

**Cabinet**

**11 July 2012**



**Update on the Review of the CCTV  
Service Monitored by Care  
Connect**

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**Report of Corporate Management Team**

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Economic Development**

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Health**

**Councillor Clive Robson, Cabinet Portfolio Holder for Housing**

**Councillor Lucy Hovvels, Cabinet Portfolio Holder for Safer &  
Healthier Communities**

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#### **Purpose of the Report**

1. To update Members on the consolidation of the 24/7 CCTV service to the Chilton control room and to report on the outcome of the consultation regarding the future provision of the public realm/strategic cameras monitored by Durham County Council.

#### **Background**

2. The public realm CCTV systems had been developed on an ad-hoc arrangement across the former District Councils. At the time of LGR there were control rooms in Durham and Sedgfield (Chilton) Care Connect, two external contracts Genesis (Derwentside) and Darlington Borough Council (for Wear Valley cameras) and Chester-le-Street CCTV which was only partially monitored by DCC staff.
3. The service was not equitable across the County and had a variety of service models, equipment and contractual arrangements in place.
4. A multi agency project group was established to provide a countywide strategy for the future delivery and development of the CCTV service. The membership of this group included the Police, Social inclusion and ICT. The group reported to the Community Safety Partnership via the PPG (Performance Planning Group).
5. Consultants were appointed to carry out site surveys of the cameras and to assess the control room equipment and locations. This provided

detailed information on the condition of equipment and existing connectivity.

6. The consultant's main recommendations were as follows:-
  - Monitoring of the County Council's public realm CCTV should be consolidated from five control rooms to one control room (based at Chilton).
  - A consultation exercise should be undertaken to identify which cameras are considered to be strategic and which are non strategic.
  - A tendering exercise should be undertaken for the provision of a fully comprehensive countywide maintenance contract.
7. This report is to inform on the progress of the amalgamation of control rooms, procurement of a combined maintenance contract and to report on the outcome of the consultation on the provision of CCTV cameras.

### **Progress Update - Consolidation of Control Rooms**

8. The Durham and Chester-le-Street cameras have been temporarily patched over to be monitored at Chilton. This temporary arrangement has been put in place until a more permanent solution is addressed through the tender process.
9. The Chester-le-Street cameras have been upgraded and are now monitored 24/7, which is an improvement on the former part time monitoring arrangements.
10. The two external contractors, Genesis and Darlington Borough Council, together with the current maintenance contractors have received notice of our intention to terminate their contracts. Each contract has however been extended using a variation order to ensure continuation of the service whilst the procurement of a new countywide maintenance contract is undertaken. This will also allow time for the Chilton Control Room to be updated.

### **Consultation on the future provision of cameras**

11. An analysis of the current camera locations by the Safer Neighbourhood Units utilising Home Office Guidance has shown that some cameras are not cost effective, giving little return in terms of reduction in anti social behaviour/crime and limited public reassurance. This strategic assessment of crime ranked cameras as either strategic or non strategic, based on deterrent value and how widely they were accessed for evidential purposes.
12. Local Members were then invited to consultation sessions to discuss the findings for their locality and a list of potential reductions was sent to each

of the AAP's for information and comments. An on line consultation process was also conducted which gave local residents the opportunity to comment on the overall proposal and specific camera reductions. Finally, additional consultation was undertaken via the four Police Independent Advisory Groups to ensure the views of minority groups and vulnerable people were taken into account.

13. Responses to the consultation were received from DCC (Customer Services) Durham Police, Safer Neighbourhoods Coordinator, Derwent Valley Partnership, Esh Parish Council and Cornsay Parish Council together with two responses received from individual residents. Concerns raised were primarily in relation to anti social behaviour in particular areas. The consultation resulted in agreeing to retain some cameras as a consequence of the evidence provided and these cameras have been designated as strategic. The remaining cameras discussed as part of the consultation will remain designated as non strategic.
14. The outcome of the consultation process has resulted in a list of cameras considered to be strategic (appendix 2) and those deemed non-strategic (appendix 3). These lists have been reported back through the Safer and Stronger Communities Overview and Scrutiny Committee for consideration.
15. It is proposed that the strategic cameras will continue to be maintained and monitored by the Care Connect service, with all costs being met by the County Council.
16. The non strategic cameras will be subject to a consultation process with the current owners/providers. It is proposed that these cameras will be no longer be monitored by the County Council unless the owners accept a Service Level Agreement and agree to cover all the costs associated with the camera maintenance, connectivity and monitoring. A further option is that these cameras could be decommissioned from the County Council system but be retained for local monitoring by the owners.
17. At this stage, it is only possible to provide an indicative cost for the monitoring of non-strategic cameras, as the ongoing cost model will not be known until the outcome of the tendering exercise in autumn 2012.
18. The Town and Parish Councils that were previously contributing for the monitoring of their cameras have been consulted and as a result new charges for 2012/13 and Service Level Agreements have been issued for the monitoring and maintenance of their cameras.
18. The review and consultation has demonstrated the need for more deployable cameras, which can be located in hot spots. These cameras will be deployed following a request from the LMAPS (Local Multi Agency Problem Solving groups).

## Procurement of Maintenance and Equipment refurbishment

19. Work is ongoing in preparation for tendering of the countywide maintenance contract and refurbishment of the Chilton control centre. The procurement timetable is shown below:

Issue PQQ,s	6 July 2012
Closing date for submission of PQQ,s	6 August 2012
Evaluate PQQ,s	7 August to 10 August 2012
Issue ITT,s	13 August 2012
Closing date for submission of ITT,s	17 September 2012
Evaluate ITT's	18 September to 21 September 2012
Select successful suppliers	21 September 2012
Issue Intention to award letter	21 September 2012
Standstill period	21 September to 1 October 2012
Award Contract	2 October 2012

## Finance/Savings

20. The financial savings cannot be accurately calculated until the tender process is completed. However, an estimate of around £355K has been included in the MTFP.

## Future Provision of Cameras

21. It is proposed that any future applications for new cameras will be subject to the approval of the Community Safety Partnership Group using the Home Office Guidance:

[http://www.nactso.gov.uk/SiteCollectionDocuments/ManagingTheRisk/28\\_09\\_CCTV\\_OR\\_Manual2835.pdf](http://www.nactso.gov.uk/SiteCollectionDocuments/ManagingTheRisk/28_09_CCTV_OR_Manual2835.pdf)

This will ensure that any new cameras are strategically relevant to the partnership.

## Conclusion

22. The consolidation of the control rooms, review of the cameras and monitoring arrangements and the provision of a fully comprehensive maintenance contract will result in savings estimated at around £355K and

will provide an improved, value for money service for the residents of County Durham.

23. The access to redeployable cameras for hotspot areas on a countywide basis will improve our response to areas of high crime and antisocial behaviour and should provide a deterrent and increase crime detection.
24. Any future provision of cameras will be subject to current Home Office Guidance and this provision will be subject to approval of the Community Safety Partnership.

### **Recommendations**

25. Cabinet are asked to note the progress on the overall review of the CCTV service.
26. To agree to the list of strategic and non-strategic cameras, along with the recommendation that the non strategic cameras are decommissioned unless the provider of the camera agrees to a charge which will include monitoring, maintenance and connectivity charges associated with each camera.
27. That Home Office guidance is adopted as the policy for the future provision of cameras.

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## **Appendix 1: Implications**

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### **Finance –**

Savings have been identified in the MTFP

### **Staffing –**

Consolidation of monitoring facilities will result in a reduction in staff numbers that is being managed through the configuration of the Care Connect service.  
Possible outsourcing would be subject to TUPE.

### **Risk –**

A risk plan is included in the project initiation document.

### **Equality and Diversity –**

The current service is not equitable with provision of cameras being distributed in an ad hoc manner across the County. A full Equality Impact Assessment has been carried out on the proposed changes.

### **Accommodation –**

Provision of 'hubs' will require close liaison with the accommodation project team and links have already been established.

### **Crime and Disorder –**

The contribution of the CCTV service to assist in the detection and prevention of crime and anti social behaviour is significant. The Community Safety Partnership, LMAPS and Social Inclusion Team have also been involved in this project.

### **Human Rights –**

CCTV has been the subject of close scrutiny with respect to Human rights and there are specific codes of practice and legislation that the service must comply with.

### **Consultation –**

Implementation of the project require full consultation with staff, contractors, stakeholders and local community groups.

### **Procurement –**

The proposals have been subject to soft market testing and have resulted in a specification being drawn up subject to EU procurement.

### **Disability Issues –**

There are no implications.

### **Legal Implications –**

The CCTV service is subject to specific legislative controls.