

Item 3

SEDGEFIELD BOROUGH COUNCIL

HEALTHY BOROUGH WITH STRONG COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE

Council Chamber,
Council Offices,
Spennymoor

Tuesday,
23 October 2007

Time: 10.00 a.m.

Present: Councillor J.E. Higgin (Chairman) and

Councillors W.M. Blenkinsopp, Mrs. P. Crathorne, Mrs. S. Haigh,
B.M. Ord, Mrs. E.M. Paylor, K. Thompson and Mrs E. M. Wood

In Attendance: Councillors V. Crosby, G.C. Gray, J.G. Huntington, B. Lamb,
Mrs. E. Maddison and B.M. Ord

Invited to Attend : Councillor J.M. Khan

Apologies: Councillors Mrs. D. Bowman, Mrs. H.J. Hutchinson, T. Ward and
J. Wayman J.P

H&S.13/07 DECLARATIONS OF INTEREST

No declarations of interest were submitted.

H&S.14/07 MINUTES

The Minutes of the meeting held on 11th September, 2007 were confirmed as a correct record and signed by the Chairman.

H&S.15/07 CCTV ARRANGEMENTS WITHIN THE BOROUGH

It was explained that Andrew Aitken, Business Development Manger, Chilton Depot, was present at the meeting to give a presentation regarding CCTV arrangements. (For copy see file of Minutes).

Portfolio holder for Safer Communities, Councillor J. M. Khan and the Head of Neighbourhood Services, Dennis Scarr, were also at the meeting to respond to any queries.

The Committee was reminded that in October, 2006 consideration had been given to a presentation regarding CCTV arrangements and any developments to the Service that were anticipated to be made in the future. The purpose of today's presentation was to consider how the Service had evolved since that time.

The presentation was to include details of the current CCTV platform and cameras, CCTV costs and charging structure, the investment programme, Legislation/Licensing, Performance Indicators and Payback.

With regard to the deployment of cameras the Committee was informed that there were now 72 fully functional CCTV cameras, 49 Fixed Head

CCTV cameras, 7 Automatic Numberplate Recognition CCTV Cameras and 2 further cameras were awaiting commissioning within the next two months.

Cameras had recently been commissioned at :

- Hackworth Park
- Dabble Duck Industrial Estate
- Chilton Leisure Centre
- Ferryhill Leisure Centre
- Chilton (Durham Road)

It was explained that during the last year projects undertaken had included the refurbishment of the Control Room desk and monitor wall at a cost of £20K. This provided new technology for monitoring. A Digital Network Recorder System was out to tender and a Camera Replacement/Upgrade Programme had commenced in the Chilton area.

It was explained that the CCTV Budget for 2007/08 was £460K. There would be an anticipated income of £200,000 from the private sector including Chilton Industrial Estate, Newton Aycliffe Town Centre and the partnership of approximately £200,000. The Borough Council's contribution was 57%. The management costs of each camera was £3,000.

The key costs related to CCTV was maintenance at approximately £50,000. The replacement programme, however, had reduced the downtime of CCTV cameras by 17%. BT line rental was in the region of £62,000 per year. It was pointed out that the Council had no control over these costs. The contract was for a five year period and was due to be renewed the following year. It was anticipated that there would be between a 10% - 15% increase in costs. Staffing costs were in the region of £300,000 and electricity costs equated to approximately £16,000.

Details of monitoring charges were also outlined.

The Committee was informed that in relation to line rental, BT held the monopoly in relation to the hardwire network. The flat rate fee was £1,200. In relation to broadband, the monthly rental charge was £60. BT charges were between £767 and £4,326 per line.

In order to reduce the revenue burden in the future, wireless/broadband CCTV needed to be developed.

In 2004 the Security Industry Authority had been formed as a regulator for the CCTV industry. The Security Industry Authority was empowered to regulate using the Private Security Act 2001, the Data Protection Act 1998, the Terrorism Bill and the Human Rights Act 2004. It was noted that the Home Office had recently issued a Code of Conduct for CCTV relating to the conduct of future development and the security of Control Centres.

CCTV operators needed to be licensed and have formalised training. The licence was renewable every three years. The cost of training and licensing was £600 per operator for a new operator and £200 for each renewal. The service would be seeking accreditation relating to quality service and accountability, professional standards and procedures. It was noted that reporting procedures were already in place and Best Practice was being issued. However, accreditation would be deferred until next year when new legislation would be introduced. The performance of CCTV was monitored through Performance Indicators and the system was quantified by operator performance, value for money, quantifiable accountability and customer feedback. It was noted that development of KPIs were ongoing. Quarterly reports were produced detailing incidents by location, activity by categorisation and Police response. The Committee was informed that the Control Room also generated background activity such as alerting emergency services, area patrol carried out by CCTV, CCTV recording reviews carried out and incidents monitored.

As far as future developments were concerned it was reported that the service was looking to develop a Memorandum of Understanding which would outline the activities the service covered, details of the maintenance contract and value for money. The service was also looking to increase resources for the monitoring of CCTV and strengthen Police links by introducing a monitor in the custody suite to link CCTV images.

The Service was also looking to reduce maintenance/downtime by 17% and address :-

- Management information
- An increase in automatic number plate recognition.
- New recording capability
- Remote Patrolling Capability
- Improve monitoring capability
- Adoption of new technology
- Accredited service
- Service Accountability
- Services which could be marketed.

The aim of future developments included delivering what the customer wanted and an improvement in the capturing of incidents.

During discussion a query was raised regarding the future of CCTV under a Unitary Authority and the effect on the Service. In response it was explained that the Control Room could deliver a Service for the whole of the County and that the Service needed to deliver the best possible activities.

Reference was made to the cost of the Service on Council Tax and the return on expenditure. The responsible authority for Crime and Disorder was queried. It was explained that the Crime and Disorder Act 1998 had focused in who was responsible for crime and disorder. The Council had equal responsibility with the Police authority for Crime and Disorder and to deliver on Section 17 requirements. CCTV was

supported by a range of measures including Government funding. The statistics showed that the measures had been extremely successful and had very good feedback. The Council had clear responsibility to take account of Crime and Disorder.

A query was raised regarding training, whether it could be undertaken in-house and whether employees who had undertaken training had to repay training costs if they left the employment of the Authority. In response it was explained that in order for in-house training to be undertaken, an operator would have to have been in post for five years and licensed before they could deliver training. With regard to payback the Council did not stipulate this requirement.

Discussion was also held regarding the effectiveness of CCTV as a deterrent. In response the Home Office had carried out extensive research and found that CCTV cameras were effective and work well in standalone situations.

In relation to performance information, Members of the Committee requested that they be sent quarterly performance reports detailing statistical information on incidents in the area.

Concern was expressed regarding BT's monopoly on line rental and the prospective increase of upto 15% in the next contract. It was explained that BT had the monopoly situation because there was no other service provider in the area.

A query was also raised regarding Police response and the relationship with the CCTV Service. The Committee was informed that the Service could provide detailed analysis of where crime and disorder was occurring. A joint briefing of staff could take place, Police could also ask Wardens to take up certain issues. The Council did discuss the issue of public perception with the Police and would continue to do so.

The Committee considered that there should be a Performance Indicator relating to Police response. In response it was explained that the Service had to be able to demonstrate value and there was a need to highlight successful prosecutions therefore there was a need for feedback from the Police. Members were concerned that the Performance Indicators should be local as opposed to national and should be able to monitor Police responses to incidents reported through CCTV.

Members questioned what funding is provided from the Police to CCTV within the Borough. In response Members were informed that no financial funding is provided but the Police do provide staffing resources to deal with incidents reported by CCTV.

During discussion a question was also raised regarding Christmas lights in town centres and guidance given to Town Councils to minimise the distortion on CCTV. In response it was explained that the equipment could be adjusted to change contrast and reduce glare. With new camera technology there was much less distortion.

In response to a query raised regarding advice to Town and Parish Councils, it was explained that they were advised of new legislation.

- AGREED :*
- 1. That the Committee was satisfied with the progress of the CCTV Service and that a further update be given in twelve months.*
 - 2. That Members are issued CCTV performance reports on a quarterly basis.*

H&S.16/07 OVERVIEW AND SCRUTINY REVIEW GROUP REPORT - STREETS SAFE REVIEW - PROGRESS ON ACTION PLAN

Consideration was given to the progress to date and the Cabinet's response and action plan following consideration of its recommendation arising from the Streetsafe Review Group. (For copy see file of Minutes).

D. Scarr, Head of Neighbourhood Services, updated Members with progress with regard to undertaking a Performance Review of Community Safety and the implementation of the Customer Relations Management System to record anti-social behaviour.

It was explained that in relation to Performance Review that outcomes of the Review have been identified and a very successful community consultation has been completed, it is proposed that further work on the preparation of a Borough Council Strategy is postponed pending the outcome of the Judicial Review of Local Government Reorganisation, the review of Crime and Disorder Reduction Partnerships and the implementation of the Crime and Disorder (Formulation and Implementation of Strategy) Regulations 2007.

The reported detailed that Anti Social Behaviour recording is scheduled to go live with the CRM in January 2008 and this will assist in understanding the overall problem and will enable more effective targeting.

- AGREED :*
- 1. That the Committee was satisfied with the progress of the Action Plan for the Overview and Scrutiny Review for Streetsafe within the Borough.*
 - 2. That the Committee reviews the progress of the Action Plan in six months.*

H&S.17/07 OVERVIEW AND SCRUTINY REVIEW GROUP REPORT - TOURISM WITHIN THE BOROUGH - PROGRESS ON ACTION PLAN

Consideration was given to a report detailing progress to date and Cabinet's Response and Action Plan following consideration of its recommendation arising from the Tourism within the Borough Review Group.

Lucy Wearne, Tourism Officer, attended the Committee to give a presentation regarding progress.

Members were reminded of the background and recommendations provided by the Review Group, the Action Plan which had been drawn up and the suggested timescale.

Details of progress on each action were outlined.

It was noted that Locomotion had recently achieved two regional awards, Silver in relation to accessibility and Bronze in relation to sustainability.

During discussion of this item a query regarding the economic benefits of Locomotion to Shildon Town Centre. In response it was explained that Locomotion's Procurement Policy was to try and procure goods and services locally wherever possible. It was also noted that 33 employees were employed at Locomotion, 7 of whom were from Shildon. It was also hoped to extend the apprenticeship programme. Leisure Services were working with the Regeneration Section to consider how Shildon Town Centre could be made more attractive to visitors.

In response to a query raised regarding the three years free admission, it was explained that this was being discussed with Durham County Museum Service.

Discussion was also held regarding the One North East website and the Council's involvement in its content. In response it was explained that accommodation etc., on the website had to be quality inspected to be included. Tourism was offering incentives to accommodation providers to obtain this quality inspection.

- AGREED :*
- 1. That the Committee was satisfied with the progress of the Action Plan for the Overview and Scrutiny Review for Tourism within the Borough.*
 - 2. That the Committee reviews the progress of the Action Plan in twelve months.*

H&S.18/07 WORK PROGRAMME

Consideration was given to a report setting out the Committee's Work Programme for consideration and review. (For copy see file of Minutes).

AGREED : *That the Work Programme be noted.*