

## COMMUNITY OVERVIEW AND SCRUTINY PANEL – 20 SEPTEMBER 2016

### CCTV SERVICE PROGRESS REPORT

#### 1. PURPOSE OF REPORT

1.1 At the Community and Overview Scrutiny meeting on 15 March 2016, the CCTV Task and Finish Group presented their recommendations resulting from the review of the CCTV service. Both the Task and Finish Group and the Panel supported the ongoing provision of the CCTV service and recognised the many benefits that a functioning CCTV service provided to the residents of the District. The Panel made some recommendations for future development of the service model, as follows:

- That a joint procurement process be undertaken with Fareham Borough Council to source a transmission and maintenance provider
- Officers to investigate alternative methods to fund the upgrading of equipment and any other revenue opportunities
- Initiate discussions with the Police to ascertain their support/need/reliance on the Council's CCTV provision and potential future financial contributions
- Support for a phased programme of camera replacement and control room refurbishment, either as part of the conditions of a new maintenance contract, or as funds become available through achieving internal efficiencies and future revenue income
- Consideration of implementation of other flexible monitoring solutions such as re-deployable cameras
- Undertake discussions with T&PC's to ascertain commitment to CCTV provision within their area and their future contributions towards the system

1.2 This report provides an update on progress against these recommendations since the March meeting.

#### 2. PROGRESS

2.1 Good progress has been made in respect of the procurement arrangements for the transmission and maintenance contracts. A review of the network transmission contract identified that there is only one fibre network provider currently available for use by the Council, BT Redcare. Opportunities for a competitive tendering process were therefore very limited. Discussions with BT Redcare however have resulted in a revised commercial offer which delivered a saving to the annual transmission costs of £9,000, a reduction of 10% on the present contract costs. A detailed report was presented to EMT in June and approval granted to enter into contract with BT Redcare for a further 12 months, commencing 30 September 2016.

2.2 BT Redcare did provide a number of longer term pricing options (3-5 years) which allowed for system upgrades, however it was agreed that further work needed to be completed on the long term strategy for the CCTV service before committing to an extended contract period. It was also recommended that consideration be given to

joining forces with other Local Authorities (e.g. HIOW as a region) to bring about a collective leverage to future negotiations with BT Redcare. The saving delivered through this renegotiated contract has been identified as a service saving for inclusion in the Council's 2017/18 budgetary process.

- 2.3 A collective procurement process has also been completed for a 5 year preventative maintenance and responsive repair service (for the CCTV control room and camera network). Other local authorities included in the tender were Fareham, Gosport and Eastleigh Borough Council's.
- 2.4 The tender process, which was evaluated on both price and quality, has delivered an annual saving to NFDC of £9,300. This represents a 35% reduction on current prices. The new contract commences December 2016.
- 2.5 Now that revised contracts are in place for both transmission of images and the maintenance of the equipment, the focus will move to options for the longer term programme of camera replacements and control room refurbishment. This may involve detailed negotiations with BT Redcare for a long term agreement with them that includes camera upgrades as part of their commercial offering.
- 2.6 A service review meeting has been held with the Police to discuss their continuing support and reliance on the Council's CCTV provision. The New Forest's Chief Inspector has confirmed that the Police continue to view the CCTV service as both a valuable deterrent to local crime and a very useful tool for assisting officers on the ground in tackling live incidents. In the first 4 months of the year (April – July) 355 crime related incidents were recorded by the team of which 23 led to directed arrests on camera. He confirmed that whilst the Police were not in a position to make any financial contribution to the running of the service, they would view any reduction or cessation of the service as a negative step which could well have an impact on future levels of crime across the district.
- 2.7 With regard to developing further income streams for the service, a number of potential customers have recently approached the Council with a view to the control room monitoring either community alarms or CCTV cameras. Preliminary discussions have been held with these organisations to ascertain their requirements and ability of the service to meet their needs. These discussions will continue.
- 2.8 Internally, the Council has been reviewing it's arrangements for ensuring the health and safety of lone working officers, particularly those working out of hours or in high risk environments. Whilst not yet formally agreed, it is likely that use could be made of software functionality within the PNC7 Community Alarms system to enhance safety arrangements for a wide group of employees. A pilot of the system with a small group of employees has proved very successful. This will potentially negate the need for the Council to buy in a specialist lone worker system and would provide an additional income stream through an internal recharge from services using the system.
- 2.9 Consideration is also being given to implementing a recharge to the car park service for the 10 cameras located in the Councils car parks. The service currently does not contribute to the CCTV service. Whilst this would only be an internal recharge this would provide a legitimate additional income to the service.
- 2.10 Discussions with Town and Parish Council with regard to their camera contributions have yet to commence. It is proposed that a new service level agreement is prepared and that this is agreed with, and implemented across the local Councils.

### **3. CONCLUSION**

- 3.1 Good progress has been made since March in addressing the recommendations made by the Panel for future development of the service model. Savings have been achieved through the new contract arrangements for network transmission and maintenance of equipment.
- 3.2 The level of recorded live incidents, averaging 3 a day, demonstrates the usefulness of the service, which continues to be strongly supported by the Police.

### **4. RECOMMENDATIONS**

- 4. That the Panel notes the progress being made against the development plan.

#### **For further Information contact:**

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#### **Background Papers:**

CCTV T&F Group Report  
to Community Overview &  
Scrutiny Panel 15 March  
2016