

## **Shrewsbury Town Centre Rangers – Invitation to Tender**

### **Introduction**

Shrewsbury Town Council, Shrewsbury Business Improvement District & Shropshire Council have joined forces to explore the development of a Town Centre Ranger Scheme with the primary aim of reducing anti-social behaviour and contributing to a safer, welcoming and more successful Shrewsbury.

Similar schemes have been undertaken around the country including places such as Salisbury, Chester, Bournemouth, York, Leeds, and Winchester, all of which have reported that the deployment of the Town Rangers scheme has enhanced and supported the operational efficiency of town centre stakeholders and increased the confidence of residents and visitors alike.

### **Registration of Interest**

Please register your intention to submit a tender by sending an email to [stuart.farmer@shrewsburytowncouncil.gov.uk](mailto:stuart.farmer@shrewsburytowncouncil.gov.uk) to include all contact details. This will enable us to inform you of any alterations or additions to the specification as well as allowing us to send you the required tenderer questionnaire.

### **Background**

Low levels of anti-social behaviour and crime can negatively impact on the recreational experience and trading environment of the town centre - affecting businesses, residents, and visitors alike. The retail core of the town centre together with the Quarry Park form the key publicly accessible locations where footfall and patronage is high.

Whilst crime levels are generally low it is the increasing and cumulative impact of this low level of anti-social behaviour that causes concern.

During 2021, as the country came out of lockdown the Town Council and the BID experienced levels of ASB in the Quarry Park and the Town Centre. Both parties appointed security contractors independently to minimise the impact to town centre and park vitality.

Whilst it is not anticipated that the levels of ASB will match last year, there is likely to be some unacceptable levels of disorder. There is growing support to take action and prevent the 'broken window' effect of escalating issues and working in a more collaborative way this year is likely to maximise impact and benefit.

## **Objectives**

The key objectives of this project are

1. To be a pro-active and visible resource focussed on reducing anti-social behaviour and crime in Shrewsbury town centre and the Quarry Park.
2. To work closely with The Team Shrewsbury Partnership which includes West Mercia Police, Shropshire Council, Shrewsbury Town Council, Shrewsbury BID, Shrewsbury Watch, and other partners to prevent crime and ASB, and to keep clear lines of communication open within all partners to ensure any town centre issues are addressed swiftly.
3. To contribute to the pro-active management of the public realm including support of town centre highway management.

## **Purpose**

To be visible and recognised ambassadors for a safer and more secure Shrewsbury. Working closely with all Team Shrewsbury Partners including West Mercia Police, Shrewsbury Town Council, Shropshire Council, Shrewsbury BID and businesses to deter crime and anti-social behaviour in the river loop of the town centre. To be a visual and consistent presence in the town, sending a clear message that we have zero tolerance for crime of any sort in the town centre.

## **Core Responsibilities**

- Be a welcoming face in the town, helping visitors when required
- Enhance the customer experience by providing visible reassurance to customers, the public and member businesses
- Patrol areas of the Town Centre and Quarry Park engaging with users and visitors
- Work closely with all Team Shrewsbury Partners working within the town centre and participate in Team Shrewsbury meetings
- Act as the “eyes and ears” for partners reporting any environmental issues like litter, flytipping, graffiti and drugs paraphernalia thus enabling a more targeted approach to matters of issue and generating an interagency working policy to respond to the issues.

- Identify any hotspot areas of Threat Risk or Harm
- Maintain a heightened awareness of any other threats to the town centre, including terrorism and help to spread the awareness to other partners and stakeholders using existing government guidance and training
- Assist in the removal of minor littering and graffiti
- Make use of existing resources to combat crime and anti-social behaviour; including town centre CCTV, body worn cameras and the Shrewsbury Watch Radio Link
- Keep an accurate and usable log of incidents of crime or anti-social behaviour to be shared with partners including the police;
- Assist with the opening and closing of public conveniences and public places in the town centre and park;
- Put out (at 10am) and take in (at 4pm) road closure signage during the Town Centre pedestrianisation trial (and any permanent continuance) on Saturdays and Sundays;
- To help the town prepare for the introduction of a protect duty on publicly accessible locations

### **Other general responsibilities**

- Help to develop a culture of “Help you to help yourself” local resilience in the business and residential community;
- Ensure all required admin is accurate and appropriate;
- Promote safety initiatives to businesses including Shrewsbury Watch;
- Maintain confidentiality in all aspects of work (Rangers will be required to sign confidentiality agreements);
- Communicate effectively with colleagues, managers, and other professionals, both in writing and verbally, building rapport and trust;
- Ensure all critical issues are reported ASAP;
- Be a reassuring support to businesses, the public, and partners;
- Keeping up to date with the crime statistics and trends in the area including shoplifting, ASB and other forms of general disorder etc

## **Person Specifications**

- Be a Team Player working on partnership with other organisations and key workers in managing the public realm within the town centre and Quarry Park;
- Motivated and experienced in dealing with people;
- Calm and assertive manner, with the ability to deal professionally and diplomatically with people from all backgrounds
- Resilient character, and able to communicate on multiple levels to resolve incidents and situations;
- Ability to diffuse hostile situations professionally and calmly without escalation;
- Good observational and organisational skills with excellent attention to detail;
- Effective verbal and written communication skills for report writing, and speaking with members of the public;
- Effective communication skills to engage with all stakeholders including:
  - General public
  - Businesses
  - Police and emergency services
  - Local authority representatives
  - Business Improvement District representatives
  - Other stakeholders
- Ability to take initiative and to work under pressure alone, but also as part of wider partnership teams (e.g. Team Shrewsbury members);
- Capable of being on your feet, and walking for extended periods and in varying weather conditions

## **Single Point of Contact**

This project is part of the Team Shrewsbury Partnership which shall have responsibility for determining priorities, however a single point of contact shall be appointed from the partnership to work with a single point of contact from the winning tenderer.

## **Other**

It is preferred that person(s) employed as Town Centre Rangers either have existing working relationships with or are able to build working relationships with businesses, partners and residents in the town centre.

## **Days and Hours of Operation**

This operation would need to work 7-days a week with greater focus being on the late afternoon and early evening. Weekends would need to be longer to accommodate greater footfall in the town and increased Seasonal operations.

It is envisaged that the timings of operation would change both as a result of patrols but also to accommodate changing seasons and patterns of usage.

## **Development of The Service**

Whilst core responsibilities have been defined within this brief the partnership expects the winning tenderer to review arrangements to maximise benefits that achieve the objectives as listed above.

## **Tendering Company Requirements**

- Previous experience in similar activity
- Understanding of the Shrewsbury Town Centre and associated public realm issues
- Strong ethics on public engagement and customer service
- Appropriate public liability insurance and professional indemnity
- Accreditation that shows sound governance arrangements
- Contractor Accreditation or (eg SIA or SafeContractor) equivalent
- First Aid Qualifications
- Chapter 8 Road Closure Qualifications
- GDPR Policy
- Needle Stick Training Qualifications

## **Items to be Provided by The Partnership**

As part of this contract the Partnership of Shrewsbury Town Council, Shrewsbury BID and Shropshire Council will provide the following for use by the winning tenderer, these will remain the property of the partnership and will be returned at the end of the contract period.

- 2 Way Radios connected to Shrewsbury Watch
- Body-worn Cameras
- Evidence Notebooks
- Uniform
- Personal Protective Equipment

### **How to bid**

Proposals are sought to develop a Town Centre Ranger Scheme identifying:

- Staffing & cover arrangements
- Operational plans to meet the above Objectives and Responsibilities
- Governance arrangements for partnership working, information sharing and reporting
- Initial set-up costs including training and ACT training

The following Officers shall provide any tendering support:

Financial Lead – Seb Slater – Executive Director Shrewsbury BID

Technical Lead – Stuart Farmer – Projects Manager Shrewsbury Town Council.

### **Submitting A Bid**

Please submit your bid in sealed envelope by the deadline stated below to

Stuart Farmer.  
Projects Manager.  
Shrewsbury Town Council.  
Riggs Hall.  
Castle Gates.  
Shrewsbury.  
SY1 2AS.

### **Closing date**

Friday 29<sup>th</sup> April 1pm

### **Value up to**

Approximate value of the initial 12-month contract with a 12-month extension providing all parties are in agreement, Contract is valued at up to £75,000 per 12-month period.

## **Payment**

Payment to be made quarterly in advance in four equal 25% amounts

## **Assessment Criteria**

1. Cost 10%
2. Experience 20%
3. Qualifications 30%
4. Local Knowledge 20%
5. Customer Service Ethos 20%

## **Please Submit**

- Quotation
- Tenderer Questionnaire
- Case Studies
- Copies of Qualifications
- Insurance Certificates

## **Timetable for Tendering**

Invitation to tender: Wednesday 6<sup>th</sup> April 2022

Closing date for tenders: Friday 29<sup>th</sup> April 2022

Award of Contract: Friday 6<sup>th</sup> May 2022

# Quotation

## Shrewsbury Town Centre Rangers

To be Included with your submission

Company Name and Address	Tendered Amount
	£

Signed	Print Name	Company Position