

Future Options for the Council's Closed Circuit Television (CCTV) service

Cabinet	15th June 2017
Report Author	Trevor Kennett, Head of Operational Services
Portfolio Holder	Councillor Brimm, Cabinet Member for Operational Services
Status	For Decision
Classification:	Unrestricted
Key Decision	Yes
Reasons for Key	Significant effect on communities
Ward:	All Wards

Executive Summary:

On the 13th November 2014 the Cabinet of the Council resolved that the control room be retained in the medium term at its current location but with financial provision made to co-locate it and a tender exercise undertaken for the replacement of the control system, cameras, and mobile CCTV equipment.

This report now seeks approval from Cabinet for the required option to achieve the above.

Recommendation(s):

To comment on which option should be pursued by officers for the future provision of the Council's CCTV service.

Officers would recommend Option 4 for adoption.

CORPORATE IMPLICATIONS

Financial and Value for Money	<p>There could be cost saving opportunities for capital and revenue budgets with a number of the options outlined in this report.</p> <p>Some options that have the potential for staff redundancy, redeployment or relocation. Potential one-off redundancy costs would in the region of £46,000 plus actuarial strain for 2 members of staff, which would need to be further calculated.</p> <p>For some options there would be Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE) as amended by the "Collective Redundancies and Transfer of Undertakings (Protection of Employment) (Amendment) Regulations 2014 requirements – The TUPE regulations will apply for outsourcing CCTV service activities to Canterbury City Council. Thanet District Council would undertake all cost implications for TUPE within a service level agreement.</p>
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Legal

Providing CCTV cameras throughout the district is not a statutory duty however section 17 of the Crime and Disorder Act 1998 states – ‘Duty to consider crime and disorder implications. Without prejudice to any other obligation imposed on it, it shall be the duty of each authority to which this section applies to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder in its area’.

Surveillance Camera code of Practice issued by the Surveillance Camera Commissioner and the Home Office. This code of practice is issued by the Secretary of State under Section 30 of the Protection of Freedom Act 2012 Act.

The statutory code of practice has twelve principles, these are:

1. Use of a surveillance camera system must always be for a specified purpose which is in pursuit of a legitimate aim and necessary to meet an identified pressing need.
2. The use of a surveillance camera system must take into account its effect on individuals and their privacy, with regular reviews to ensure its use remains justified.
3. There must be as much transparency in the use of a surveillance camera system as possible, including a published contact point for access to information and complaints.
4. There must be clear responsibility and accountability for all surveillance camera system activities including images and information collected, held and used.
5. Clear rules, policies and procedures must be in place.
6. No more images and information should be stored than that which is strictly required for the stated purpose of a surveillance camera system, any such images & information should be deleted when the purpose has been discharged.
7. Access to retained images and information should be restricted and there must be clearly defined rules on who can gain access and for what purpose such access is granted. The disclosure of images should only be carried out for lawful purposes.
8. Surveillance camera system operators should consider any approved operational, technical and competency standards relevant to a system and its purpose and work to meet and maintain those standards.
9. Surveillance camera system images and information should be subject to appropriate security measures to safeguard against unauthorised access and use.
10. There should be effective review and audit mechanisms to ensure legal requirements, policies and standards are complied with in practice, and regular reports should be published.
11. When the use of a surveillance camera system is in pursuit of a legitimate aim, and there is a pressing need for its use, it should then be used in the most effective way to support public safety and law enforcement with the aim of processing images and information of evidential value.
12. Any information used to support a surveillance camera system which matches against a reference database for matching purposes should be accurate and kept up to date.

Corporate	<p>The priorities that have impact on the enforcement activities of Operational Services are:</p> <p>Priority 1, Clean and welcoming environment - Maintaining zero tolerance to encourage positive behaviour to help improve our environment.</p> <p>Priority 2, Supporting neighbourhoods - Continuing to work with partners to improve community safety.</p> <p>Priority 3: Promoting inward investment and job creation - Actively seeking inward investment, exploring the potential for using Enterprise Zones; encouraging new and existing businesses which support growth in the local and visitor economy. Working with partners to make the most of the buildings and land we own. Maximising commercial opportunities for key assets.</p>								
Equalities Act 2010 & Public Sector Equality Duty	<p>Members are reminded of the requirement, under the Public Sector Equality Duty (section 149 of the Equality Act 2010) to have due regard to the aims of the Duty at the time the decision is taken. The aims of the Duty are: (i) eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act, (ii) advance equality of opportunity between people who share a protected characteristic and people who do not share it, and (iii) foster good relations between people who share a protected characteristic and people who do not share it.</p> <p>Protected characteristics: age, gender, disability, race, sexual orientation, gender reassignment, religion or belief and pregnancy & maternity. Only aim (i) of the Duty applies to Marriage & civil partnership.</p> <table border="1" data-bbox="432 1151 1402 1391"> <tr> <td colspan="2">Please indicate which aim is relevant to the report.</td> </tr> <tr> <td>Eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act,</td> <td></td> </tr> <tr> <td>Advance equality of opportunity between people who share a protected characteristic and people who do not share it</td> <td></td> </tr> <tr> <td>Foster good relations between people who share a protected characteristic and people who do not share it.</td> <td></td> </tr> </table> <p>It is the author's opinion that the Public Sector Equality Duty (PSED) is not engaged by the subject matter. In accordance with the continuing nature of the Duty the Council will keep the matter under review.</p>	Please indicate which aim is relevant to the report.		Eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act,		Advance equality of opportunity between people who share a protected characteristic and people who do not share it		Foster good relations between people who share a protected characteristic and people who do not share it.	
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CORPORATE PRIORITIES (tick those relevant)✓	
A clean and welcoming Environment	✓
Promoting inward investment and job creation	✓
Supporting neighbourhoods	✓

CORPORATE VALUES (tick those relevant)✓	
Delivering value for money	✓
Supporting the Workforce	✓
Promoting open communications	✓

1.0 Introduction & Background

- 1.1 The use of CCTV as a tool to deter, detect and assist operations against crime has grown enormously in recent years. There were now over 4 million CCTV cameras in operation within the UK and this number has trebled within the last 3 years. Whilst there were great expectations about the dramatic effect that they were likely to have

on crime when they were first introduced during the early 1990s, there now appears to be a more realistic view of their likely contribution to reducing crime.

- 1.2 Thanet District Council commenced a CCTV service in 1997 through a combined resource of a government grant and parking revenue contributions. The service focussed initially on car parks with some on-street deployment. The system expanded over 19 years to its current capacity with around 100 fibre optic linked and 3 radio linked cameras.
- 1.3 The existing system has cameras located at Margate, Westbrook, Cliftonville, Ramsgate and Broadstairs. Birchington Parish Council has invested separately in a spate system although images can be viewed by the CCTV service. East Kent Housing also has CCTV cameras within their tower blocks which can also be viewed within the CCTV service.
- 1.4 The owners and main funders of the CCTV system including staff are Thanet District Council. The total cash cost to the Council for this services is £352,130, with contributions from the on-street parking account of £37,920 and the housing revenue account of £42,660. Therefore the net cost is £252,580.
- 1.5 The current CCTV service has had little or no investment since its implementation in the late 1990s. This has resulted in much of the current equipment becoming obsolete or not being supported any longer by manufacturers. Unless significant investment is given to the current system urgently it is highly likely that parts of the network will stop working without the option to repair.
- 1.6 In November 2014 the Cabinet of the Council resolved that the CCTV control room be retained in the medium term at its current location but with financial provision made to co-locate the control centre and a tender exercise undertaken for the replacement of the control system, cameras, and mobile CCTV equipment.
- 1.7 There is a Capital budget of £409,000 available for the upgrading of the CCTV service and infrastructure, included in this figure is £33,000 set aside for mobile CCTV equipment.
- 1.8 There are currently 6 FTE CCTV operators (£167,000 including overtime) that work 8 hour shifts. They cover the control room 24 hours a day, 7 days a week. Whenever an operator is off sick or on annual leave, other operators' cover their shift's by each working 12 hour shifts. This incurs overtime to keep the 24 hour coverage.

2.0 Context

- 2.1 CCTV plays a vital part in the Council's responsibility to consider the reduction of crime and disorder in the delivery of its functions, as part of the Council's statutory obligations under section 17 of the Crime & Disorder Act 1998.
- 2.2 The current CCTV system is becoming obsolete, which affects its use and performance. In 2016 Kent Police made over 600 applications to view and seize evidential CCTV footage from the system. However only around 250 actual seizures of evidence took place, mainly because of the degradation and lack of clarity of the images.
- 2.3 The CCTV capital programme approval of £409,000 for upgrading the CCTV system gives the Council a unique and vital opportunity to secure the long-term needs of the CCTV service. For the CCTV to have a sustainable future solution we need to ensure that whatever option is pursued it ensures the Council is not in a similar position in

future years by having ageing, obsolete equipment in future years' time as further, substantial capital investment will be required again.

- 2.4 Options 3 & 4 could help future proof our CCTV system by ensuring we have sufficient capacity and capability for switching from analogue to digital recording methods. In addition, there is proper maintenance of equipment and transmission networks to ensure that they continue to work effectively in future years.

3.0 The Report Detail

- 3.1 There are four main options for the future provision of the Council's CCTV service as outlined below. The estimated capital and revenue financial breakdown for each option is in **Appendix 1**.

3.2 Option 1 – Decommission the CCTV system

Summary – To totally decommission and remove the entire CCTV system and network

- 3.2.1 The Council could decide to leave the current CCTV system and service as is. This option would ultimately end in de-commissioning the system as each piece of equipment fails, as the majority of the equipment is no longer supported or is obsolete.
- 3.2.2 The financial cost to the Council would be around £100,000 (capital) over a period of 12-18 months as we would simply not repair cameras and equipment when it stopped working. The system could last an unknown period of time but would ultimately have to be de-commissioned properly to remove street CCTV columns, cameras and BT transmission equipment.
- 3.2.3 The reputational cost would be high as it could appear to the public and police that the Council is not committed to crime reduction and the safety of the public. However many Councils are considering this option as no funding is available from central Government or the police to support the huge costs in running a CCTV system.
- 3.2.4 This option could involve the redundancy or relocating of 6 members of staff as outlined in the financial section of this report, over a period of time. (Circa £46,000)
- 3.2.5 This option would eventually release Hawley Square as a Council asset to be sold or reallocated to another service area. (Circa £300,000).
- 3.2.6 This option would give a capital saving in year-1 of £309,000 and potential substantial revenue savings of around £500,000 over 2-years and beyond as the service would end.

3.3 Option 2 – Relocate & upgrade systems

Summary – To move the existing CCTV 24/7 Control room totally out of its current location in Hawley Square and relocate it within the Council Offices at Cecil Street. Replace all of the current CCTV equipment, such as Cameras, recorders, matrix and control room monitoring equipment.

- 3.3.1 This option would through a procurement tendering project relocate and renew the entire CCTV control room and equipment to the Council's Civic Centre.

- 3.3.2 All street town centre dome CCTV cameras (around 70 cameras) would be replaced as well as upgrades for the telecommunications matrix and the digital recording equipment.
- 3.3.3 This option would also release 40 Hawley Square as a Council asset that could be sold or reallocated to another service area. (Circa £300,000).
- 3.3.4 This option would see the CCTV operate as it does now, but with a new control centre and new CCTV equipment.
- 3.3.5 This option has no potential staff redundancies.
- 3.3.6 This option gives revenue financial savings of £65,000 in year-one only, as there would be no maintenance costs for the new equipment, which will be under warranty.
- 3.3.7 Of the 4 options this is the most financially expensive with a 2-year revenue cost of £556,000. This options also requires the total capital budget of £409,000.
- 3.3.8 This option is a medium-term solution as although equipment will be updated and replaced the working life of mechanical CCTV equipment is around 5 to 7 years. This would mean that from 2023 further capital investment would be required.
- 3.4 Option 3 – Enter in to a partnership with Canterbury City Council to monitor our CCTV system and to upgrade the CCTV equipment as option 1

Summary - To move the existing CCTV 24/7 Control room totally out of its current location in Hawley Square and to get Canterbury City Council to monitor remotely our cameras in their control centre at Canterbury. Replace all of the current CCTV equipment, such as Cameras, recorders, matrix and control room monitoring equipment.

- 3.4.1 This option would mean that the 24/7 monitoring and management of the CCTV system would be undertaken by Canterbury City Council's CCTV control centre in Canterbury under a service level agreement.
- 3.4.2 This option would mean that the Council could de-commission the CCTV control room at Hawley Square releasing it as a corporate asset that could be sold or reallocated to another service area. (Circa £300,000).
- 3.4.3 This option could involve potential redundancies or relocation of 6 members of staff as outlined in the financial section of this report. (Circa £46,000) Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE) as amended by the "Collective Redundancies and Transfer of Undertakings (Protection of Employment) (Amendment) Regulations 2014 will apply for outsourcing CCTV service activities to Canterbury City Council. Thanet District Council would undertake all cost implications for TUPE within a service level agreement.
- 3.4.4 £360,000 of the capital budget to upgrade the CCTV system network would need to be spent to ensure we had new cameras and equipment for monitoring. It would also include the transmission upgrades needed for Canterbury City Council to be able to monitor our system using their own equipment.
- 3.4.5 This option does not require any capital spend for a new control centre as our images would be monitored by Canterbury City Council in their control centre at Military Road, Canterbury.

- 3.4.6 Of the 4 options this is the second most financially inexpensive option with a 2-year revenue cost of £411,000. This option also requires a capital budget of £360,000.
- 3.4.7 This option is a medium-term solution as although equipment will be updated and replaced the working life of mechanical CCTV equipment is around 5-7 years. This would mean that from 2023 further capital investment would be required.
- 3.4.8 This options gives a higher transmission cost in year 1 (£100,000) because of the new connection work that would be required to the Canterbury CCTV system network.
- 3.4.9 This option gives a financial saving of around £38,000 (revenue) and £49,000 (capital) in year-one, which is made up of no maintenance costs for the new equipment, which will be under warranty, no control centre refurbishment and salary savings less redundancy costs. In year-2 and beyond there would be financial revenue savings of around £105,000.

3.5 Option 4 - Managed Security system with British Telecom and Canterbury City Council

Summary – To go into a partnership with BT for them to be responsible for all camera upgrades including equipment and network, maintenance and transmission costs. Canterbury City Council to monitor our cameras in their control centre at Canterbury.

- 3.5.1 This proposal addresses Thanet District Council's requirements by offering an IP CCTV solution and town centre public Wi-Fi platform capable of being a starting point for future 'Smart City' developments.
- 3.5.2 This option would mean that the 24/7 monitoring and management of the CCTV system would be undertaken by Canterbury City Council's CCTV control centre in Canterbury.
- 3.5.3 For this option the procurement of goods/services will be subject to the Public Contract Regulations 2015 and TDC Contract Standing Orders. As there are existing government framework agreements (PCR2015 compliant) which extensively cover Network Services, these will be explored in the first instance as a preferred procurement route. Alternative to this, the Council will independently carry out a full EU Procurement.
- 3.5.4 This option would start to give the Council's BTs Smart City status to around 20 locations across the district, which includes Wi-Fi transmission points that utilises our existing network. This means that the Council would be able to offer free public Wi-Fi across the district. The Council could also utilise this development for other services areas such as parking. This Smart City development, which is included in the costs of BT upgrading our CCTV service would normally cost in the region of £200,000 if undertaken as a separate standalone project.
- 3.5.5 This option fixes all maintenance and transmissions costs for the CCTV system for a 10 year period, which gives the Council a more sustainable and stable cost base up until 2027.
- 3.5.6 Hawley Square would be released as a corporate asset, which could be sold or reallocated to another service area. (Circa £300,000).

- 3.5.7 This option could involve the potential redundancies or relocation of 6 members of staff as outlined in the financial section of this report. (Circa £46,000) Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE) as amended by the "Collective Redundancies and Transfer of Undertakings (Protection of Employment) (Amendment) Regulations 2014 will apply for outsourcing CCTV service activities to Canterbury City Council. Thanet District Council would undertake all cost implications for TUPE within a service level agreement.
- 3.5.8 This option would give revenue savings of around £10,000 after redundancy costs in year-1 and around £119,000 from year-2 onwards. This option requires £360,000 being spent from the capital project giving a one-off saving of £49,000.
- 3.5.9 This option is the most cost effective option from year 2 for the on-going delivery of CCTV services.

4.0 Conclusion

- 4.1 Decommissioning the CCTV is by far the cheapest financial option for the Council.
- 4.2 All other options require the majority of the identified Capital budget to be spent to upgrade the CCTV system and network. However for options 3 and 4 there could be capital savings if a competitive procurement tender exercise was undertaken on the CCTV cameras and equipment as no control centre upgrades would be required.
- 4.3 If option 2 were pursued there would potentially be further options available by mixing elements of the four main options outlined within this report or to change the service currently offered, such as reducing the hours of operation, such as reducing the hours covered by the CCTV operators and removing the overtime budget used for 24/7 coverage.
- 4.4 Officers would recommend that Option 4 is pursued as it provides the best value for money and the most stable and sustainable for the CCTV service over future years.

Contact Officer:	Trevor Kennett, Interim Head of Operational Services
Reporting to:	Gavin Waite, Director of Operational Services

Corporate Consultation

Finance	Matthew Sanham, Finance Manager
Legal	Colin Evans, Assistant Litigation Solicitor

Appendix 1

CCTV Options Estimated Costs

Estimated cost description	Option 1 - decommission the CCTV service	Option 2 - Relocate to Civic Centre and upgrade system	Option 3 - Partnership with Canterbury City Council and upgrade system	Option 4 - Managed Digital (IP) System (BT) with CCC monitoring and district wide free public Wi-Fi
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Capital Expenditure

70 x CCTV Cameras	£0.00	£180,000.00	£180,000.00	£180,000.00
3 x Matrix's renewal	£0.00	£180,000.00	£180,000.00	£180,000.00
Decommission cameras	£100,000.00	£0.00	£0.00	£0.00
Control Room relocation and upgrade	£0.00	£49,000.00	£0.00	£0.00
Sub Total Capital Expenditure	£100,000.00	£409,000.00	£360,000.00	£360,000.00

Year 1 Revenue costs

Maintenance (Year-1 warranty)	£0.00	£0.00	£0.00	£0.00
Transmission	£0.00	£77,000.00	£100,000.00	£130,000.00
Operation	£0.00	£167,000.00	£60,000.00	£60,000.00
Redundancy costs (Year 1 only)	£46,000.00	£0.00	£46,000.00	£46,000.00
Revenue sub-total	£46,000.00	£244,000.00	£206,000.00	£236,000.00

Year 2 & future Revenue costs

Maintenance	£0.00	£65,000.00	£65,000.00	£0.00
Transmission	£0.00	£80,000.00	£80,000.00	£130,000.00
Operation	£0.00	£167,000.00	£60,000.00	£60,000.00
Revenue sub-total	£0.00	£312,000.00	£205,000.00	£190,000.00

