

ENVIRONMENT & REGENERATION DEPARTMENT
Director – Chris Lee



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Monday, 16 June 2014

TO WHOMSOEVER IT MAY CONCERN

Re: Reference for Global MSC Security

This Local Authority has worked with Global MSC Security since September 2013, when they were awarded a commission to undertake a very extensive, full and comprehensive audit of the entire public space CCTV system (approx. 255 cameras) and infrastructure (including the Matrix). In addition MSC were asked to provide a comprehensive schedule of fully costed recommendations/alternatives and implementation plan. This work was delivered to an extremely high standard and ahead of schedule, in a concise and logical manner accompanied by (where necessary) supporting evidence for all aspects requiring it.

MSC continue to provide day-to-day technical advice and support to The Borough along with bespoke technical advice and information relating to the re-tender of The Borough's CCTV maintenance contracts.

Additionally MSC have been commissioned to provide a comprehensive Operational Requirement Assessment and Review of all cameras across the Borough, the purpose of which is to enable the Council to understand what assets it is responsible for and whether or not they continue to serve a useful purpose, including compliance with the recently introduced Surveillance Camera Commissioners Code of Practice.

This recent exercise has identified potential to remove a significant number of the council cameras without compromising the overall integrity and effectiveness of the system, and in fact as part of a longer term strategic plan to improve the system considerably from both a technical and operationally viable perspective.

MSC is an organisation that exemplifies the highest standards of professional service, particularly with regard to very high quality technical advice and information, as well as

prompt, well-written and evidence based cost-effective solutions at highly competitive rates.

Of key importance is the fact that the organisation is very approachable at all times, the service is delivered in a friendly manner and reports use clear language and terminology to describe most aspects of the requirements and solutions, where all too often technical “speak” is used.

Overall MSC has exceeded this Boroughs requirements in every respect of the service specified, particularly in respect of technical advice, timescales, performance and customer care.

We have no hesitation in recommending them to other organisations.

Yours sincerely,

Mike Pierce
Commissioning Manager
Public Health
Merton Council