

## **COMMUNITY OVERVIEW AND SCRUTINY PANEL – 19 SEPTEMBER 2017**

### **CCTV SERVICE PROGRESS REPORT**

#### **1. PURPOSE OF REPORT**

1.1 At the Community and Overview Scrutiny meeting 15 March 2016 the CCTV Task and Finish Group presented their recommendations resulting from the review of the CCTV service. The Panel made some recommendations for future development of the service model, as follows:

- That a joint procurement process be undertaken with Fareham BC 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 Since the Task and Finish made the above recommendations, the Panel have been updated regularly concerning the progress made, including a report presented by the Compliance and Coastal Service Manager in September 2016. This report provides an update on progress against these recommendations since that meeting.

#### **2. PROGRESS**

2.1 Having agreed a 1 year extension to the BT Redcare contract in September 2016, limited developments have been made by alternative providers at this time. The situation is therefore very much the same as last year. A procurement framework agreement has been found, allowing NFDC to avoid a lengthy EU tender process and directly award the fibre rental contract to BT Redcare. It is recommended that this agreement is for 1-2 years, giving adequate time for other solutions to be fully investigated.

2.2 BT Redcare 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 transmission strategy for the CCTV service before committing to an extended contract period. NFDC will also investigate joining forces with other Local Authorities (e.g. HIOW as a region) to bring about a collective leverage to future negotiations with BT Redcare.

- 2.3 A collective procurement process was 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. The tender process, which was evaluated on both price and quality, delivered an annual saving to NFDC of £9,300. This represents a 35% reduction on previous prices. The new contract commenced in December 2016.
- 2.4 With revised contracts 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. 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. Deployable camera solutions will also be looked at during this process.
- 2.5 A proposal to move and update the CCTV control room has been drafted and will be presented as a separate report to this Panel.
- 2.6 A new Chief Inspector for the New Forest area was confirmed in post earlier this year. A further service review meeting was held to discuss the Police's continuing support and reliance on the Council's CCTV provision. It was 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. The Chief Inspector was informed of the high number of reviews NFDC operators are conducting on behalf of the Police. In 2016 the Police completed 10 reviews in person, compared to 143 carried out by NFDC Employees. Operational Sergeants will be made aware of the role NFDC employees are playing in incident investigations. The overall performance statistics for the first half of 2017 can be seen in **Appendix 1**. The Police are not able to contribute financially towards CCTV at this time.
- 2.8 The CCTV service has reviewed internal recharges with Housing and Parking Services, reducing the cost of the service.
- 2.9 Discussions with Town and Parish Council Clerks have taken place. Clerks were asked for feedback on the service, provided with statistics and updated on future changes. Conversations also broached camera contributions, to gauge their ongoing commitment and willingness to enter in a Service Level Agreement. All Clerks supported this approach apart from Hythe, although discussions are ongoing. The price will be kept the same, although will include an inflationary rise in line with CPI. Clerks were informed that they will be able to terminate the agreement, with 6 months' notice. There are also elements of the service that only those who contribute will benefit from. For more detail on this, the draft SLA is attached as **Appendix 2**.
- 2.10 The CCTV and Community Alarm management team has been restructured. There will now be 2 operational Supervisors and a Business Development Officer working under the Civil Contingencies and CCTV Manager. This will add management support for emergency planning and business continuity whilst giving additional focus on growing Appletree Careline as a business. The objective is to increase income through increasing the customer base and maximising other opportunities.

### **3. CONCLUSION**

- 3.1 Progress has been made since September 2016 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 the maintenance of equipment and the recharging of the Parking & Housing services.

- 3.2 The level of recorded live incidents, averaging 3 a day (48 arrests per year), continues to demonstrate the usefulness of the service, which is strongly supported by the Police and the Town and Parish Councils.

#### **4. RECOMMENDATIONS**

- 4.1 That the Panel notes the progress made against the development plan; and
- 4.2 That the Panel supports the drafted Service Level Agreement for Town and Parish Councils and its implementation.

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

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#### **Background Papers:**

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