

Item 5a

REPORT TO CABINET

16th February 2006

REPORT OF DIRECTOR OF NEIGHBOURHOOD SERVICES

Community Safety

The Review of Closed Circuit Television

1. SUMMARY

- 1.1 The Borough Council provides a Closed Circuit Television (CCTV) service in a number of communities and other key locations across the Borough. The camera network currently numbers 90 units; the majority of the cameras were installed using grant resources from the Home Office in the mid to late 1990s. The Council has recently agreed to introduce Automatic Number Plate Recognition (APNR) that has attracted significant capital investment from the Police and has also supported the Crime and Disorder Reduction Partnership (CDRP) in the acquisition of a mobile CCTV unit.
- 1.2 The cameras are monitored from a combined control room with the Carelink Service at the Community Care Force Building at Chilton Depot. The Borough Council recharges its partners including the Town Councils who own the cameras in their localities for a proportion of the costs associated with maintenance, rental of data transmission lines and monitoring of the cameras. The Council identified the CCTV service as key Community Safety priority in its Corporate Plan and Medium Term Financial Plan. The Council has recognised that a review of the CCTV service was an essential part of any service development plans.
- 1.3 A report was presented to Management Team on the 25th July 2005 setting out the scope for the review of CCTV service, taking account of Strategic Relevance, Service Objectives, Performance Management, and Service Sustainability, with the aim of producing a detailed action plan to take the service forward over the medium term (the next 3 – 5 years).
- 1.4 The review has been concluded and this report sets out its main findings, details actions that have been implemented during the course of the review to address immediate issues facing the service and is supported by a Service Improvement Plan (Appendix 1) for the medium term.

2. **RECOMMENDATIONS**

1. That the findings of the review of the CCTV service are agreed and the following recommendations are implemented:-
 - The Borough Council include a programme of CCTV camera replacement for strategically relevant cameras as part of the Asset Management Plan set out in paragraph 7.5.1.
 - All requests for new CCTV cameras should be determined by the Head of Community Services in accordance with the agreed criteria set out in paragraph 7.8.2.
 - That the Borough Council retains the in house provision of CCTV monitoring following the assessment of financial and other strategic issues of alternative options set out set out in paragraph 8.1.5.
 - That the proposed charging arrangements for new cameras set out in paragraph 8.2.2 are implemented.
 - That the current maintenance contract be re tendered for a period of 3 years including a partnering arrangement in relation to capital works and the contract be extended to included all CCTV camera systems operated by the Borough Council as set out in paragraph 9.3.
 - That support for the delivery of the asset management of the CCTV system be provided by the Corporate Asset Management Team as set out in paragraph 9.4.

3. **CLOSED CIRCUIT CCTV REVIEW - APPROACH TO THE REVIEW AND INITIAL FINDINGS**

- 3.1.1 The Council has provided a CCTV service in our communities and other key locations across the Borough, in some cases since the early 1990s. The camera network (90 units) was predominately provided using Home Office grant funding to support the purchase and deployment of cameras through the mid to late 1990s. The Borough Council took a lead in facilitating the installation of most of the cameras across the Borough and establishing a monitoring service at the Chilton Community Care Force Centre. The monitoring of the cameras is undertaken in a combined control room, which also monitors the Carelink Community Alarm Service. The CCTV camera network, the control room desk and other infrastructure represents a significant Capital asset estimated in the region of £2.25 - £2.5m. This asset can make a direct contribution to delivering the corporate ambitions of the Council and our partners in relation to tackling crime and the fear of the crime in the Borough. Our CCTV service can be effective in addressing these issues if it is utilised as part of a wider strategic approach.
- 3.1.2 The CCTV function is located within the Community Services Division and forms part of the Community Safety Section. The CCTV service was identified as a priority for a performance review, as the Council identified the CCTV service as a key Community Safety priority in its Corporate Plan and Medium Term Financial Plan. The review of the

CCTV service was an essential precursor of any service development plans.

3.1.3 The review has been concluded and this report sets out the main findings, details actions that have been implemented during the course of the review to address immediate issues facing the service and presents a Service Improvement Plan (Appendix 1) for the medium term. A diagrammatic representation of how the current CCTV system is structured and operates is attached as Appendix 2 to assist with the reading of this report.

3.2 **The Review Team**

3.2.1 A Core Service Review Team was established with representation from the Neighbourhood Services and Resources Department made up of the following officers:-

- Dennis Scarr -Head of Community Services
- Ian Brown – Housing Strategy Manager
- Allen Blakemore – Community Safety Manager
- Andrew Aitken – Business Manager
- Daniel Austin – Principal Accountant

3.3 **The Review Scope**

3.3.1 The approach to developing the scope of the review was based on a situational analysis considering the following elements in relation to the service: -

- Strategic Relevance
- Service Objectives
- Performance Management
- Service Sustainability

3.3.2 The review findings have been grouped under these four headings, within this report and in the attached Service Improvement Plan (Appendix 1).

3.3.3 The scope of the CCTV Review was agreed by Management Team on the 25th July 2005 with a view to developing a detailed action plan to take the service forward over the medium term (the next 3 – 5 years). The agreed scope for the review is set out in Appendix 3 and was seen to have three broad aims: -

- To ensure the service's strategic aims are clearly articulated and contribute to achieving the Council corporate ambition of delivering safer communities.
- To look to move to a sustainable financing position for the CCTV service in the medium term.
- To ensure a high quality service is provided complying with all legislative requirements and good practise guidance.

3.4 **Approach to the Review**

3.4.1 The review team considered a range of research data, financial information, consultation data and experiential information when preparing this review report including:-

- Consideration of a range of Home Office research reports into the effectiveness of CCTV.
- Results of an asset management survey or 'health check' of the CCTV infrastructure.
- Benchmarking including commercial and local authority CCTV services and visits to a number of other CCTV control rooms.
- Consultation with key stakeholders and customers.

3.4.1 The results of this initial research were used to develop the first stage findings of the review considered in this report.

3.5 **Home Office Research Evaluating CCTV Systems Key Findings**

3.5.1 The Home Office has invested significant capital resources in the development of CCTV services and research programmes designed to evaluate the effectiveness of CCTV were commissioned and reported during 2005. These included:-

- National Evaluation of CCTV early findings on scheme implementation effective practice guide –Scarman Centre national CCTV evaluation team - Home Office Development and Practise Report 2005.
- Assessing the impact of CCTV - Home Office Research, Development and Statistics Directorate 2005.
- Police Attitudes to and use of CCTV - Home Office Report 09/05
- Assessing the impact of CCTV: Hawkeye CCTV Case Study - Home Office Report 12/05.
- Control room operation: findings from control room observations - Home Office Report 14/05.
- The impact of CCTV: fourteen case studies - Home Office Report 15/05.
- A good practise guide for the implementation of redeployable CCTV - Home Office Report 16/05.

3.5.2 These reports identified some clear messages for the providers of CCTV which have informed the review findings. These reports are available as hard copies from the Director of Neighbourhood Services or via the Home Office website www.homeoffice.gov.uk

Key messages from these Home Office Studies can be summarised overleaf as follows:-

- CCTV can be a powerful tool in combating crime, however, it has to be recognised that the context within which CCTV systems operate are very variable as are the systems themselves.
- Certain types of CCTV systems are seen to be more effective than others in reducing crime – mixed category areas such as car park, buildings and town centres show more promising results than residential areas.
- CCTV by itself will not reduce crime; it must be part of a wider strategic approach.
- CCTV can appear to be a simple measure to implement but this is far from the case in reality.
- CCTV is thought to be more effective for sites with limited or controlled access.
- There is some evidence that CCTV can result in the displacement of crime.
- Generally people were less worried about being a victim of crime in CCTV areas.
- There was a reduction in people reporting having been a victim of crime in CCTV areas.
- Historically there has been a lack of realism about what could be expected from CCTV.
- Crime rates alone appeared to be a poor measure of the effectiveness of CCTV.
- There has been a tendency to put up cameras and expect impressive results, ignoring the challenge of making what is quite a complex measure work, and failing to define what exactly the CCTV system was expected to do.
- More ambitious claims for CCTV can be made when it is used alongside other measures.
- Clear objectives for CCTV were rarely embedded in day-to-day practice.
- The community shows significantly more support for the benefits of CCTV than concerns regarding civil liberties.
- A higher density of cameras does not necessarily result in a greater reduction in crime.
- There has been a lack of a structured approach to positioning of cameras.
- CCTV can be more effective in addressing crime when used for 'special initiatives', especially when working closely with the Police. Engagement of CCTV operators jointly with Police was often an important part of the success of these operations.
- The relationship with the Police is important. Where the Police are actively engaged, especially by providing intelligence to guide monitoring, or by acting on operators' findings, or providing some operator presence in the control room, then CCTV could be very effective.

- CCTV operates most effectively in conjunction with other crime-reduction measures for example, Neighbourhood Wardens and Police.
- A bidding culture had led to CCTV being deployed without reference to possible alternative solutions.
- The level of lighting in an area is an integral part of a CCTV system but it is easy to get it wrong.
- CCTV is important in detecting certain types of crime.
- Successful CCTV monitoring relies on good intelligence and communication between agencies and the public.

3.5.3 It is easy, with hindsight, to state that the effectiveness CCTV will be compromised if the wrong cameras are fitted or, of course, if they do not work, or if they are placed in the wrong location, or are not the most appropriate for the purpose, or if management is weak, or if the operators are not trained, or not experienced, or not familiar with the layout of the area, or if the Police are not supportive and so on.

3.5.4 In terms of answering the key question 'can CCTV reduce crime' the Home Office studies show CCTV to be more effective in some contexts than others and against some crimes than others.

3.5.5 The single most important conclusion to be drawn from the Home Office Studies is that CCTV is a valuable tool when used as part of a package of community safety measures however, the use of CCTV needs to be supported by a strategy outlining the objectives of the system and how these will be fulfilled. This needs to take account of intelligence on local crime problems and other crime reduction measures, some of which may already be in place.

3.5.6 What is clear is that apart from placing CCTV within a strategic context there needs to be a recognition that technology is still moving fast, there is likely to be more emphasis on the use of biometrics (face recognition), on 'event-led' CCTV systems rendering them more 'intelligent'. These changes need to be matched by appropriate changes in policy. As systems become more complex, and become capable of achieving more, it is vitally important that all those involved are trained to meet the challenges ahead.

3.5.7 There is no doubt, judging by the information presented in the Home Office Studies that this country is still learning how to use CCTV. There were many instances of the successful use of CCTV which could not necessarily be measured by changes in crime, or even fear of crime. These included finding missing children, encouraging residents or visitors to visit an area, and acting as a catalyst to attract more funding into an area. Similarly, CCTV was used extensively as a means of controlling alcohol - related crime and other anti-social behaviour in town and city centres, monitoring and assisting with dispersing large groups of individuals.

- 3.5.8 CCTV is a powerful tool that society is only just beginning to understand. It looks simple to use, but it is not. It has many components and can impact in different ways. Too often CCTV has been judged on its ability to reduce crime rates, and often this will not be the best way of judging it. CCTV can, if properly designed and implemented generate images, but unless the Police and the criminal justice process make good use of them, they will be of marginal value and are certainly not likely to achieve major impacts.
- 3.5.9 Too much must not be expected of CCTV. It is more than just a technical solution; it requires human intervention to work to maximum efficiency and the problems it helps deal with are complex. It has potential, if properly managed, often alongside other measures and in response to specific problems, to help to reduce crime and boost the public's feeling of safety and it can generate other benefits.
- 3.5.10 Not surprisingly, many of the factors identified from the national review of CCTV have some commonality with the service provision in Sedgefield Borough and these issues have been taken into account in the approach to the Sedgefield Borough CCTV Review.

3.6 **Asset Management Survey or “Health” Check of the CCTV Service**

- 3.6.1 A early finding of the review team was that there was not a clear understanding of the condition of CCTV network in terms of:-
- Maintenance requirements of the system.
 - Current and future fitness for purpose of the system including taking account of the implications of any organic growth in the network or attracting significant new business to the service.
 - The probable capital investment requirements over the medium term needed to sustain the service and the replacement cycles of key components of the system.
 - Limited knowledge of the actual location of the camera assets and their line of sight. This restricts the current and future ability to make clear decisions about the strategic relevance of existing and future cameras. This information was not available to our partners in particular the Police.
 - A lack of a systematic reassessment of the relevance of existing camera locations with our partners and consideration of other options for data transmission.
- 3.6.2 The Borough Council retains the service of an electrical engineering consultant to manage the maintenance contract for the service. This engineer has experience of the design, installation and maintenance of major CCTV networks including Northumbria Police and Glasgow City Council amongst others. The engineer's involvement with our service has been limited to advice on primarily on maintenance issues mainly, however the review team given the breadth of his experience

commissioned him to carry out an asset management survey of the CCTV system, the results of which are considered later in this report.

3.7 Benchmarking of the Service

3.7.1 The review team carried out visits to a commercially operated CCTV control room and a local authority control room. These visits included a review of the charging arrangements for partners and customers of the services, the current level of technology in use in these control rooms compared to our own and the consideration of the option of outsourcing the service.

3.7.2 The review team considered the current accreditations available for high quality CCTV services and whether if seeking accreditation could improve service standards, boost partners and customers confidence in the service.

3.8 Consultation with key stakeholders and customers of the service

3.8.1 The review team asked every partner and customer of the service if they wished to participate in the review. A list of the partners and customers contacted is attached as Appendix 4 to this report. Those that responded were offered an interview with a review team member which concentrated on the following key questions:-

- What was their overall perception of the service?
- What concerns, if any, did they have about the service?
- What level of involvement in the service would be appropriate for them?
- What would be their key priorities for the future of the development and direction of the service?

3.8.2 The feedback from this consultation exercise is considered later in this report.

3.9 Initial Findings of the Sedgefield Borough CCTV Review

3.9.1 The initial review findings identified a number of challenges relating to the service as it is currently configured:-

- Typical of other CCTV services, the development of the Sedgefield Borough service was initially funding led. This was an appropriate approach at the time of implementation.
- Decisions on deployment of CCTV cameras were based on the limited available evidence at the time.
- The service has not been set within an overall strategic context.
- Limited confidence in the effectiveness of the service from customers and the Police.
- No performance management arrangements in place or quality standards adopted for the service.

- A need to review the charging policy for new and existing customers
- Limited consideration of the potential to widen the customer base.
- No detailed information on camera locations and detection range.
- A need to review the locations and effectiveness of the existing camera network in consultation with partners.
- A need to review the operational arrangements for service delivery
- A lack of an asset management plan for the service.
- No consideration of emerging technologies in terms of data transmission and potential cost savings this may present.
- No assessment criteria to determine the outcome of requests for new CCTV cameras.
- Limited consideration of changes to the legislative framework surrounding CCTV including the introduction of licensing of CCTV operators.
- Limited CCTV documentation available in the control room.
- Staffing levels for monitoring purposes were at times inadequate.
- Service Level Agreements with Partners were underdeveloped.
- Lack of timely and quality information from the Police as to the use of CCTV evidence in prosecutions.

4. **THE SEDGEFIELD BOROUGH CCTV SYSTEM**

- 4.1 The Council has provided a CCTV service in our communities and other key locations across the Borough. The camera network (90 units) was predominately provided using Home Office grant funding to support the purchase and deployment of cameras through the mid to late 1990s. A schedule of these cameras and current charges is attached as Appendix 5 to this report. The monitoring of the cameras is undertaken in a combined control room, which also monitors the Carelink Community Alarm Service at the Chilton Community Care Force Centre. The CCTV camera network, the control room desk and other infrastructure represents a significant Capital asset estimated in the region of £2.25 - £2.5m.

A diagrammatic representation of how the current CCTV system is structured is attached as Appendix 2 assist with the reading of the report to this report. The CCTV system is made up of the following elements:-

Camera units

- 4.1.2 Historically, we have used a single brand of camera for every application, namely Plettac which is a high quality camera. The Review has established that “generic” cameras which are specifically selected to perform in the camera location chosen could be used when replacing existing or providing new units. This can result in cost savings of up to 60% without impacting performance, maintenance costs or the lifespan of the camera.

4.1.3 Cameras used for CCTV come in a range of types suitable for different locations and usages. We have the following types of camera

- Fixed cameras. The camera cannot be moved. They can be normal box type units or dome cameras, and can be fitted with a zoom function. They are generally used to monitor entrances, car parks or internal rooms where the need to follow a moving event is not required.

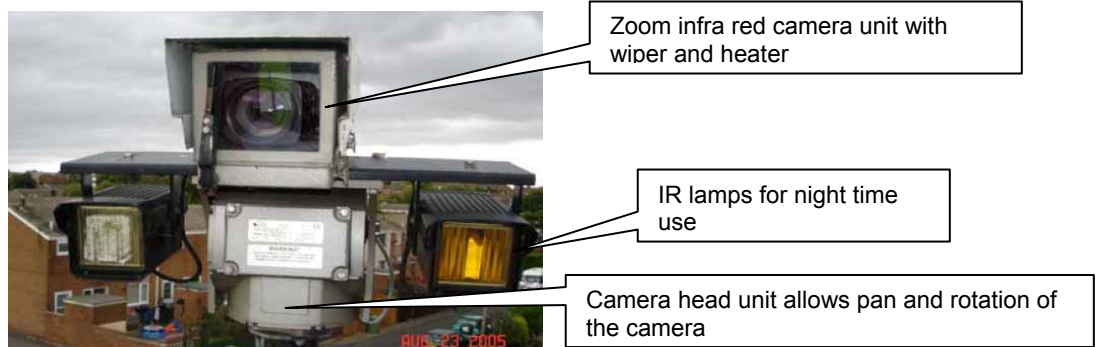


Fixed wall mounted camera



Internal dome camera

- Pan Tilt and Zoom (PTZ) cameras can be rotated and moved up and down to track an image or patrol an area and are fitted with a zoom function. The Pan and Tilt element of the camera is provided by a separate powered “head” on which the camera is mounted. These cameras are normally used in a location where there is a need to patrol an area to identify potential incidents, track, zoom in and record an event for evidential purposes or to assist Police on the ground with making an arrest. Some PTZ cameras also have the ability to be placed on a pre programmed patrol cycle, when appropriate, although this does increase the amount of usage and therefore wear on the camera head unit.



- These cameras also come in two main sub types - daylight only cameras and Infra red (IR) cameras which can be used during night time hours. IR cameras are normally fitted with IR lamps to “illuminate” dark areas and to allow the recording of images.
- External cameras are fitted with a receiver. This device transmits data (pictures) to the control room and receives telemetry (control instructions from the operator) back. It must be

compatible with the equipment operating in the control room. Upgrading either in isolation can cause serious malfunctions.

- External cameras are also fitted with both or all of the following additional elements - a heater to prevent icing, a wiper to keep the protective screen over the lens clear.
- In addition to these standard types of the cameras 12 Automatic Number Plate Recognition (ANPR) Cameras at 6 locations across the Borough will shortly be added to the system. These cameras main function is to “read” the number plate of a vehicle and compare it to a database to identify for example a stolen vehicle. This monitoring does not require a CCTV operator to view images from these cameras; however these must be linked through the CCTV processor into the Police database. If a “hit” occurs the CCTV operator and Police are notified. The operator can then track the vehicle with the normal camera network and its location is also monitored by any further hits from other ANPR cameras.

Camera Mounting

4.1.4 Each camera is mounted on either:-

- A bracket attached to a building or other structure.
- A pole that is fixed in the ground, poles provided to our cameras have been of the heavy duty type that can withstand accidental or deliberate ramming with a vehicle. A lighter and lower cost pole may be appropriate in some circumstances.

Data Transmission

4.1.5 Pictures are transmitted to the control room from the camera and telemetry back to control the camera zoom, movement and other functions.

4.1.6 Sedgefield Borough currently uses fibre optic cable to transmit this information and these cables are physically linked from the camera location back to the control room making them expensive to install but robust. Typically costs can be in around £10,000 per cable provided. Each cable is subject to annual rental charge, which we pass on to the customer.

4.1.7 Historically, one cable per camera on the system has been used which whilst robust is expensive as most cables can carry pictures from 8 cameras with little or no degradation of image quality. Because of this under utilisation some of our cables have been upgraded to carry other data and form part of the Council ICT infrastructure.

4.1.8 More recently alternative data transmission technologies have been developed which will be considered as alternatives should the existing camera network be extended or remodelled. These include:-

- Wireless - either radio or microwave based which is limited to line of sight, but is now proving a reliable method of data transmission for existing or new cameras.
- IP or network data transmission. The Council's Wide Area Network (WAN) could be used to move data with some of our sites acting as hubs for new or existing cameras. The impact on capacity of the network of adopting this solution would need careful consideration and the involvement of the ICT service at an early stage if this solution is to be considered in the future.

Control Room – CCTV processor, desk and digital recording

4.1.9 Currently, camera images arriving in the control room are processed using a number of electronic units, which separate, amplify and control the image quality. A key part of the system are two Baxall (brand) pyramid matrix units, they receive the image data, separate it and direct it to the visual display units (VDUs) mounted in the control room CCTV desk and the digital recording equipment. These Baxall pyramid matrix units can handle 48 cameras each. This limits the system to a maximum of 96 cameras in this configuration. There are currently 90 cameras on the system. There are currently a further 5 standard new cameras that will be added to the system in the near future as follows:-

- Neville Parade Shops Newton Aycliffe – a new pole mounted PTZ camera. Capital and revenue costs met from the Housing Revenue Account.
- Spennymoor Town Centre – two new pole mounted PTZ cameras. Capital costs met as part of the regeneration of the Town Centre.
- Two potential new cameras located at Newton Aycliffe and Bishop Auckland Stations. Capital costs to be met from the Rail Partnership, with revenue funding provided initially for the first 5 years of operation.

4.1.10 In addition to these new 5 standard cameras a further 12 ANPR cameras at 6 locations across the Borough will be added to the system in the near future. This makes a total of potential 107 cameras on the system. Given the current Baxall matrix pyramid system can only support a maximum of 96 cameras this presents the service with a real challenge.

4.1.11 The current Baxall matrix pyramid system used by Sedgefield Borough Council is over 15 years old, is the only system of its type still in use in the UK and is no longer supported by the manufacture. The asset management survey, in addition to the capacity issue identified above also revealed the system is unstable and the failure of a matrix can

result in all or some of the cameras losing its pictures and/or telemetry permanently. Alternatively a permanent failure of a matrix could result in the loss of half of the cameras in use across the Borough, until alternative arrangements are put in place.

4.1.12 The pictures are sent to the control room desk, which has 4 workstations, from which cameras can be operated, although only 3 are equipped fully to handle camera images. Each workstation has a number of screens on which multiple camera images can be viewed either in Quads i.e. 4 small images on one screen simultaneously or up to 8 cameras shown in a rotating sequence on the screen. A separate "spot" screen allows the operator to "pull" down the image for closer monitoring and tracking of the incident with the camera.

4.1.13 The maximum number of cameras that can reasonably be monitored by an operator is determined by a nationally agreed formula and is between 36 cameras to an upper limit of 48 cameras. At the upper limit of 48 cameras highly trained operatives are required and shift rotas should allow for a 15-minute break every two hours on duty. The current design configuration of the desk has 4 operator stations this means the maximum number of cameras that can be handled by system is between 144 and 192. There are some further concerns in the medium term regarding the CCTV desk complying with emerging standards in terms of ergonomic design for such units.

4.1.14 The CCTV processor has a computer system called VTAS integrated into it and this can be used for the following purposes:-

- Logging which operator is using which cameras.
- The times and dates cameras are in use and recording pictures.
- Location data including maps.
- Number of cameras on the system
- Reporting camera faults and tracking repairs.
- Logging incidents that operators identify of concern to assist with reviewing recorded images, preparation of evidence for the Police and the outcomes of any action taken by the Police.

4.1.15 The Council has recently successfully completed the move from analogue (video tape) recording of CCTV pictures to digital (a computer hard drive) system. This has resulted in a number of service improvements:-

- Replacement of videotapes at an annual cost of £5000 is no longer required.
- Space used to store videotapes and review them can be used for other purposes.
- The speed of reviewing pictures is improved as if the date and time of an incident is known, the digital recording equipment can go directly to this time window.

- Evidence for the Police can be produced on compact disc (cd) or digital versatile disc (dvd).

4.1.16 Currently 13 days of images can be stored on the equipment; however the Police are required to request copies of images within 9 days of any incident.

4.1.17 The length of time that pictures can be stored on the digital recording equipment is determined by the picture resolution (quality) and the number of cameras on the system. As the number of cameras on the system increase then consideration will have to be given to increasing digital recording capacity and/or modifying some cameras so they are only active when a sensor indicates movement in their vicinity.

Data Protection

4.1.18 The legislation involved in the use of CCTV in terms of data protection requirements is complex and is covered in summary form only in this report. Normally the CCTV system would be used overtly and members of the public are aware that such systems are in use, through appropriate signage in a location etc. In these instances the use of CCTV and the recording of images are subject to the requirements of the Data Protection Act 1998, and the Human Rights Act 1998. The Information Commissioner enforces the requirements of the Data Protection Act. The Data Protection Act 1998 introduced a new power in section 51(3)(b) to allow the issuing of a Commissioner's Code of Practice setting out guidance for the following of good practice in relation to data protection. The CCTV Code of Practice was the first Commissioner's Code to be issued under the Data Protection Act 1998. The CCTV system is correctly registered with the Information Commissioner; the registered use of the CCTV system is set out below.

“The use of CCTV (Closed-Circuit Television) for the monitoring and collection of sound and/or visual images for the purpose of maintaining the security of premises, for preventing crime and for investigating crime.”

4.1.19 The asset management survey also examined the issue of Data Protection compliance and identified a number of weaknesses, for example, is there not a written CCTV code of practice for our network. The review team would therefore regard it as prudent to assess the current service against the Code of Practise issued by the Information Commissioner and ensure compliance.

4.1.20 The Regulation of Investigatory Powers (RIP) Act 2000 came into force on 2nd October 2000. It places a requirement on public authorities listed in Schedule 1, Part 1 of the Act to authorise certain types of **covert** surveillance during planned investigations. Although, the provisions of the 2000 Act do not normally cover the use of overt CCTV surveillance systems, since members of the public are aware that such systems are

in use, there may be occasions when public authorities use overt CCTV systems for the purposes of a specific investigation or operation. In such cases, authorisation for intrusive or directed surveillance **may** be necessary. Following an inspection of Durham Constabulary in December 2005 by the Office of Surveillance Commissioners a recommendation was made that a suitable protocol was drafted and agreed with local authority CCTV operators to cover those scenarios where an operation might require authorisation under the RIP Act 2000. The Borough Council CCTV service will be a part of the group that develops this protocol.

5. **CONSULTATION**

5.1 Wide consultation was undertaken with key partners and stakeholders as part the review and the findings of this consultation are summarised below. (A full list of consultees are attached as Appendix 4)

5.2 What was their overall perception of the service?

- The service generally had good coverage across the Borough, however some partners felt the service could be improved by further developing positive engagement and feedback. Value for money was limited and could not always easily be demonstrated for the contributions made to the service. Arrangements for sharing intelligence to direct the operations of the service or concerns about the service were not fully developed.

5.3 What concerns if any, did they have about the service?

- That feedback on the outcome of incidents was not always readily available.

5.4 What level of involvement in the service would be appropriate for them?

- A review of their current CCTV provision focusing on current and future deployment, usage and the development of individual Service Level Agreements and monitoring plans was essential.
- Regular feedback on incidents occurring in their areas and the outcome of any Police action was essential.
- Clear line of communications with the service manager was required including for example a dedicated email address i.e. CCTV@sedgefield.gov.uk

5.5 What would be their key priorities for the future of the development and direction of the service?

- Assistance in understanding how value for money can be measured.

- Straightforward channels of communications to access the service.
- A greater understanding of the systems capabilities and limitations.
- Certainty on future charging arrangements
- Clarity on the future investment requirements for the system when cameras require replacing.

5.6 It was clear from the discussion on the CCTV service the level of understanding about the capabilities of CCTV systems amongst partners was limited. Joint working could be improved by promoting regular dialogue between the partners.

5.7 A separate interview was conducted with one of the Community Inspector's for Sedgefield Borough and the following clear messages emerged.

- CCTV can make a positive contribution to tackling crime and the fear of crime.
- Clear information on camera deployment and lines of sight would be useful for officers.
- Police engagement in the intelligence led use of the CCTV service should be developed further, with great involvement of the CCTV operators.
- Improved liaison around the feedback on the outcomes of CCTV in the detection of crime should be developed.
- The Police would be willing to support further training for CCTV operators in identification techniques and how to spot potential incidents.

6. **STRATEGIC RELEVANCE**

6.1 The single most important conclusion to be drawn from the Home Office Studies is that CCTV is a valuable tool when used as part of a package of community safety measures however, the use of CCTV needs to be supported by a strategy outlining the objectives of the system and how these will be fulfilled. The review team identified the lack of a strategic context within which the CCTV service operates; this part of the review report seeks to address this.

National Community Safety Plan 2006 -2009

6.1.2 In November 2005 the Government published the first National Community Safety Plan 2006 – 2009. The Plan is built around 5 themes these are

- Making communities stronger and more effective.
- Further reducing crime and anti-social behaviour.
- Creating safer environments.

- Protecting the public and building confidence.
- Improving people's lives, so they are less likely to commit offences or re offend.

The Council's CCTV service can make a direct contribution to the number of these aims in a particular: -

- Making communities stronger and more effective.
- Creating safer environments
- Protecting the public and building confidence.

Sedgefield Borough Community Strategy 2004 –2014

6.1.3 The Strategy identifies four key priority aims for Sedgefield Borough and is structured around these, setting out a number of supporting priorities and targets to be addressed under which specific service improvements will be developed. These aims are ...

- A Healthy Borough
- A Prosperous Borough
- An Attractive Borough
- Strong Communities

6.1.4 The CCTV service can make a direct contribution to the delivery of the Borough with strong communities which is defined as:-

“a Borough where people can access the housing and services they want in attractive and safe neighbourhoods”

6.1.5 Levels of crime across the Borough are low but the fear of crime remains high. Joint initiatives between partners to address particular concerns have delivered improvements in tackling crime and anti social behaviour. However, efforts need to be maintained to provide reassurance to residents to prevent a disproportionate fear of crime and anti-social behaviour. The Council is already working through the Crime and Disorder Reduction Partnership to tackle many of these issues across the Borough.

6.1.6 The CCTV service can make a direct and meaningful contribution to the delivery of strong communities when set within a wider community safety context.

Sedgefield Borough Crime and Disorder Partnership Community Safety Strategy and Audit 2005 -2008

6.1.7 The current strategy and audit is the third produced by the Partnership for Sedgefield Borough. The strategy's aim is to:-

“To work in partnership with the community to reduce crime and disorder and the fear it can generate in order to improve the quality of life for people of the Borough.”

The strategy identifies a number of themes for the future work of the partnership to assist in delivering its aim. The CCTV service is clearly linked to the approach the Street Safe and Tackling Anti Social Behavior themes articulate in the Strategy. The effective integration of the CCTV service in to the work of the Partnership in these areas of activity is essential in providing the strategic framework for the operation of the service

Sedgefield Borough Corporate Plan 2004 -2007

- 6.1.8 Sedgefield Borough Council recognises that it needs to be outward looking and customer focused. The Borough Council adopted the themes of the Community Strategy as its own ambitions and this is underpinned by a number of key community outcomes. The role of CCTV directly contributes to the corporate ambition of a **Borough with Strong Communities** and the community outcome of promoting safer neighbourhoods. The Corporate Plan and Medium Term Financial Plan recognises the CCTV service as a priority for investment.

CCTV Strategic Aim and Objectives

- 6.1.9 It is clear that the CCTV service requires a strategic aim and objectives embedded in the day to day operation of the service.

Aim

“To support the delivery of safe neighbourhoods, by reducing crime and the fear of crime through the provision of a high quality CCTV service .”

Objectives

- To ensure the CCTV service is strategically targeted at reducing the crime and the fear of crime.
- To ensure effective co ordination and liaison with our partners and stakeholders in the use of CCTV to achieve shared strategic objectives.
- To provide a high quality CCTV service to all our partners, stakeholders and customers which achieves and exceeds national standards.

7. SERVICE OBJECTIVES

- 7.1.1 The findings of the review show that not only does the CCTV service need a clear strategic direction, in a number of operational areas the service requires enhancing to meet current standards. The areas have

been identified within this section of the review and are reflected in the Service Improvement Plan attached as Appendix 1 to this report.

7.2 CCTV Management Group

7.2.1 As identified earlier in the review CCTV, on the surface is a simple technology but in reality is a complex service to operate effectively both from a strategic and operational view point. It is recommended that a small management group be established to:-

- Implement the findings of the review.
- Ensure the development of effective strategic links between the CCTV service and the CDRP Street Safe Action Group.
- Management of any future development of service.
- Ensure the effective control of capital and maintenance requirements for the service to maintain it in a fit for purpose condition.

7.2.2 The Group will be established following the approval of the review findings.

7.3 Staffing

7.3.1 A separate report will be presented shortly setting out proposed changes to the current management and staffing arrangements for the control room taking account of the 2006/7 budget provisions, findings of this review and to support the implementation of the Service Improvement Plan.

7.4 CCTV capacity

7.4.1 The capacity of the CCTV system is limited by a number of factors as follows:-

- The number of cameras the CCTV processor can handle.
- The desk capacity in terms of screens and operator desk positions.
- The number of staff available to effectively monitor and operate the system including provision of evidential material for the Police etc.
- The digital recording capacity of the system.

7.4.2 The current maximum capacity of the system is limited by the Baxall pyramid matrixes to 96 cameras. The installation of the new 5 new fixed cameras identified in this report and the 12 ANPR cameras cannot be supported by our existing system. Adding only the 5 new cameras to the system will significant increase the instability of the existing CCTV processor and the risk of a system failure. The options to address this issue are set out in the asset management section of this report.

7.4.3 The next limiting factor is the CCTV desk. This currently can support a maximum of 144 cameras based on the normal lower ratio of cameras to operators and up to 192 at the maximum ratio of cameras to operators set out earlier in the report. At the upper level there would be implications for the current shift patterns. The existing desk is unlikely to meet industry standards in the medium term and if an outcome of the review is to seek to grow the business further then this will require further consideration.

7.4.4 Our current digital recording system can store 13 days of pictures from our system and the current protocol with the Police requires them to request evidential material within 9 days of an incident. The digital recording capacity will be impacted by adding new cameras to the system, if some cameras are adapted to “go to sleep” when no activity is occurring such as park cameras this will increase the capacity of the system. However in the medium term it is likely that there will be a need to increase the recording capacity of the system if growth occurs in the network.

7.5 Camera ownership and future asset management approach

7.5.1 The cameras, poles and other on site equipment are owned by our partners and customers with the exception of the cameras installed on Council sites or as a result of bids made by the Council for support for camera provision. Whilst the cameras are the property of the owner’s, pictures are only provided to the Police for evidential purposes when considering any criminal charges in relation to any incidents recorded by the operators. However it is likely that in the medium term that the Town Councils may not be able to support the capital cost of camera replacement programme developed as a result of this review. It is suggested the Borough Council should fund a programme of camera replacement of strategically relevant cameras within the asset management plan.

7.5.2 All the camera locations have now been accurately plotted using Global Positioning Satellite system to an accuracy of 1 meter. This information has been entered in to the Councils Geographical Information System and can be accessed via the intranet. Visibility boundaries to a distance out from each camera of 50 meters have been added to the system and take account of the restriction that buildings place on each camera. Appendix 8 provides an example of this information.

7.5.3 The information will be entered in the VTAS CCTV management system to support the management of the system and provision of accurate data to the Police and other partners on camera locations. The use of GIS will support the decision making process on any new fixed or re deployable camera locations across the Borough taking account of the other data including crime and anti social behaviour information.

7.6 Review of existing camera network

- 7.6.1 Each partner and customer will have a review of their cameras undertaken which will result in the production of the following;-
- 7.6.2 A full assessment of the cameras including accurate mapping, condition information, an assessment of the effectiveness of the current camera locations, data transmission methods available to reduce costs.
- 7.6.3 Development of service level agreements for each partner and customer and where necessary CCTV monitoring plans. An example of a review document for Sedgfield Town Council is attached as Appendix 9 to this report.

7.7 Police and Partner Engagement in the CCTV Service

- 7.7.1 There is a clear need to strengthen current working arrangements with both the Police and our partners. This will focus around the following areas:-
- Provide the Police with accurate mapping of the CCTV network.
 - Strengthen existing protocols on the provision of CCTV images and feedback on the outcomes of the use of such images for evidential purposes.
 - Development of intelligence led use of the CCTV system by ensuring closer links between the neighbourhood policing teams and the CCTV service.
 - Development of feedback mechanisms to partners on the usage of the cameras network and outcomes on a quarterly basis.
 - Establishment of appropriate communication methods for partners to report any potential emerging issues within there are which will impact on the use of the CCTV service e.g. a CCTV email address.

7.8 New camera provision

- 7.8.1 The Borough Council receives requests for new cameras from partners and other groups such as residents associations who may be able to access one off capital funding. Before determining if the provision of a new fixed CCTV camera is the most appropriate response it is necessary to have a clear decision making methodology in place and understood by all the services partners. All new camera requests should be assessed against the following factors:-
- What are the capital and revenue implications of the request for a new camera?
 - What is the impact on the capacity of the control room to effectively monitor a new camera?

- What is the evidence to support such a request i.e. crime figures, recorded levels of ASB etc

7.8.2 Fixed CCTV camera are expensive and complex pieces of equipment and should only be provided, even when resources are available after making a strategic assessment on the appropriateness of this solution. In reaching the decision to provide a fixed CCTV camera the following must be considered:-

- Can the improvements to the environment reduce or eliminate the problem i.e. cutting back vegetation, improving lighting.
- Can the increased presence of Neighbourhood Wardens, Police patrols deal with the problem?
- Is the issue due to a small group of known individuals who can be dealt with through existing mechanisms to target ASB?
- Can the use of mobile CCTV deal with the problem?
- Is the problem seasonal or very time constrained and a fixed CCTV unit only is of use during these periods?
- Would re deployable cameras be the most appropriate solution in these circumstances
- Would a fixed CCTV camera result in displacement of the problem?

7.8.3 All requests for the provision of new CCTV should be considered by the Head of Community Services and a written response provided to the person making the request.

7.9 **Security Industry Authority (SIA) CCTV Licensing Requirements**

7.9.1 The Government under the terms of the Private Security Industry Act 2001 established the Security Industry Authority (SIA). As of 20 March 2006 new licensing requirements for security service providers involved in Public Space CCTV will come into force.

7.9.2 All Public Space CCTV operators must be licensed from this date and must meet minimum requirements in terms of training in the use of CCTV, which must be independently validated. As part of the review this new requirement was identified and 10 CCTV Operators have been trained and licensed. The remaining 11 operators will be trained and licensed during April 2006 and this approach has been agreed with the SIA. These licensing provisions also apply to the operators of mobile CCTV systems and steps have been taken to ensure Neighbourhood Wardens using the community reassurance vehicle comply with these legal requirements.

7.9.3 From March 2007 in-house CCTV systems will need to comply with licensing requirements similar to Public Space CCTV. It will be necessary to carry out a full review of Council in-house systems not current monitored by the control room to determine the most appropriate way to meet these new licensing requirements. Such in

house systems include CCTV used to monitor the reception areas at Green Lane, Leisure Centres etc. A number of our partners have in addition to the public space CCTV systems in house systems. Advice will be provided to them on the potential impact of these new licensing requirements.

7.10 Performance Management and Accreditation

7.10.1 At present there is limited performance management within the CCTV service and no accreditations have been sort. The establishment of a clear performance management framework for the service linked to seeking a suitable accreditation will drive service improvement, promote effective staff engagement in the aims of the service, boost the confidence of the existing customers in the service and be a key element of increasing the competitiveness of the service when seeking new business.

7.10.2 The CCTV User Group is a self-regulating body involved in the raising of standards and the quality of CCTV services across the UK. Sedgefield Borough Council (SBC) enrolled with this organisation in October 2005. Membership ensures that the Council is kept up to date on legislative change and technical innovations in CCTV world. The CCTV User Group operates an accreditation scheme for members, which is recognised as a national standard for CCTV operations. As part of the review findings Sedgefield Borough CCTV service will seek accreditation in the later part of October 2006.

7.11 CCTV Business Plan

7.11.1 If the outcome of the review is accepted then the development of a business plan for the CCTV service linked to new business opportunities will be a key element of the Service Improvement Plan.

8. Service Sustainability

8.1 The future sustainability of the CCTV service has to be set against a number of key decisions including the capital and revenue implications of any decision to retain, discontinue or outsource the CCTV service. Whichever decision is reached the future capital implications must be fully accounted for based on a sound asset management plan. Additionally, any decision on in house or outsourced provision must also take account of the wider strategic context.

Service Sustainability – Financial Implications

- 8.1.1 The gross revenue cost of operating the service during 2006/7 is set out below:-

Gross Cost of CCTV Service 2006/07	£426,050
Less Income:	
External Partners e.g. Town Councils	(£117,650)
Internal Partners e.g. Green Lane	(£72,400)
Net Cost of CCTV Service 2006/07	£236,000

Due to the nature of the data transmission involved, camera monitoring can only be carried out within the region or sub regionally, as data transmission over long distances could be prohibitively expensive. Therefore an approach was made to Darlington Borough Council to determine the estimated cost of outsourcing our camera monitoring functioning. Darlington Borough Council quoted an average monitoring cost of £2500 per camera per annum. However this cost was indicative only and could be subject to increase if a detailed tender exercise was carried out. The Borough Council would remain responsible for camera maintenance, data transmission and replacement costs. If the decision to outsource the service was taken there would obviously be costs incurred, in maintaining the Borough Councils own cameras and these would have to be offset against the potential saving. Outsourcing would have implications for our partners and customers. In particular the Town and Parish Councils would see their monitoring costs for 32 cameras or a third of the entire network rise from £1000 a year to at least £2500 per year per camera. It is unlikely that the full cost increases could be met by our partners. Therefore if the Borough Council wished to maintain the current camera network this increase in monitoring cost would have to be met by the Council.

- 8.1.2 The total revenue cost of an outsourced service is therefore estimated to be £171,000 as summarised below.

26 SBC External Cameras* x £2,500	£65,000
18 SBC Internal / Inset Cameras* x £1,250	£22,500
SBC Camera Maintenance	£15,000
SBC BT Line Rentals	£20,500
Subsidy to Town & Parish Council's	
32 external cameras x £1500	£48,000
Total Revenue Cost of an Outsourced service	£171,000

*Total Number of ' SBC Cameras' (includes Green Lane, Depot, Leisure Centres, NRM and Industrial Estates)

Consequently the net revenue saving to Sedgfield Borough Council of out sourcing the service would be £65,000.

- 8.1.3 In terms of capital expenditure, outsourcing, would require a significant one off capital cost to re route the CCTV signal to, for example, Darlington. Furthermore the Council would still need to fund a capital programme for the replacement of equipment. The benefit of outsourcing is the asset management plan would cover camera and associated equipment only.
- 8.1.4 Staff providing the service at the time of any transfer of function would be subject to the requirements of the Transfer of Undertakings (Protection of Employment) Regulations 1981'. The unit cost for camera monitoring provided by Darlington Borough Council does not take account of the financial implications of the impact of TUPE, which could be significant. There would be additional human resource issues for the Sedgfield Borough Council with associated cost implications.
- 8.1.5 The Borough Council made a significant capital investment in the development of Community Care Force Centre as a modern communication and monitoring hub for the Borough. Outsourcing would result in part of the building no longer being utilised for the purpose for which it developed.
- 8.1.6 The argument for retention is further strengthened by the clear strategic link to the role of the CDRP in targeting crime and the fear of crime across the Borough. Much of this local intelligence would be lost if the monitoring of the CCTV service was out sourced.
- 8.1.7 The development of the CCTV business over the medium term will identify growth opportunities that will improve the financial sustainability of the service and will see average monitoring costs reduce.
- 8.1.8 Clearly retention of the CCTV service has a cost for the Council but given the reasons set out above and the wider community reassurance and strategic advantages it is the recommendation of the review group, that monitoring of the service be retained in house. From a capital perspective planned investment for 2005/6 – 2006/7 would need to be undertaken unless the CCTV system was simply to be turned off for a number of months until outsourcing could be implemented. By the time our planned capital works have been completed no major spending will be required on the CCTV infrastructure other than in a response to a commercial opportunity to expand or to address any legislative changes.

8.2 **Charging**

- 8.2.1 The Partners are recharged the total cost of line rental, maintenance etc, the only variable is the monitoring charge, which the review group found varies widely depending when the camera was installed. It will be appropriate to review these charges annually along with actively seeking new business opportunities to help achieve economies of scale and reduce average monitoring costs. The current monitoring charges have been rationalised during the 2006/7 budget round and the flat charges set out in the table overleaf have been implemented for existing partners. The actual average monitoring cost for a CCTV camera is around £3,750 for 2006/7.

	2006/2007
Monitoring Charges:	£s
External cameras	1,000
Internal cameras	300

8.2.2 The review group recommends that the charging structure detailed below is implemented in respect of **new** camera for the following groupings:-

- Public Sector with a strategic relevance in relation to crime and disorder detection and prevention £2,000 per annum for external cameras and £300 for internal cameras.
- Commercial £3,750 per annum (subject to any commercial negotiations).
- Other public sector £2,500 per annum i.e. school, GP's practice however the freedom to negotiate a lower rate subject to other factors should be retained.

8.2.3 The 2006/7 budget assumes new business growth of 10 external cameras and 8 internal cameras as set out in Appendix 7, generating an additional income of £22,400.

8.2.4 All the charges will be subject to an annual review as part of the budget setting round.

9.0 **Asset management issues**

9.1 The review identified that there was a lack of understanding of the asset management issues around the CCTV service. An asset management survey was carried out, the key findings of which are summarised below. These findings have been used to develop a 5 year asset management plan for the CCTV network. The full report is available from the Director of Neighbourhood Services.

- The majority of the cameras on the system are Plettac high quality cameras and in some cases have been over specified for the location they are used in. Any camera replacement programme must look at the site conditions and the camera should be specified around these criteria. Significant cost savings could be accrued with this approach. The oldest cameras on the network have a minimum remaining life span of 3 - 5 years due to the high level of maintenance previously undertaken by the Council. The asset management plan prudently allows a small sum for the replacement that might fail before the end of their predicted life span. A typical camera life span is normally 15 years, but this is affected by maintenance regimes, location i.e. exposure to the weather and moveable

part usage. It would be prudent to develop a camera replacement programme based on a 15 expected year life span.

- On PTZ cameras the head units have a similar life span, and a prudent approach would be to build in a similar replacement period.
- The camera poles have a minimum of a 30 year life, and as such can be discounted from the proposed 5 year asset management plan.
- The CCTV processor is no longer fit for purpose as it is not maintained by the manufacturer. Spares are only available on an ad hoc basis from redundant systems, and the capacity of the system limits even the existing growth plans for the service. The current market leader in this technology is Maxpro manufactured and supported by Honeywell. This system is in use at a number of major sites in the region and Northumbria Police have been using the system for last 12 years and it is still fully supported by Honeywell. The system is expandable up to and beyond the current capacity of our control room desk.
- The management of the installation of additional equipment in the control room has not met industry standards in the past resulting in poor cabling layout. This presents both a health and safety risk and threat to the stability of the system.



An example of poor quality installation

- To meet current industry standards and place the CCTV service infrastructure on a sustainable footing there is a need to replace the current processor, address the other issues around the wiring in the control room and provide a single plant room for all the CCTV equipment rather than the current haphazard approach.
- The current desk can be regarded as fit for purpose for the near future but will require work to replace failing monitors and other equipment. Significant growth in the CCTV service could see the desk no longer fit for purpose in the medium term. Equally changes in industry standards may render the desk inappropriate in ergonomic requirements. Replacement of the desk would cost in the region of £80,000 -£90,000 at today's prices. The replacement of the desk has been included in the final year of the asset management plan below but before committing this level of resources it would be appropriate to

review the operation of the service again. Replacement of the desk would be brought forward in the event of a significant increase in the numbers of cameras being monitored or the CCTV monitoring function being relocated. This option would be driven by commercial opportunities and would be subject to a further report.

- 9.2 The 5 year asset management plan set out below, is supported by a separate report, which sets out a outline capital programme for 2005/6 and 2006/7.

5 Year Asset Management Plan for the CCTV Service 2005/6 – 2009/10

Item	2005/6	2007/8	2008/9	2009/10	2010/11
	2006/7				
	£'s	£'s	£'s	£'s	£'s
Survey and other works	11,000	0	0	0	0
APNR	7,000	0	0	0	0
Generator Set	20,000	0	0	0	0
Proposed Control room Alteration	60,000	0	0	0	0
Maxpro control room phase	15,000	0	0	0	0
Maxpro camera phase - pyramid 1	40,000	0	0	0	0
Maxpro camera phase - pyramid 2	40,000	0	0	0	0
Camera replacement programme	0	5,000	15,000	15,000	10,000*
Screen and controller upgrades for desk	0	10,000	0	0	0
Provision of redeployable cameras	0	20,000	20,000	0	20,000
Desk replacement	0	0	0	80,000**	0
Expansion of Maxpro linked to growth	0	0	10,000	5,000	5,000
Increase in digital recording capacity linked to growth	0	0	10,000	0	0
Total	193,000	35,000	55,000	100,000	35,000

* The camera replacement programme is front loaded from 2008/9 to take account of cameras reaching the end of their useful life.

** Any decision to renew the CCTV desk would be subject to a separate report.

- 9.3 The maintenance contract for the CCTV network was tendered in May 2004 and was operation for a two year period. The review team recommends that the maintenance contract be re tendered on a three year basis but includes consideration of a partnering arrangement to cover future capital works carried out to the CCTV system over this same period. The Borough Council has a number of other in house systems as previously identified in this report and these are currently maintained by up to 3 separate contractors. It is recommended that a single contractor be used for all CCTV systems that the Borough Council operates which will result in efficiency savings.
- 9.4 Clarification is required on the future support for the service in terms of asset management. At present the Property Services section of the Housing Department provides this role, it would be more appropriate as the service is part of the General Fund if this support was part of the role of the corporate asset management team.

10. **Conclusions**

- 10.1 CCTV appears on the surface a simple technology with clearly defined objectives in terms of crime reduction and prevention. The review team have come to understand that the reality is more complex. CCTV can make a real contribution to achieve the Borough Council clearly articulated aims of promoting safe neighbourhoods and tackling crime and Anti Social Behaviour and promoting community reassurance.
- 10.2 The CCTV service must be set within a clear strategic framework and, it can only be truly effective when delivered in partnership. All partners must understand the limitations of the service and the strategic aims of the service must be embedded in its day to day operation.
- 10.3 The CCTV service can only be effective in delivering its objectives if it is part of a wider approach to tackling crime and anti social behaviour.
- 10.4 The service has not developed operational objectives. A clearly articulated Service Improvement Plan whose implementation is monitored by a CCTV Management Group will address these issues. The focus of this SIP will be around the following elements.
- Meeting current statutory and good practise standards for the service.
 - Ensuring effective working with the Police and partners including sharing of information.
 - Effective use of the existing camera network through the development of service level agreements with our customers.
 - Examining the opportunities for synergy with the use of the mobile CCTV unit and re deployable cameras.
 - Examining the commercial opportunities that exist for the provision of CCTV to support the wider strategic objectives of the service. The development of a business plan for the service will be prepared to deliver this objective.
- 10.5 The performance management and improvements in quality must be embedded in the service. Seeking a formal accreditation of the service will support this objective.
- 10.6 Whilst the service has had significant capital investment in the past, CCTV technology has changed significantly over the last 10 years. The development of an asset management plan based on a survey is key to ensuring the service remains on a sound basis in operational and technological terms.
- 10.7 The service has a net revenue cost to the Council that could be offset by outsourcing the monitoring of the CCTV camera network. The additional costs placed on Town and Parish Councils of this decision would result in the camera network shrinking across the Borough and could in some townships disappear completely. The strategic value of

in house CCTV service working in partnership with Town and Parish Councils to provide a local CCTV service focused is significant. The approach to improving the financial sustainability of the service must focus on increasing the customer base, particularly focused on commercial opportunities.

11. **RESOURCE IMPLICATIONS**

- 11.1 The Review has established an Asset Management programme to support capital investment in the CCTV system. In terms of revenue costs the Review has considered and identified possible savings from outsourcing the service. However it is considered that from a CDRP and other Public Sector partners perspective the strategic value of retaining an in house service outweighs savings that may be accrued.

12. **CONSULTATIONS**

- 12.1 Consultation was carried out as part of the review with key stakeholders as part of the review including the Town and Parish Councils who currently have CCTV cameras monitored by the Control room, Control room staff, the Police and other customers.

13. **OTHER MATERIAL CONSIDERATIONS**

- 13.1 The Community Strategy Outcomes include a Borough with Strong Communities where residents can access a good choice of high quality housing. The Councils ambitions, which are linked to the Community Strategy outcomes are articulated through the Corporate Plan and the Medium Term Financial Plan. Our ambitions include delivering a Borough with Strong Communities with good quality affordable housing in safe Neighbourhoods. The delivery of a high quality CCTV service can make a direct contribution to these ambitions.

13.2 **Risk Management**

The key risk associated relates to the failure of the Baxall Matrix which could result in a loss of the CCTV service pending procurement of a replacement Processor. Given that the Maxpro Processor system is currently used for the vast majority of CCTV systems nationally and because of the specialist nature of this technology it is proposed that quotations be obtained for the replacement of the Baxall Processor with a Maxpro Processor from specialist providers in accordance with Part 4 (G), Procedure Rule 6 – Services of a Specialist Nature – estimated value in excess of £25,000.

13.3 **Health and Safety**

There are no additional health and safety implications over and above those for existing staff of the Borough Council.

13.4 **Sustainability**

An effective CCTV system can contribute to reducing crime and the fear of crime in the Borough supporting the sustainability of communities.

- 13.5 Information Communications Technology
There are no ICT implications of the proposals in the report.
- 13.6 Equality and Diversity
Full account will be taken of the Borough Council's obligation to promote equity and diversity in the proposals.
- 13.7 Crime and Disorder
The provision of an efficient and effective CCTV service makes a direct and significant contribution to the Council's duty under Section 17 of the Crime and Disorder Reduction Act 1998.
- 13.8 Human Rights
There are no immediate Human Rights issues contained within the report.
- 13.9 Social Inclusion
Every effort will be made to ensure that through the delivery of CCTV service ensure that the crime reduction initiatives are focused in those areas of greatest need.

7. OVERVIEW AND SCRUTINY IMPLICATIONS

- 7.1 There are no Overview and Scrutiny implications of this report.

8. LIST OF APPENDICES

- 8.1 Appendix 1 Service Improvement Plan
Appendix 2 CCTV Diagram
Appendix 3 CCTV Review Scope
Appendix 4 List of CCTV review consultees
Appendix 5 CCTV Charging 2005/6
Appendix 6 Control Budget 2006/7
Appendix 7 Forecast CCTV income 2006/7
Appendix 8 GIS mapping of CCTV equipment
Appendix 9 Example of CCTV partner review

Contact Officer	Dennis Scarr and Ian Brown
Telephone Number	01388 816166 Ext. 4445 or 4462
E-mail address	dscarr@sedgefield.gov.uk or ibrown@sedgefield.gov.uk

Background Papers:

Management Team Report 25th July 2005 Scope of the CCTV Review
CCTV Audit Report Sedgefield Borough Council January 2006
Crime prevention effects of CCTV: a systematic review - Home Office Research, Development and Statistics Directorate 2002
National Evaluation of CCTV early findings on scheme implementation effective practice guide –Scarman Centre national CCTV evaluation team - Home Office Development and Practise Report 2005
Assessing the impact of CCTV - Home Office Research, Development and Statistics Directorate 2005

Police Attitudes to and use of CCTV - Home Office Report 09/05
 Assessing the impact of CCTV: Hawkeye CCTV Case Study - Home Office Report 12/05
 Control room operation: findings from control room observations - Home Office Report 14/05
 The impact of CCTV: fourteen case studies - Home Office Report 15/05
 A good practise guide for the implementation of redeployable CCTV - Home Office Report 16/05

Examination by Statutory Officers

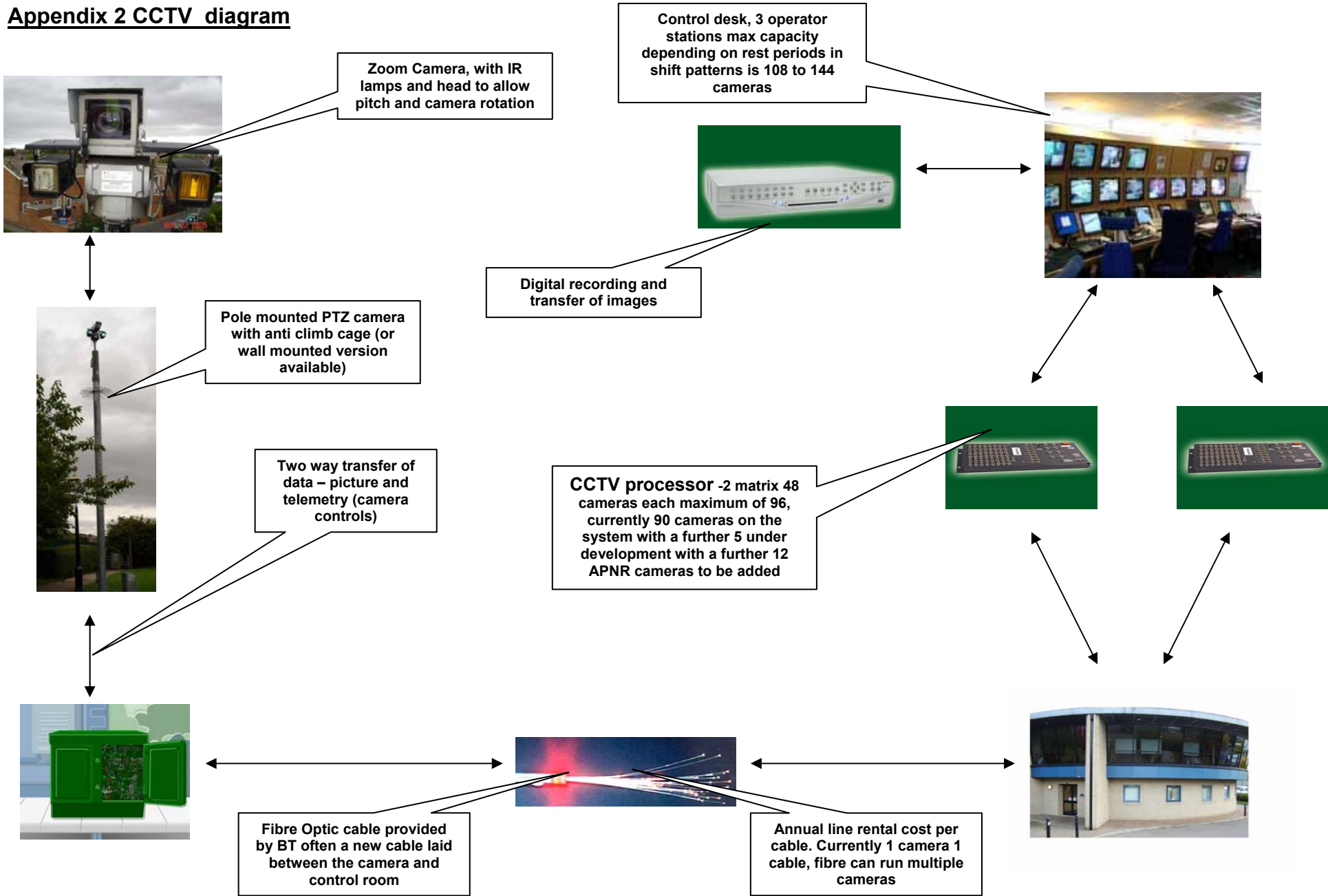
	Yes	Not Applicable
1. The report has been examined by the Councils Head of the Paid Service or his representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. The content has been examined by the Councils S.151 Officer or his representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. The content has been examined by the Council's Monitoring Officer or his representative	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4. The report has been approved by Management Team	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Appendix 1 Service Improvement Plan CCTV

Service Improvement Plan Activity Area -				
Action	Outcome	Responsible Officer	Target Date	Date Completed
Strategic Relevance				
Develop Strategic aims for the CCTV service	Strategic aims embedded in service delivery	D Scarr/ I Brown	N/A	Complete
Develop CCTV management group	Strategic approach to service development implemented	D Scarr/A Aitken	April 2006	
Develop a CCTV Business Plan	Implement Business plan and widen customer base	A Aitken	June 2006	
Service Objectives				
Prepare staffing report on control room	Implement revised staffing arrangements to support the delivery of the SIP	D Scarr	February 2006	
Develop CCTV assessment criteria to inform decisions on new fixed, re deployable and mobile units.	All new CCTV requests considered on the basis of the assessment criteria	D Scarr	April 2006	
Implement use of GIS mapping to maintain asset register and intelligence base on CCTV camera deployment	GIS mapping in place	I Brown	N/A	Complete
Fully implement the use of VTAS system linked to GIS mapping	Effective management of the CCTV data sets in operation	A Aitken	June 2006	
Ensure effective management of CCTV Licensing implementation and on going requirements	Compliance with CCTV Licensing	A Aitken	March 2006	
Review current training arrangements for CCTV operators linked to CCTV Licensing requirements	Training plan in place	A Aitken	April 2006	
Review current deployment of CCTV camera with customers	SLAs and monitoring plans in place for all customers	A Aitken	September 2006	
Review current protocols with the Police around use of CCTV evidence	Clear protocols in place with feedback arrangements	A Blakemore	May 2006	
Support the review of other SBC CCTV systems to ensure compliance with licensing requirements.	Compliance with new CCTV licensing requirements for all CCTV systems operated by SBC	A Aitken	October 2006	

Action	Outcome	Responsible Officer	Target Date	Date Completed
Review Data protection protocols and documentation	Compliance with good practise	A Aitken	July 2006	
Service Sustainability - Financial				
Implement revised CCTV charging arrangements	New charging arrangements in place	A Aitken/D Austin	March 2006	
Service Sustainability - Asset Management				
Implement asset management plan for the CCTV service	CCTV service has in place a forward plan for asset management reviewed annually	A Aitken	March 2006	
Performance Management				
Develop CCTV feedback arrangements with key customers	Suitable feedback arrangement in place for all CCTV customers	A Aitken	June 2006	
Achieve for CCTV accreditation	Accreditation achieved and maintained for the service	A Aitken	October 2006	

Appendix 2 CCTV diagram



Appendix 3 CCTV Review Scope

Set out below are the key questions that have been identified by the CCTV Review Group as forming the proposed scope of the review.

- How do we measure how CCTV supports the Council and its Partners meet their Strategic Objectives?
- How is the CCTV Infrastructure performing and is it “fit for purpose”?
- Can technological changes enhance the service/improve cost effectiveness
- What are the current and projected costs of providing the service?
- What Benchmarking can we undertake to prepare a comparative analysis of costs, performance and service quality?
- Clearly identifying responsibility (ownership) for the infrastructure and any future investment requirements?
- What are our Partner/customers views on the existing service and future expectations?
- What are staff views on the existing service and future expectations?
- Are the current Policies & Procedures robust and up to date?
- Does the service comply with all current legislative requirements?
- What Performance Monitoring arrangements are in place/need to be developed?
- What are the existing Contracts / Service Level Agreements and can the service be marketed to new customers?
- Are the current camera deployments appropriate and what criteria should be applied to deployment of any new fixed, redeployable and mobile CCTV cameras options?
- What are the existing communications arrangements in place with partners and can these be improved?
- Incorporating emerging initiatives such as Automatic Number Plate Recognition within the service.

Appendix 4 List of CCTV review consultees

Ferryhill Town Council
Chilton Parish Council
Spennymoor Town Council
Shildon Town Council
Aycliffe Town Council
Sedgefield Town Council
W.Cornforth Parish Council
Sedgefield Borough Council*
Shildon Town Centre
Pioneering Care Partnership
Aycliffe Town Centre
Railway Museum
Sedgefield Borough Internal
Customers
Durham Constabulary

Appendix 5 CCTV Schedule of Charges 2005/6

CCTV Revenue Costs: Recharged to Town and Parish Councils and SBC Premises 2005/2006

Town / Parish Council	No of Cameras	Monitoring Charge £	Electricity Charge £	BT Line Rentals £	Maintenance Charge £	Police Link Rental £	Total Recharged £
Ferryhill Town Council	7	5,600	250	4,190	3,500	140	13,680
Chilton Parish Council	3	2,400	100	735	1,500	60	4,795
Spennymoor Town Council	6	4,800	350	6,710	3,000	120	14,980
Shildon Town Council	4	3,200	450	2,870	2,000	80	8,600
Aycliffe Town Council	5	4,000	450	2,120	2,500	100	9,170
Sedgefield Town Council	3	2,400	450	3,420	1,500	60	7,830
W.Cornforth Parish Council	4	4,000	-	4,930	2,000	80	11,010
Sedgefield Borough Council*	12	6,000	-	3,780	6,000	230	16,010
Shildon Town Centre	1	800	50	-	500	20	1,370
Chilton Depot	8	3,200		-	4,000	160	7,360
Pioneering Care Partnership	2	1,600		1,920	1,000	40	4,560
Ferryhill Leisure Centre (SBC)	1	1,000		2,795	500	20	4,315
Shildon Leisure Centre (SBC)	4	4,000		4,495	2,000	80	10,575
Sedgefield Netpark	2	2,000		1,780	1,000	40	4,820
Aycliffe Sports Complex	2	2,000		1,470	-	40	3,510
Aycliffe Town Centre	4	5,200		-	2,000	80	7,280
Chilton Industrial Estate	3	3,000		230	1,500	60	4,790
Railway Museum	10	10,000		3,085	-	200	13,285
Total	81	65,200	2,100	44,530	34,500	1,610	147,940

Appendix 6 CCTV Control Room 2006/7 Budget

<u>Budget</u>		<u>Changes</u>		<u>Budget</u>	<u>Budget</u>	<u>Budget</u>
<u>2005/2006</u>		<u>in</u>	<u>Inflation</u>	<u>2006/2007</u>	<u>2007/2008</u>	<u>2008/2009</u>
£		Service	£	£	£	£
		£				
Cost Centre 05003 CCTV CONTROL ROOM						
Employee Costs:						
463,450	Employee & Employer Pay Costs	(191,350)	18,550	290,650	302,050	314,050
7,600	Post Entry Training	(4,600)	-	3,000	3,000	3,000
5,100	Departmental Training	(1,200)	-	3,900	3,900	3,900
-	CCTV Licensing Training	10,500	-	10,500	-	2,800
700	Employee Related Insurance	(300)	-	400	400	400
476,850		(186,950)	18,550	308,450	309,350	324,150
Premises Costs:						
30,000	Maintenance Agreements - CCTV Systems	-	-	30,000	31,200	32,450
2,500	CCTV Electricity Costs	2,500	-	5,000	5,000	5,000
32,500		2,500	-	35,000	36,200	37,450
Supplies & Services:						
3,000	Equipment, Furniture & Materials	(2,000)	-	1,000	1,000	1,000
-	Water Dispenser Rental	100	-	100	100	100
300	Hospitality	(300)	-	-	-	-
-	Expenses & Allowances - Conferences	-	-	-	-	-
2,130	Clothing, Uniforms & Equipment	(130)	-	2,000	2,000	2,000
1,000	Stationery & General Office Expenses	-	-	1,000	1,000	1,000
-	External Printing	750	-	750	750	750
-	Conferences / Visits	1,000	-	1,000	1,000	1,000
100	Subscriptions / Accreditation Costs	2,400	-	2,500	2,500	2,500
-	Marketing Costs	2,000	-	2,000	2,000	2,000
-	CCTV Consultancy	2,000	-	2,000	2,000	2,000
50,200	CCTV BT Line Rentals	(200)	-	50,000	52,000	54,000
1,000	Communications - Telephones	-	-	1,000	1,000	1,000
57,730		5,620	-	63,350	65,350	67,350
Transport Costs:						
200	Car Leasing & Car Mileage Allowances	50	-	250	250	250
Central Support Services Costs:						
23,500	Administrative Building Recharges	(9,600)	-	13,900	14,450	14,450

5,280	Depot Canteen Recharge	(2,530)	-	2,750	-	-
-	Telephone Recharges		-	-		
230	Printing & Photocopying Recharges	(230)	-	-	-	-
700	Medical Expense Recharges	(150)	-	550	550	550
2,640	Computer & ICT Recharges	(990)	150	1,800	1,900	2,000
32,350		(13,500)	150	19,000	16,900	17,000
599,630	Gross Expenditure	(192,280)	18,700	426,050	428,050	446,200
	Income:					
(86,050)	CCTV Recharges - Town Councils / External Users	(22,400)	(9,200)	(117,650)	(201,750)	(246,200)
(67,000)	CCTV Recharges - SBC Premises	-	(3,900)	(70,900)	(73,750)	(76,700)
-	Wardens Call Logging Recharge	(1,500)	-	(1,500)	(1,500)	(1,500)
(13,000)	Wear Valley Control Room Contract	13,000	-	-	-	-
(207,000)	Recharge to Carelink / Supporting People	207,000	-	-	-	-
(20,800)	Recharge to HRA iro Call Out	20,800	-	-	-	-
(393,850)	Total Income	216,900	(13,100)	(190,050)	(277,000)	(324,400)
205,780	Net Expenditure	24,620	5,600	236,000	151,050	121,800

Appendix 7 Forecasted CCTV Income 2006/7

FORECASTED CCTV INCOME 2006/07

Location	Budget	No of Cameras	Monitoring Charge	Total Charge Charge	Maintenance Charges	Electricity Charges	BT Line Rentals	Police Link	Recharges Total
Ferryhill Town Council	External	7	£ 1,000	£ 7,000	£ 3,500	£ 250	£ 4,310	£ 140	£ 15,200
Chilton Town Council	External	3	£ 1,000	£ 3,000	£ 1,500	£ 100	£ 760	£ 60	£ 5,420
Aycliffe Town Council	External	7	£ 1,000	£ 7,000	£ 3,500	£ 450	£ 3,690	£ 140	£ 14,780
SBC Depot, Chilton	40001	8	£ 1,000	£ 8,000	£ 4,000	£ -	£ -	£ 160	£ 12,160
Aycliffe Town Centre (DTZ)	External	4	£ 1,000	£ 4,000	£ 2,000	£ -	£ -	£ 80	£ 6,080
Railway Museum NRM	26501	5	£ 1,000	£ 5,000	£ 2,500	£ -	£ 7,400	£ 200	£ 15,100
Sedgefield Borough Council	10001	3	£ 1,000	£ 3,000	£ 1,500	£ -	£ 3,890	£ 240	£ 8,630
Spennymoor Town Council	External	7	£ 1,000	£ 7,000	£ 3,500	£ 350	£ 6,910	£ 120	£ 17,880
Chilton Industrial Estate (DTZ)	17103	3	£ 1,000	£ 3,000	£ 1,500	£ -	£ -	£ 60	£ 4,560
Sedgefield Netpark	17121	2	£ 1,000	£ 2,000	£ 1,000	£ 2,800	£ 1,830	£ 40	£ 7,670
Pioneering Care Centre	External	2	£ 1,000	£ 2,000	£ 1,000	£ -	£ 1,980	£ 40	£ 5,020
Sedgefield Town Council	External	3	£ 1,000	£ 3,000	£ 1,500	£ 500	£ 3,520	£ 60	£ 8,580
West Cornforth Town Council	External	4	£ 1,000	£ 4,000	£ 2,000	£ -	£ 5,080	£ 80	£ 11,160
Shildon Town Council	External	4	£ 1,000	£ 4,000	£ 2,000	£ 500	£ 2,960	£ 80	£ 9,540
Ferryhill Leisure Centre (SBC)	26421	1	£ 1,000	£ 1,000	£ 500	£ -	£ 2,880	£ 20	£ 4,400
Shildon Leisure Centre (SBC)	26411	4	£ 1,000	£ 4,000	£ 2,000	£ -	£ 4,630	£ 80	£ 10,710
New Business		10	£ 2,000	£ 20,000	£ -	£ -	£ -	£ -	£ 20,000
		77		£ 87,000	£ 33,500	£ 4,950	£ 49,840	£ 1,600	£ 176,890

Location		No of Cameras	Monitoring Charge	Total Charge Charge	Maintenance Charges	Electricity Charges	Recharges Total
SBC Depot, Chilton	40001	2	£ 300	£ 600	£ 200	£ -	£ 800
Aycliffe Town Centre (DTZ)	External	3	£ 300	£ 900	£ 300	£ -	£ 1,200
Sedgefield Borough Council	10001	9	£ 300	£ 2,700	£ 900	£ -	£ 3,600
Railway Museum NRM	26501	7	£ 300	£ 2,100	£ 700	£ -	£ 2,800
Pioneering Care Centre	External	1	£ 300	£ 300	£ 100	£ -	£ 400
Shildon Town Centre	18009	1	£ 300	£ 300	£ 100	£ 50	£ 450
New Business		8	£ 300	£ 2,400	£ -	£ -	£ 2,400
		31		£ 9,300	£ 2,300	£ 50	£ 11,650

Appendix 8 Location map of all CCTV cameras in Sedgefield Borough and a typical camera location visibility map

NEIGHBOURHOOD SERVICES SEDFIELD TOWN COUNCIL CCTV REVIEW

Report By: Andrew Aitken, Business Manager

Date: 06 January 2006

INTRODUCTION

1. This proposal details the existing arrangements for CCTV coverage in Sedgfield community. As part of the Borough CCTV Review we have explored the 'fit for purpose' of CCTV cameras and validated the deployment of cameras across this area.

2. This proposal also details the revised charging structure that will be implemented from 01/04/06. It also highlights the investment that Sedgfield Borough Council (SBC) and Durham Constabulary have programmed from January 06. These investments are designed to benefit community safety, anti social behaviour and crime reduction initiatives. This proposal also details the new initiative that is open to Sedgfield Town Council with Automatic Number Plate Recognition (ANPR) technology.

EXISTING SEDGFIELD CCTV CAMERAS

3. Sedgfield Town Council currently funds 3 x cameras, which are monitored at the SBC Control Centre. These are: -

Camera	Location	Remarks
A39	Sedgfield Front Street	ANPR Site
A40	Sedgfield High Street	
A41	Sedgfield Post Office	

4. All cameras are PTZ (Pan, Tilt and Zoom) and are sited to maximise community safety. All cameras are well sited to cover access and egress routes to Sedgfield. The cameras are also well sited to cover the town centre and public open spaces. No justification has been identified to re-site any of the cameras.

CCTV CAMERA A39 – FRONT STREET

Type	Infra Red	Wiper	Condition	Remarks
Grundig Plettac FAC838	Yes	Yes	Good	No investment Required at this stage

CCTV CAMERA A40 – HIGH STREET

Type	Infra Red	Wiper	Condition	Remarks
Grundig Plettac FAC838	No Fitted	Not Fitted	Good	No investment Required at this stage

CCTV CAMERA A41 – POST OFFICE

Type	Infra Red	Wiper	Condition	Remarks
Grundig Plettac FAC838	No Fitted	Not Fitted	Good	No investment Required at this stage

EXISTING PRICING STRUCTURE FY05/06

6. Sedgefield Town Council is currently charged as below: -

Camera No	Monitoring	Electricity ¹ Charge	Maintenance Charge	BT ² Rentals	Police ³ Rentals	Total ⁴ Charges
A39	£800	£153	£500	£1166	£16.6	£2636
A40	£800	£153	£500	£1166	£16.6	£2636
A41	£800	£153	£500	£1166	£16.6	£2636
Totals	£2400	£460	£1500	£3500	£50	£7908

Notes:

1. Electricity Charges are recharged as billed to SBC annually.
2. BT Line Rentals are recharged as billed to SBC annually.
3. Police Link Rentals are recharged as billed to SBC annually.
4. All charges rounded up/down for pence variations

CHARGING STRUCTURE FY07/08

7. SBC is redressing the anomalies that exist in charges across the Borough. Investment in training and technology needs to be implemented to bring the CCTV system and the monitoring function upto to-date. From FY06/07 the following charges will apply: -

- Monitoring Charge - £1,000 per Camera
- Maintenance Charges - £500 per Camera

8. All Recharges will remain as charged by the supplier (Electricity, BT Line Rentals, Police Links) and billed retrospective.

CAPTIAL INVESTMENTS

9. SBC is committed to investing £60k in the final quarter of FY05/06. This capital is to be used to build a secure plant room and update the CCTV control matrixes and technical suite. This will: -

- Reduce maintenance requirements across the networks
- Improve telemetry and imaging
- Reduce CCTV Operator functions and increase monitoring times
- Ensure compliance with CCTV Operator Licensing and Accreditation
- Construct a secure Monitoring and Recording Suite
- Reduce the likelihood of downtime on elements of the CCTV network

10. SBC programmed investment in FY07/08 will: -

- Assist with the recruitment and training of additional CCTV Operators
- Reduce maintenance requirements across the networks
- Improve telemetry and imaging
- Improved digital recording
- Demonstrate the application of wireless technology
- Reduce the likelihood of downtime on elements of the CCTV network
- Update the Control Room facilities

AUTOMATIC NUMBER PLATE RECOGNITION TECHNOLOGY

11. New technology in the field of vehicle registration number (VRN) recognition software/hardware has created an opportunity for Sedgefield Town Council to benefit. SBC in partnership with Durham Constabulary wish to site new ANPR technology in Sedgefield. The site selected is A39 (Front Street). This new ANPR Camera would permit 2-lane traffic monitoring and capture of VRN along the A689 Stockton Road.

12. Each day it would be used to survey and monitor traffic in both directions. The technology is designed to target: -

- Vehicle Related Crime
- Stolen Vehicles
- Drug & Illegal Goods Trafficking
- Illegal Vehicles and Drivers
- Non Payment of Insurance, Road Fund Licence and Fines (Future)
- Taxi and Licensing Enforcement
- Serious Crime and Terrorism
- Intelligence Gathering

13. The partnership will fund the install and capital costs of the project. Sedgefield Town Council would need to fund the annual revenue costs as below: -

ANPR Cameras	Maintenance ¹	Monitoring Charges	Electricity ² Costs	Total Revenue Cost
2	£200	£250	£100	£550

Notes:

1. 1st year maintenance will be 'free of charge' and covered by warranty
2. Electricity is forecasted, but actual costs would be recharged as appropriate.

MONITORING PLANS

14. A monitoring Plan permits the Control Room to focus in on key areas of Sedgefield or to conduct patrolling of areas within specified timeframes. The following Monitoring Plans have been adopted. These can be changed on request.

Camera	Frequency	Patrol Type
A39	Daily	360° sweeps lasting for a minimum of 5 minutes. Each sweep to take place every 60 minutes.

	Nightly	Monitoring of Dun Cow and Golden Lion licensing hours and 1hr after closing (2359hrs)
	Nightly	Random monitoring of Indian Takeaway opening hours
A40	Daily	360° sweeps lasting for a minimum of 5 minutes. Each sweep to take place every 60 minutes
	Nightly	Monitoring of Hardwick Arms and Black Lion licensing hours and 1hr after closing (2359hrs)
	Daily	Focus on Barclays Bank and security risk
	Early Evening	Focus on Town Green and Church
	Weekends	Focus on Town Green and Church
A41	Daily	360(sweeps lasting for a minimum of 5 minutes. Each sweep to take place every 60 minutes.
	Nightly	Monitoring of Hope Inn licensing hours and 1hr after closing (2359hrs)
	Weekly	Focus on Post Office on Pension Collection Day

15. Outside of this programmed monitoring. General sweeps and remote monitoring will take place, as coordinated by the Control Room. The CCTV Operators, through experienced know what to monitor and when for best results.

16. All monitoring activity is recorded. Where an incident or suspicion is aroused logs are kept for longer. On identification of an incident the Operator contacts the appropriate authorities. Where this is not appropriate a post-incident reports is created.

17. With effect from 01 March 2006, a report format will be circulated to you from the CCTV Control Room detailing the recording of incidents and monitorings. This document will also incorporate information regarding the CCTV units, maintenance records and history. The format will be user friendly and a representative from Neighbourhood Services would be able to present at Council Meetings if required.

ALERT AND COMMUNICATION

18. The investment in the CCTV Control Room will also include a new telephony link. The line will be utilised for key contacts to arrange monitorings changes and to advise of incidents or “hot spots” that need to be focused upon.

19. In order for CCTV potential to be maximised. It is important that information is shared with the Control Room regarding the dates of events been held. A Monitoring Plan to accommodate these situations can be developed. Advance warning benefits all.

VIDEO TRACKING ADMINISTRATION SYSTEM (V-TAS)

20. SBC has invested in this management information system. This system in future will produce reports (samples below). The system also allows a standard format for incident logging and statements. Information will be extracted in future and used to furnish the report. Monthly reports will be produced and circulated from Apr 06 to all users of the CCTV system.



Arrests By Camera Zone/Scheme

(from 02/11/2003 11:24:00 to 02/11/2004 11:24:00)

2,855	01/12/2003 17:23:00	01/12/2003 17:43:00	Shopsafe/Store	Burglary	1
2,873	06/12/2003 00:01:00	06/12/2003 00:28:00	Pubwatch/Pub/Club	Indecency	1
2,883	07/12/2003 02:24:00	07/12/2003 02:35:00	CCTV Operator	Criminal Damage	1
2,894	08/12/2003 22:11:00	08/12/2003 22:32:00	Police OCC Wymondha	Assault	1
2,898	09/12/2003 13:57:00	09/12/2003 14:30:00	Shopsafe/Store	Theft Shops/Retail	1
2,899	09/12/2003 15:34:00	09/12/2003 16:20:00	Shopsafe/Store	Theft Shops/Retail	1
2,902	10/12/2003 13:10:00	10/12/2003 13:47:00	Shopsafe/Store	Theft Shops/Retail	1
2,910	10/12/2003 23:27:00	11/12/2003 00:00:00	Pubwatch/Pub/Club	Public Order / Disturba	1
2,919	12/12/2003 13:42:00	12/12/2003 14:25:00	Shopsafe/Store	Theft Shops/Retail	1
2,924	14/12/2003 14:21:00	14/12/2003 14:52:00	Shopsafe/Store	Theft Shops/Retail	1
2,926	14/12/2003 21:56:00	14/12/2003 22:08:00	CCTV Operator	Public Order / Disturba	1
2,930	15/12/2003 15:50:00	15/12/2003 17:08:00	CCTV Operator	Wanted/Bail Conditio	2



Incidents By Camera

(from 02/11/2003 11:22:00 to 02/11/2004 11:22:00)

001

<u>Incident Number</u>	<u>Category Name</u>	<u>Date and Time</u>	<u>Closed Date and Time</u>	<u>Incident Status</u>
2720	Traffic Offence	02/11/2003 22:15	02/11/2003 22:41	Closed
2726	Wanted/Bail Conditions	05/11/2003 12:05	05/11/2003 13:03	Closed
2744	Drink/Drugs	08/11/2003 22:33	08/11/2003 22:36	Closed
2756	Weapons	11/11/2003 18:32	11/11/2003 18:50	Closed
2759	Theft Shops/Retail	12/11/2003 15:50	12/11/2003 16:24	Closed
2772	Public Order / Disturbance	16/11/2003 00:02	16/11/2003 02:00	Closed
2793	Theft Shops/Retail	20/11/2003 14:04	20/11/2003 14:30	Closed
2794	Public Order / Disturbance	20/11/2003 19:41	20/11/2003 20:07	Closed
2795	Assault	21/11/2003 00:35	21/11/2003 01:00	Closed
2807	Theft Shops/Retail	22/11/2003 13:07	22/11/2003 13:30	Closed
2819	Public Order / Disturbance	25/11/2003 17:30	25/11/2003 18:10	Closed
2858	Ill or Injured	02/12/2003 11:40	02/12/2003 12:06	Closed
2895	Traffic Offence	08/12/2003 20:57	08/12/2003 23:18	Closed
2901	Drink/Drugs	10/12/2003 01:49	10/12/2003 02:16	Closed

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