Report for: Cabinet - 10 November 2026

Item number: 16

Title: Extension of the Tyco CCTV Maintenance Contract & the Tyco Equipment and Services Contract

Report authorised by: Barry Francis, Director of Environment and Resident Experience

Lead Officer: Abdul Sahed, Head of Parking
abdul1.sahed@haringey.gov.uk

Mustafa Kivanc Karakas, Contracts and Performance Manager
Mustafa.kivanckarakas@haringey.gov.uk

Ward(s) affected: All

Report for Key Decision

1 Describe the issue under consideration

1.1 On 15 November 2021, Cabinet approved the award of a contract for the maintenance of the Council's CCTV equipment to Tyco Fire & Integrated Solutions (UK) Ltd for a period of four years at a total value of £1,836,668. The contract was extended for a further year in 2025 for a total of £900,000. The contract is due to expire on 30 November 2026.

1.2 The contract provides comprehensive maintenance and support services for the Council's CCTV estate, including Community Safety CCTV systems, Traffic Enforcement cameras, School Streets infrastructure, Low Traffic Neighbourhood enforcement systems, control room technology and associated equipment.

1.3 The Council's CCTV estate has expanded significantly since the original award through investment in new public safety cameras, moving traffic enforcement infrastructure, School Streets, Low Traffic Neighbourhoods and upgraded control room facilities. The CCTV network now supports a broader range of operational and statutory functions across the borough.

1.4 On 15 November 2021, Cabinet separately approved a contract for the provision of CCTV Equipment and Services with Tyco Fire & Integrated Solutions (UK) Ltd, with an approved value of £7,436,722.83, which is due to expire on 28 February 2027. Officers have identified an opportunity to align future procurement arrangements and develop a single integrated procurement strategy covering CCTV maintenance, cameras, equipment and infrastructure services.

1.5 This report therefore seeks Cabinet approval, in accordance with Contract Standing Order 2.01(d), to extend the existing maintenance contract with Tyco Fire & Integrated Solutions (UK) Ltd for a period of 12 months from 1 December 2026 to 30 November 2027 at a value of £809,233.02. The extension will ensure continuity of critical maintenance services whilst enabling officers to undertake a strategic review and procure a long-term integrated CCTV solution. The report also seeks Cabinet approval to extend the term only, at no additional cost, of the CCTV Equipment and Services until 30 November 2027 in order to align both contract expiry dates ahead of a future integrated procurement exercise.

2 Cabinet Member Introduction

2.1 CCTV infrastructure plays an important role in helping to keep Haringey safe. From helping to tackle crime and anti-social behaviour to supporting safer streets and monitoring School Streets and traffic filtering, they play a practical role in improving residents' quality of life.

2.2 Traffic enforcement cameras are particularly important in supporting our ambition for streets that are safer and more accessible for pedestrians and cyclists. They help ensure that School Streets, pedestrian routes and cycling infrastructure function as intended, making it easier and safer for people to walk and cycle on a daily basis.

2.3 By supporting measures that reduce road danger improve sustainable transport options, CCTV contributes to our wider goals around resident safety, cleaner air and climate action.

2.4 At the same time, we recognise that the use of camera technology must be carefully balanced with the rights and expectations of residents. Any use of CCTV or enforcement cameras should be proportionate, transparent and accountable, with appropriate safeguards in place to protect privacy and maintain public trust.

2.5 That’s why this proposed extension will coincide with a strategic review of the Council’s future CCTV requirements, which will consider how technology can best support community safety, road safety and sustainable transport objectives over the longer term.

2.6 This period will also allow the Council to develop a more integrated approach to future procurement, ensuring that services are delivered efficiently, represent good value for money, and continue to reflect the Council's priorities for safer streets, thriving neighbourhoods and a greener borough.

2.7 The proposed extension will ensure continuity of these critical services while officers undertake a strategic review of the Council's future CCTV requirements and develop a single integrated procurement approach covering maintenance, cameras, equipment and infrastructure services. This approach will support long-term service resilience, effective contract management and value for money for residents across the borough.

3 Recommendations

3.1 That Cabinet pursuant to CSO 18.02.2 and CSO 2.01(d) approves the extension of the contract for the maintenance of CCTV equipment with Tyco Fire & Integrated Solutions (UK) Ltd for a period of one year from 1 December 2026 to 30 November 2027 at a value of £809,233.02. The original contract was awarded in November 2021 for a four-year term commencing on 1 December 2021 at a value of £1,836,668. The contract was subsequently extended in November 2025 for a period of one year from 1 December 2025 to 30 November 2026 at a value of up to £900,000. The proposed extension would bring the total contract value to £3,545,901.02.

3.2 That Cabinet approves an extension of the term only, at no additional cost (Nil), of the contract for the provision of CCTV Equipment and Services with Tyco Fire & Integrated Solutions (UK) Ltd, originally awarded in November 2021 and commenced on 1 March 2022, with an expiry date of 28 February 2027, to 30 November 2027. The extension will align the expiry dates of the hardware and maintenance contracts, enabling the Council to undertake a future integrated procurement exercise and realise the efficiencies associated with a single contract arrangement.

3.3 That Cabinet pursuant to the provisions of the Council's CSO 2.01(b) approves the commencement of a procurement exercise for a future integrated CCTV service covering maintenance, equipment and infrastructure requirements.

4 Reasons for decision

4.1 The current CCTV Maintenance Contract expires on 30 November 2026. Continued maintenance support is required to ensure the ongoing operation of Community Safety CCTV systems, traffic enforcement cameras, School Streets infrastructure, Low Traffic Neighbourhood enforcement systems and associated control room equipment.

4.2 CCTV infrastructure plays a critical role in supporting public safety, crime prevention, crime detection, evidence gathering and statutory traffic enforcement functions across the borough. Any interruption to maintenance arrangements could result in system failures, reduced operational capability and reputational risks for the Council.

4.3 The Council currently maintains a separate contract for CCTV Equipment and Services. This infrastructure contract expires in February 2027. Aligning contract expiry dates provides an opportunity to undertake a single procurement exercise for CCTV maintenance, cameras, equipment and infrastructure services. This approach is expected to deliver a more cohesive CCTV service model by aligning responsibility for maintenance, equipment and infrastructure within a single procurement arrangement which will allow the Council to consolidate contracts and leverage better value for money from the market.

4.4 The Council's future CCTV procurement must take account of the planned relocation of the CCTV control room and associated server infrastructure from Alexandra House and River Park House. Entering into a long-term maintenance and equipment contract before establishing the future control room's technical requirements could risk committing the Council to infrastructure and contractual arrangements that may be incompatible with its future operating environment, resulting in additional costs and reduced flexibility.

4.5 The proposed extensions provide an opportunity to align the technical requirements of the CCTV relocation and procurement programmes. Digital Services will work with Parking Services, Community Safety and Property colleagues to establish the future technical architecture and ensure this informs the procurement specification.

4.6 The Council recognises the importance of maintaining competitive procurement arrangements and minimising dependency on any individual supplier. The proposed extensions are therefore intended as time-limited interim arrangements to maintain critical service continuity while the necessary technical and accommodation assessments are progressed.

4.7 The Council intends to undertake a competitive, integrated procurement covering CCTV maintenance, cameras, equipment and infrastructure, promoting interoperability, supplier flexibility and whole-life value for money. The objective is to mobilise replacement contractual arrangements by November 2027, ensuring the new contract is compatible with the Council's future CCTV control room and infrastructure requirements.

4.8 The proposed extensions will provide sufficient time for officers to undertake stakeholder engagement, service reviews, requirements gathering, market assessment and specification development required to support a future integrated procurement exercise. Given the scale and complexity of the Council's CCTV estate, a longer-term strategic integrated procurement approach is considered preferable to undertaking a standalone maintenance tender at this stage.

4.9 An assessment of contract performance has confirmed satisfactory overall delivery, with no material performance issues or concerns identified that would prevent the Council from exercising the proposed extensions.

4.10 Value for Money

The agreed extension value of £809,233.02 for the CCTV maintenance contract provides cost certainty for the 12-month extension period and remains within the permissible modification thresholds under Regulation 72(b)(1) of the Public Contracts Regulations 2015. The proposed extension value is £90,766.98 lower than the £900,000 value of the previous one-year extension, representing a budget provision saving in annual contract value whilst maintaining continuity of critical CCTV maintenance services. The extension also avoids the cost, resource and procurement implications associated with undertaking a standalone maintenance procurement ahead of the planned integrated procurement of CCTV maintenance, cameras, equipment and infrastructure services. This approach will provide officers with sufficient time to develop a coordinated procurement strategy, consolidate future service requirements, explore economies of scale and seek enhanced value for money through a single integrated procurement exercise. The extension also supports alignment with the CCTV Equipment and Services Contract, reducing duplication of future procurement activity.

5 Alternative options considered

5.1 Option 1 - Do Nothing

Allow the existing maintenance contract to expire on 30 November 2026.

This option is not recommended as it would leave the Council without maintenance arrangements for critical CCTV infrastructure. The resulting risks include equipment failure, reduced public safety monitoring capability, disruption to statutory traffic enforcement functions, loss of CCTV evidence and reputational damage to the Council.

5.2 Option 2 - Procure a New Maintenance Contract Only

Undertake a standalone procurement exercise for CCTV maintenance services prior to contract expiry.

This option is not recommended as it would require a separate procurement exercise before completion of the Council's wider review of CCTV requirements and before alignment with the cameras, equipment and infrastructure contract. It would create additional procurement activity, reduce opportunities for integrated service delivery and increase contract management complexity.

6 Background information

6.1 CCTV is installed in the borough to help prevent and detect crime and to enable enforcement of decriminalised traffic contraventions. It can also reassure the public about community safety. It is in public places to:

- provide evidence to relevant enforcement agencies;
- maintain public order;
- prevent anti-social behaviour and nuisance; and
- provide reassurance.

6.2 Parking Services operates an established CCTV enforcement function which plays a critical role in the management of the borough's road network. The Council relies upon CCTV technology to support the enforcement of moving traffic restrictions, School Streets, bus lanes, Low Traffic Neighbourhoods and other traffic management measures. As required by statutory guidance, CCTV footage is used to gather evidence and facilitate enforcement action where contraventions occur.

6.3 The scale and significance of the Council's CCTV enforcement operation have continued to increase. During 2025/26, CCTV enforcement cameras were used to issue 195,187 Penalty Charge Notices relating to moving traffic restrictions, School Streets, bus lanes and other traffic management measures. As at the end of March 2026, income associated with CCTV enforcement activity totalled circa. £9.4m for 2025/2026. The continued operation and maintenance of the Council's CCTV infrastructure is therefore essential to supporting statutory traffic enforcement functions, protecting a significant income stream and ensuring the ongoing effectiveness of traffic management measures across the borough.

6.4 Both contracts are funded through Parking Services and Community Safety budgets. Parking Services' contribution is supported by revenue generated from enforcement activity.

6.5 Since the award of the original maintenance contract, the Council has continued to expand its CCTV estate through investment in Community Safety CCTV, School Streets infrastructure, Low Traffic Neighbourhood enforcement cameras and associated control room technology. These investments have increased the scale and complexity of the Council's CCTV operations and strengthened the importance of maintaining resilient maintenance arrangements.

6.6 The Council has also invested in upgraded control room facilities and supporting infrastructure to enhance public safety monitoring and enforcement operations. The CCTV network now supports a broader range of operational functions across both Parking Services and Community Safety than was originally envisaged when the contract commenced.

6.7 Officers regularly monitor contractor performance against the key performance indicators contained within the contract, including response times, repair times, system availability and planned preventative maintenance requirements. Contract performance is reviewed through regular contract management meetings involving Parking Services, Community Safety and the contractor, supported by regular contractor performance reports. The contractor continues to perform in accordance with contractual obligations and no significant performance concerns have been identified during the contract term.

6.8 The current CCTV Maintenance Contract expires on 30 November 2026, while the separate contract for CCTV Equipment and Services expires in February 2027. The differing expiry dates present an opportunity to align future contractual arrangements and undertake a strategic review of the Council's long-term CCTV requirements. Extending the current maintenance contract would provide the necessary time to plan and develop an integrated procurement approach, ensuring that future equipment and maintenance requirements are considered holistically and procured through a coordinated contractual arrangement.

6.9 Officers from Parking Services and Community Safety have identified potential benefits in undertaking a future integrated procurement exercise covering CCTV maintenance, cameras, equipment and infrastructure services. A more integrated approach has the potential to improve supplier accountability, simplify contract management arrangements, support service resilience and achieve improved value for money over the lifetime of the contract.

6.10 During the current extension period, the Council has sought greater clarity regarding the future accommodation arrangements for the CCTV Control Room currently located at Alexandra House and the associated Server Room currently located at River Park House. Whilst it was known that both facilities would be required to relocate as part of the Council's wider accommodation strategy, their future location and the associated infrastructure, architecture and integration requirements remained under development. As these factors will directly influence the future design and technical requirements of the CCTV service, it was not possible to finalise the specification necessary to support a comprehensive procurement exercise.

6.11 The Council has since developed a clearer roadmap for the future relocation programme, with feasibility work identifying potential options subject to technical assessment, whilst further development work continues. This has provided greater certainty regarding the future operating environment of the CCTV service and will enable officers to define future requirements and progress procurement planning with a stronger understanding of long-term operational and technical needs.

6.12 To support delivery of the future procurement, the Council is establishing a cross-directorate programme working group bringing together representatives from Parking Services, Community Safety, Digital Services, Property, Procurement and other relevant stakeholders. Supported by dedicated programme leadership and specialist technical resources, the group will coordinate the various workstreams required to define future requirements, strengthen governance arrangements and provide oversight of the procurement programme.

6.13 The proposed extensions will provide sufficient time for officers to undertake detailed service reviews, stakeholder engagement, market assessment and specification development necessary to support the future procurement strategy. This work will be undertaken collaboratively with relevant services across the Council, including Parking Services, Community Safety and Digital Services, to ensure future requirements are appropriately assessed and incorporated into the future procurement strategy. Officers will also explore opportunities to incorporate CCTV-related requirements from other Council services where appropriate, with the objective of achieving greater economies of scale, reducing duplication across service areas and supporting a coordinated corporate approach to CCTV service provision. Given the scale, complexity and specialist nature of the Council's CCTV estate, officers consider that extending the current arrangements whilst undertaking this work presents lower operational, financial and procurement risk than commencing standalone procurement for maintenance at this stage. The outcomes of this work will inform the preferred future procurement model and associated procurement programme for recommissioning the service.

6.14 Parking Services and Community Safety have been consulted on the proposal and support the extension as the most practical and lowest-risk approach to maintaining service continuity whilst future commissioning arrangements are developed.

6.15 The proposed Maintenance Contract extension was considered and endorsed by the Commissioning Board on 29 September 2026. In doing so, the Board also noted the proposed alignment of the CCTV Equipment and Services Contract to support the development of a future integrated procurement approach.

7 Contribution to the Corporate Delivery Plan 2024-2026 High level Strategic outcomes

7.1 The Council's CCTV operations contribute directly to the "Safer Haringey" theme of the Corporate Delivery Plan 2024-2026, particularly the outcome area "Secure and Supported Communities". Community Safety CCTV supports the prevention and detection of crime and anti-social behaviour, assists enforcement agencies through the provision of evidential footage, and contributes to public confidence and safety across the borough. The maintenance of a reliable CCTV network supports the Council's objective of creating safer communities and enhancing residents' sense of security.

7.2 The Council's CCTV estate also contributes to the "Responding to the Climate Emergency" theme of the Corporate Delivery Plan 2024-2026. Traffic enforcement cameras support the operation of School Streets, Low Traffic Neighbourhoods, moving traffic restrictions and bus lane enforcement measures, which form part of the Council's commitment to expanding active travel and improving air quality. Maintaining these systems assists the Council in delivering safer streets, encouraging sustainable travel choices and supporting wider environmental objectives.

8 Carbon and Climate Change

8.1 The CCTV estate continues to support a number of traffic management and enforcement initiatives which contribute positively to the Council's environmental and climate change objectives.

8.2 CCTV enforcement supports the operation of School Streets and Low Traffic Neighbourhood schemes, which seek to reduce unnecessary vehicle movements, improve local air quality and create safer environments for and promote walking, cycling and other forms of active travel. Maintaining reliable CCTV infrastructure is essential to the effective operation and enforcement of these schemes.

8.3 By supporting compliance with traffic management measures, CCTV enforcement contributes to reduced vehicle emissions within restricted areas and encourages behavioural change towards more sustainable travel choices. These outcomes assist the Council in delivering wider environmental objectives and responding to the climate emergency.

9 Statutory Officers comments (Director of Finance (procurement), Director of Legal and Governance, Equalities)

9.1 Finance

9.1.1 This report seeks Cabinet approval for an extension to the current contract for the maintenance of CCTV equipment with Tyco Fire & Integrated Solutions (UK) Ltd for a period of one year, from 1 December 2026 to 30 November 2027, at a value of £809,233.

9.1.2 The original contract was awarded in November 2021 for four years for a sum of £1,836,668. This contract was subsequently extended to November 2026 for a sum of £900,000. The total aggregated value of the contract, including the proposed extension, will be £3,545,901.

9.1.3 This report also seeks Cabinet approval for an extension to the current CCTV Equipment and Services Contract with Tyco Fire & Integrated Solutions (UK) Ltd until 30 November 2027, with no increase to the existing contract value.

9.1.4 The original contract was approved by Cabinet on 15 November 2021 and is due to expire in February 2027. The total aggregated value of the contract, including the extension, will be £ 7,436,723.

9.1.5 The proposed extensions will align the expiry dates of both the CCTV Maintenance Contract and the CCTV Cameras, Equipment and Infrastructure Contract, enabling the Council to consolidate service requirements, streamline contract management, and realise operational efficiencies.

9.1.6 The report also seeks Cabinet approval to commence a procurement exercise for a future integrated CCTV service that combines maintenance, cameras, equipment, and infrastructure requirements into a single contract. The new contract will include robust key performance indicators and performance management arrangements to ensure value for money and continued service effectiveness for the Council.

9.1.7 The contracts will be funded from the existing Parking Services and Community Safety budgets.

9.2 **Strategic Procurement**

9.2.1 The process was led by Strategic Procurement. The decision to extend the existing Equipment and Maintenance contracts with Tyco Fire & Integrated Solutions (UK) Ltd for a period of one year is permitted under Regulation 72(1)(b) of the Public Contracts Regulations 2015. This is also supported with the CSO 18.02.2 In accordance with Contract Standing Orders (CSOs) 0.08 (Cabinet Member Decision) and 2.01(d), it is recommended that cabinet approve this extension.

9.3 **Legal**

9.3.1 The Director of Legal and Governance (Monitoring Officer) was consulted in the preparation of the report.

9.3.2 Pursuant to the provisions of the Council's Contract Standing Order (CSO) 18.02.2 and CSO 2.01(d), Cabinet may approve the extension of a contract where the value of the extension is £500,000 or more and as such the recommendation in paragraph 3 of the report is in line with the Council's CSO.

9.3.3 The extension is permitted under Regulation 72(1)(b) of the Public Contracts Regulations 2015 so long as the Council can establish that a change cannot be made as a result of economic or technical reasons and that it would cause significant inconvenience or substantial duplication of costs to the Council.

9.3.4 Pursuant to the provisions of the Council's CSO 2.01(b), Cabinet may approve the commencement of a procurement exercise where the value of the contract to be procured is £500,000 or more and as such the recommendation in paragraph 3.3 of the report is in line with the Council's CSO.

9.3.5 The Director of Legal and Governance (Monitoring Officer) see no legal reasons preventing the approval of the recommendations in the report.

9.4 **Equality**

9.4.1 The Council has a Public Sector Equality Duty under the Equality Act 2010 to have due regard to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act;

- Advance equality of opportunity between people who share protected characteristics and people who do not; and

- Foster good relations between people who share protected characteristics and people who do not.

9.4.2 The protected characteristics under the Equality Act 2010 are age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation. Marriage and civil partnership status applies to the first limb of the duty only.

9.4.3 No significant adverse impacts on persons sharing protected characteristics have been identified. The proposal relates to the extension of the Council's existing CCTV maintenance, cameras, equipment and infrastructure contracts and does not introduce any changes to CCTV policy, operational practices or service delivery arrangements

9.4.4 The proposal supports the continued operation of CCTV systems used for crime prevention, crime detection, evidence gathering, public reassurance and traffic enforcement across the borough.

9.4.5 Public Space CCTV contributes to a safer environment for people with all protected characteristics. In particular, the continued operation of CCTV infrastructure may benefit groups who are disproportionately affected by crime, anti-social behaviour and hate crime by providing a deterrent effect and supporting the investigation of incidents where they occur.

9.4.6 Maintaining the Council's CCTV estate also contributes to public reassurance. The continued operation of CCTV infrastructure may therefore have a positive impact for residents who experience heightened concerns regarding personal safety in public spaces.

9.4.7 The Council also utilises CCTV infrastructure to support traffic enforcement and road safety objectives. The continued maintenance of these systems assists in maintaining compliance with traffic restrictions and may benefit vulnerable road users, including children, older people and disabled residents.

9.4.8 As a contractor carrying out a public function on behalf of the Council, Tyco Fire & Integrated Solutions (UK) Ltd will continue to be expected to comply with all relevant equality legislation and contractual requirements throughout the extension period.

1. Use of Appendices

N/A

2. Background papers

Corporate Delivery Plan 2024-2026
https://haringey.gov.uk/council-elections/council-policies-plans/corporate-delivery-plan