. The recommendation of this report is to agree that the call off contract be raised under the contract the council has for CCTV installation and maintenance. Given that the expected cost of the order is within the budget allocated for this purpose, this recommendation is felt to be reasonable.

## 10.2. **Legal Implications**

10.2.1. The council has power to provide CCTV on any land in its area for the prevention of crime or the welfare of the victims of crime, subject to prior consultation with the Chief Officer of Police for the area (section 163 Criminal Justice and Public Order Act 1994) The council may use CCTV for the civil enforcement of road traffic contraventions provided that devices used are certified as an "approved device" by the Secretary of State in accordance with The Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022 (made under the Traffic Management Act 2004). Information held by organisations that is classed as personal data relating to identifiable living individuals is governed by the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018. The principles of the Human Rights Act 1998 also apply. The Information Commissioner has issued guidance on video surveillance, including use of CCTV, setting out the responsibilities and

principles that must be complied with. The council is required to notify the Information Commissioner's Office of the operation of its CCTV system. Covert "directed" surveillance may only be conducted if formal authorisation is provided in accordance with the Regulation of Investigatory Powers Act 2000 (as amended by the Protection of Freedoms Act 2012).

- 10.2.2. The council undertook a joint procurement exercise for CCTV services in collaboration with the London Boroughs of Hounslow, Ealing and Southwark in compliance with the Public Contracts Regulations 2015. The council entered into a contract with the successful bidder, Tyco Fire & Integrated Solutions (UK) Limited t/a Tyco Integrated Fire & Security, for the supply, installation and maintenance of CCTV for a period of four years from 1 April 2021.
- 10.2.3. This contract award will be a call-off (order) from the existing contract with Tyco.
- 10.2.4. The call-off contract must be placed in accordance with the requirements of the existing contract and the council's governance rules.
- 10.2.5. The Corporate Director has authority to award contracts paid for using capital money of up to £5,000,000 in accordance with paragraph 18.1 of the council's procurement rules.

### 10.3. **Climate Change and Environmental Implications**

- 10.3.1. An environmental impact assessment (EIA) was submitted in January 2020 as part of the contract 1920-0222 for the supply, installation, and maintenance of CCTV equipment. This remains the principal contract EIA document and includes the requirement for Waste Electrical and Electronic Equipment (WEEE) to be documented and disposed of in a controlled and recorded way and for fleet carbon use to be monitored.

### 10.3.2. **Equalities Impact Assessment**

- 10.3.3. An Equalities Impact Assessment was completed on 28 November 2024. The main findings are that there are no identifiable impacts other than the impact of improved service. The full Equalities Impact Assessment is appended.
- 10.3.4. The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take

account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding.

## 11. Timetable for implementation

11.1. The decision date on the forward plan, 21 January 2025.

### Report authorised by:

Director of Housing Property Services

Date: 14 February 2025

## 12. Record of the decision

I have today decided to take the decision set out in section 1 of this report for the reasons set out above. My agreement is indicated by the checkbox below.

Decision authorised by:

**Jed Young, Corporate Director of Homes & Neighbourhoods...**



Date: 14 February 2025

### Appendices:

Appendices	Description	Status
Appendix 01	Equality and Impact Assessment	open

Responsible Officer: Wesley Carlisle-Goldthorpe, Group Leader Electrical Team  
Email: [w.carlisle-goldthorpe@islington.gov.uk](mailto:w.carlisle-goldthorpe@islington.gov.uk)

Procurement Lead: Trevor Cambell, Category Manager, Financial Operations and Customer Service

Email: [trevor.campbell@islington.gov.uk](mailto:trevor.campbell@islington.gov.uk)

Financial Implications Author: Andrew Goulston, Finance Manager, Financial Management

Email: [Andrew.Goulston@islington.gov.uk](mailto:Andrew.Goulston@islington.gov.uk)

Legal Implications Author: Sally Sugden, Senior Commercial Lawyer

Email: [sally.sugden@islington.gov.uk](mailto:sally.sugden@islington.gov.uk)

Environmental Implications authorised by: Simon Bishop, Climate Action Strategic Lead

Email: [simon.bishop@islington.gov.uk](mailto:simon.bishop@islington.gov.uk)