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Planning

To supply a managed service for Street Marshals from April 2026 to March 2029

Taunton Town Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-070110

Procurement identifier (OCID): ocds-h6vhtk-05d810 ([view related notices](#))

Published 31 October 2025, 1:51pm

Scope

Description

Taunton is the County Town of Somerset and was one of the first towns in the Southwest to be awarded Garden Town Status and has a population of around 62,000. Taunton Town Council is committed to enhancing security and safety measures to tackle the rise in Anti-Social Behaviour and improve safety and security for members of the public, its community and businesses through engagement, education and problem solving.

The offer must;

Create a safe and welcoming place: by using street ambassadors/marshals to create a friendly and welcoming place for people to shop and spend time in, improving the safety and security of the town centre. Safer towns will lend itself to increased footfall and more potential business for local retailers. The safe streets will entice people to venture out and explore the area, providing a boost to the local economy and improve investment opportunities.

The role of the street marshal will be to assist where possible, approach groups of people to ensure all is well and to be that helping hand, you'll be required to engage with local

businesses and identify hotspots of ASB issues.

Street marshals will look to work with a range of town centre users, this will include businesses, residents, visitors, community groups, street performers, buskers and street traders, the local policing team to ensure that the town maintains a safe and secure environment for all to prosper and grow.

Street marshals could have certification, licenses and training in the following;

SIA

Conflict management

Physical intervention

Safeguarding children

Vulnerable adult protection

Welfare and vulnerability engagement

"Ask for Angela"

First Aid

Prevention of violence against women and girls

Anti-racism, LGBTQA+

Handling conflict with teenagers

Supporting Local Business Communications: Street marshals will support the town centre businesses by allowing the businesses to report town centre issues, ranging from verbal abuse, shoplifting and more serious crime where possible, the use of digital platforms or software (such as UKPAC) should be integrated to streamline reporting, enable real-time updates, and facilitate information sharing between marshals, businesses, and authorities. towards businesses via the radio link system.

Street marshals can help in the following ways;

To provide reassurance by having a physical presence

Be the eyes and ears on the ground to provide accurate and detailed intelligence.

Educate members of littering, street drinking and dog fouling and to help preserve the environment.

Administer the Town Centre Busking Code of Conduct, moving buskers on as appropriate.

Street Trading to ensure compliance to street trading conditions of their permit

Deterring conspiracy to commit a crime.

Act as point of contact for enquiries and help and support visitors when needed.

Support vulnerable people.

Act as a professional witness.

A point of contact for businesses to assist with reporting crime and other ASB issues.

Carry out any initiatives that derive from the Town Council.

Wardens are not:

Replacement for policing services

Emergency response team

A 24/7 hour service

Parking or Enforcement Officers.

The town council intends to collaborate with Somerset Council on the implementation of a Public Space Protection Order (PSPO) in the town centre and surrounding areas, and will support the enforcement of its provisions. In the future, street marshals may be assigned responsibilities related to assisting with the enforcement of PSPO conditions.

Taunton Town Centre Patrol Plan (October 2025) - Image 1

A map of a city

AI-generated content may be incorrect.

The successful contractor will be suitably experienced and qualified to undertake this tender and be able to provide examples of similar successful projects which they have been involved in.

The street marshals shall be suitably trained and hold:

SIA Licences

Certified in Conflict Management

Adult and Child Protection/ Safeguarding Measures

WAVE Welfare and Vulnerability Engagement

First Aid

Prevention violence against women and girls.

Tender submissions must detail how the business experience and training requirements are met. The successful contractor will deliver this contract with suitably trained personnel.

Sub-contracting by the contractor is not permitted without the consent of Taunton Town Council. Tender submissions must specify whether the intention is to sub-contract.

Taunton Town Council recognise that radios will be required from the Somerset CCTV team

Total value (estimated)

- £240,000 excluding VAT
- £288,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- 3 years

Main procurement category

Services

CPV classifications

- 75241000 - Public security services
- 75242100 - Public-order services

Contract locations

- UKK23 - Somerset

Engagement

Engagement deadline

11 November 2025

Engagement process description

Any expressions of interest please email:

procurement@taunton-tc.gov.uk

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

12 November 2025

Contracting authority

Taunton Town Council

- Public Procurement Organisation Number: PMDN-7336-NLLJ

Deane House

Taunton

TA1 9QQ

United Kingdom

Email: procurement@taunton-tc.gov.uk

Region: UKK23 - Somerset

Organisation type: Public authority - sub-central government

