

Merton Council
Overview and Scrutiny Commission
25 March 2015
Supplementary agenda

6 CCTV Update

1 - 10

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Overview and Scrutiny Commission

Agenda item: 6
Wards: All
Subject: CCTV update report from CCTV steering group
Lead officers: Chris Lee (Director of Environment and Regeneration) John Hill (Head of Public Protection) Paul Walshe (Parking Services Manager)
Lead members: Councillor Edith Macauley Cabinet Member for Community Safety, Engagement and Equalities
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Attached is an additional appendix titled Action Plan CCTV Review Mar 2015 doc this was not sent with the original documents the reason being it was a mistake by me the contact officer.

Recommendation: That Members note the content of this report.

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 To provide the Overview and Scrutiny Panel with an update on the CCTV steering group's progress in delivering changes required as a result of the review of the Public Space CCTV function carried out in 2014.
- 1.2 The Public Space CCTV is based in the Council's CCTV suite on the 1st floor of Civic Centre. Officers currently provide a 24 hour 7 days per week service monitoring the Councils 270 CCTV cameras. They are in direct contact with the police by monitoring the police airways. They provide live images to the police central control room as well as recordings and statements in the form of evidence packs. They are also responsible for monitoring the town link (retailers) 2 way radio system which is also used by the Circle Housing wardens as well as the CCTV cameras in the housing estates.

The review was carried out as there had not been a full review of service since the since its implementation in 1994. This was particularly relevant as the service has grown from 8 to 270 CCTV cameras.

2. DETAILS

- 2.1 An external CCTV consultant was commissioned to review the operational and technical equipment for all of the Councils Public Space CCTV service. The report identified key areas of need and milestones for the service to progress, with the main areas being the lack of investment in the CCTV infrastructure and back office hardware as well as a clear strategy to resolve these issues.
- 2.2 Listed below is the progress in implementing the changes :
- 2.3 Transfer Public Space CCTV to the Public Protection Division with the day to day operational management to Parking Services – completed in January 2015.
- 2.4 Set up the LB of Merton CCTV Steering Group - this was set up in August 2014 and made up of internal officers and external partners such as the Police.

- 2.5 Agree a CCTV strategy - this was completed in February 2015 and is attached as appendix "CCTV Strategy 160115 V5" of this report
- 2.6 Review all existing public space cameras to identify their need and whether they are fit for purpose. This was carried out in November 2014 with recommendations that some of the cameras be decommissioned or relocated and identification of gaps in the level of service provided to our customers. This work is still on-going.
- 2.7 The review identified the need to recruit a full time CCTV manager. The previous incumbent had worked on a part time basis and, since their departure, the service has been managed on a secondment basis. Although significant progress has been made under the secondment manager, this is not sustainable in the long term. Accordingly a decision was made to reorganise the management duties of the CCTV team in order that there will be day to day management of CCTV staff and separate management of the technical specifications of the service, involving the promotion of the service and the scoping of capacity to manage and deliver CCTV service for business within the borough. This management restructure will be carried out at nil cost to the Council. The recruitment process is on-going with the end date for applications being 22nd March 2015.
- 2.8 The installation of new CCTV suite equipment (Graphic Unit Interface) - this occurred in March 2015 giving the CCTV officers a much improved method of logging incidents and analysing data to assist in the management of the service. As part of further investment it is intended to purchase an integrated graphic unit interface system which will provide more detailed analytical reports covering incident reports and the use of CCTV cameras thus assist in future planning of the service.
- The Tender for the installation of ANPR cameras for parking enforcement combined with the maintenance of the public space CCTV cameras and the CCTV enforcement cameras has been advertised with a live date for the maintenance part of the contract of July/August 2015 and ANPR cameras November 2015.

3. ALTERNATIVE OPTIONS

None for the purpose of this report

4. CONSULTATION UNDERTAKEN

4.1 None for the purpose of this report

5. TIMETABLE

5.1 NA

6. FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

6.1 NA

7. LEGAL AND STATUTORY IMPLICATIONS

7.1 None for the purpose of this report

8. CRIME AND DISORDER IMPLICATIONS

8.1 The upgrades to the existing equipment will provide a more reliable service which will help to reduce incidents of crime.

9. HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

9.1 None for the purposes of this report.

10. RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

10.1 The improvements identified will lead to a better management of the risks and safety across the borough.

11. APPENDICES

11.1 Appendix A: CCTVSU update

11.2 Appendix B: Purpose of Cameras Doc

11.3 Appendix C: Signage Doc

11.4 Appendix D: Retention Period

11.5 Appendix CCTV Strategy 160115 V5

11.6 Appendix Action Plan CCTV Review Mar 2015 (additional document)

12. BACKGROUND PAPERS

12.1 None for the purpose of this report

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CCTV Review: Action Plan Jan 2015

Personnel / Management	Rec. No.	Recommendation	Risk	Reason / Objective	Estimated Cost	Expected Completion	RAG	Comments
	R26	The LBC CCTV operation is staffed with a suitably experienced and qualified manager to supervise the staff to bring the CCTV control room to the level of professional and lawful compliance expected	High	Operators require full time management and direction to comply with legislation and become more efficient	£50,000	April 2015		Management structure envisaged to be split between staff & technical manager from existing staff pool, reducing estimated cost
	R27	Operator shift patterns and the need for two staff should be assessed and validated	High	Much of the operational day is carried out by one operator	<i>Cost reduction; £100k?</i>	April – June 2015		Led by PW. Shift review to take place between after April 1st 2015
	R28	The provision of professional training delivered by competent persons with knowledge and experience should be undertaken	High	To refresh and re-motivate the LBM CCTV team	£3,500	Completed		Delivered to CCTV team 26 th & 27 th Jan 2015
	R35	A comprehensive strategic approach to the procurement and management of CCTV with clear lines of responsibility needs to be adopted by the LBM council	High	One department should be in control of all matters relating to the use and procurement of CCTV	<i>Cost reduction</i>	Completed		5 bidder shortlisted ITT due to be published end of Jan 2015

Funding / Income Generation/ Revenue Reduction	Rec. No.	Recommendation	Risk	Reason / Objective	Estimated Cost	Expected Completion	RAG	Comments
	R1	To avoid high costs associated with the replacement of equipment as it gets to the end of its useful life, LBM should ensure sufficient capital contribution is obtained annually from the council	Medium	Capital Investment towards costs associated with the future replacement of cameras, recording and control room equipment	<i>Income to CCTV budget</i>	April 2015		Capital monies identified and investment strategy provided
	R17	The council consider its position with Virgin Media and whether it should budget for (the correct) annual spend with them of £27,000	Medium	Should Virgin decide to charge the full amount for the services being provided	£27,000	Completed		Will deal if this arises
	R19	The procurement department correctly allocates suitable disbursement codes for accounting purposes	High	To track various CCTV costs across agreed headings for easier reconciliation and the management of expenditure.	None	April 2015		After SM restructure if required
	R25	The Community Safety Department meet with all LBM departments and third parties it provides services for and agrees an SLA and contribution towards the transmission, monitoring and equipment maintenance costs	High	Contributions towards the costs of the CCTV system should be made to those making use of it	None	April 2015		No internal charges: everything through CCTV supported by with SLAs where necessary
	R32	LBM contemplate the risk to the existing income of circa £113,000 from CHMP (MPH) being ceased or seriously reduced and what steps are taken to mitigate – contract negotiations	High	Should CHMP (MPH) decide they are not receiving value for money from the CCTV service in compliance with the SLA	<i>Reduction in income by £113,000</i>	April 2015		CHMP gave notice to cease SLA by end March 2015, decision to retain BT links. Interim Director contacted 20/01/15 requesting meeting to negotiate new contract

CCTV Review: Action Plan Jan 2015

Rec. No.	Recommendation	Risk	Reason / Objective	Estimated Cost	Expected Completion		Comments
R33	A process is established by the CCTV manager to ensure when parts or equipment are replaced or repaired on the MPH estate, these costs are captured and MPH is invoiced for the costs incurred	High	Costs are being borne by LBM for costs associated with a third party system	<i>Income £5k? to CCTV budget</i>	Completed		Contractors have identified CHMP estate cameras within their quotes to enable recharging, however new contract yet to be agreed
R34	The LBM examine all contracts/ services/SLA's it provides for internal departments and external third parties to ensure these are cost effective and a relevant service provided for the income received	High	Contributions towards the costs of the CCTV system should be considered to external customers making use of it	<i>Income to CCTV budget</i>	April 2015		No internal charging

Rec. No.	Recommendation	Risk	Reason / Objective	Estimated Cost	Expected Completion	RAG	Comments
R8	A full audit trail is available to managers when assessing who has produced evidence	Low	In the event of challenges to evidence or any other irregularities	Included in R2	Dec 2015		SG sub group to review and action as appropriate
R29	In addition to the CoP being reinforced with the operators, the reasons for signing in to the control room with a bespoke logbook should be reintroduced	High	All persons who are not exempt from signing in, should be logged in and out	None	Completed		To be implemented by Senior Operator
R36	This existing public CCTV Strategy document is inaccurate and misleading and we recommend should be corrected	Medium	The existing public CCTV Strategy document should be made relevant to the actual use and operation of the LBM CCTV system	None	March 2015		Removed from public view. New strategy written by Global MSC, agreed by CCTV SG. Awaiting member sign-off. To be on public website March 2015
R38	The CCTV Code of Practice should be re-written	Medium	The CoP should be made more relevant and up to date, issued to operators and made available on the Merton Council CCTV web page	£2,500	April 2015		Approved to be written by Global MSC. Awaiting completion
R39	The 'Enforcement' CCTV CoP should be completed as required	Medium	The CoP should be made and made appropriate to the LBM. It should also cross reference the PSS CCTV system CoP	£1,500	April 2015		Should be one document (R38) Approved to be written by Global MSC
R40	A consolidated and updated OPM be compiled for LBM from the existing SOP's and other relevant sources relating to recent legislation, etc.	Medium	Instructions to operators need to be accurate to protect the council and the operators	£3,500	Dec 2015		Awaiting decision on new systems/equipment

CCTV Review: Action Plan Jan 2015

	Rec. No.	Recommendation	Risk	Reason / Objective	Estimated Cost	Expected Completion	RAG	Comments
Page 7	R41	LBM addresses the shortfalls with each of the cameras identified to meet the OR or if this is not possible to remove them from the system	Medium	If the cameras can no longer be justified and the original objectives not achieved, these should be considered for removal	<i>Reduction in costs > £10k?</i>	Completed		SG sub group to review and action as appropriate
	R42	The actions contained within the PIA documents are acted upon by the LBM together with the pixilation of camera images or enhanced; documented training of staff is carried out to ensure there is no transgression of privacy.	Medium	LBM needs to demonstrate that a pressing need for the camera to be retained/ operated continues. Training in advance of pixilation will assist	£3,500	Dec 2015		
	R43	LBM undertake to add sufficient CCTV signs to its camera estate	Medium	Compliance with DPA required	£10,000	Dec 2015		Approval given, needs to be implemented and in agreement with Parking Enforcement
	R44	The CCTV signs displayed in and around camera enforcement areas also warn motorists that in addition to public safety, the cameras are used to enforce road traffic regulations	Medium	Compliance with DPA required	Included in R43	Dec 2015		Part of new maintenance contract, needs to be implemented jointly with ANPR

	Rec. No.	Recommendation	Risk	Reason / Objective	Estimated Cost	Expected Completion	RAG	Comments
Equipment	R2	The provision of a suitable and useful GUI that should be explored, adopted and exploited by the LBM CCTV scheme	High	To ensure the benefits of the CCTV systems are maximised, recorded and data produced for the benefit of LBM and its partners	£4,000-£60,000	Sept 2015		Within tender specification for new maintenance contract. Currently installing Fusion system FOC as temp solution now due Mar 2015 due to tech hitches.
	R3	The new control system should be non-proprietary	High	All CCTV maintenance companies can service and support it	Included in R2	Sept 2015		Within tender specification for new maintenance contract. Currently installing Fusion system FOC as temp solution now due Mar 2015 due to tech hitches.
	R4	The new control system should be delivered with a working TVNP interface or is integrated with the SSL TVNP server and which has already been paid for	High	To enable TfL and LBM interface and control each others cameras	Included in R2	Sept 2015		Within tender specification for new maintenance contract.

CCTV Review: Action Plan Jan 2015

Rec. No.	Recommendation	Risk	Reason / Objective	Estimated Cost	Expected Completion	RAG	Comments
R5	When upgrading the GUI, it should be specified that one enabling connection to the remote site Dallmeier DVR's	High	To enable live view, control and replay to provide seamless system for the operators	Included in R2	Sept 2015		Within tender specification for new maintenance contract.
R6	Any future recordings on upgraded and/or new equipment should be at a minimum of 12.5 ips, D1 (unless HD is introduced), 1-2 Mbs bit rate, in T/L mode and retained for 31 days	High	Increase quality of evidence	£72,000	Sept 2015		Within tender specification for new maintenance contract., part of Investment strategy
R7	All operator workstations are fitted with suitable equipment and software	High	To enable all operators to have instant access to ALL recorded images, irrespective of which cameras/recorders are viewed	Included in R2	Sept 2015		Within tender specification for new maintenance contract.
R9	If a new Wireless CCTV system is installed, we recommend replacing the digital recording at that point to record direct from the digital camera stream	Medium	Ensuring the best picture/ evidence quality	£150,000	Completed		Very unlikely to adopt BT or Virgin/Wireless system
R10	Until a new transmission system is installed, adding additional Dallmeier recorders to take some of the load of the existing equipment	High	This will allow the existing equipment to record for a longer period, or at a higher frame rate or a higher resolution	Included in R6	Sept 2015		Within tender specification for new maintenance contract.
R11	Any new recorders should be of a hybrid type able to record from analogue cameras and also from digital (IP) cameras that use the ONVIF Industry Standard	High	Increase quality of evidence	Included in R6	Sept 2015		Within tender specification for new maintenance contract.
R12	The video wall permanently displaying cameras are reviewed and changes to the layout are made	High	To increase the size of image and thus decrease the number of camera images displayed	£1,000	Dec 2015		Within tender specification for new maintenance contract.
R13	The council provides funding to install a GUI for the operators	High	This will enable the full control of the video wall whilst providing useful management information	Included in R2	Sept 2015		Within tender specification for new maintenance contract.
R15	The CCTV cameras 172-174 should auto-restart after power.	Low	An electrical contractor should be engaged to either change the sensitivity on the trip or arrange for a new un-metred supply to be installed	£1,000	Dec 2015		Not yet pursued due to other priorities

Page 8

CCTV Review: Action Plan Jan 2015

Rec. No.	Recommendation	Risk	Reason / Objective	Estimated Cost	Expected Completion	RAG	Comments
R16	A system report should be requested from the installers Link to explain the poor performance of the wireless system for cameras 180-186,	High	In theory there is ideal clear line of site from the cameras to the Tower Block and from there clear line of site to the Civic Centre	None/£1,000	Completed		SWBA have received a new quote, £15k, to improve system prior to handover to LBM, and are considering.
R18	The Control Room is upgraded to a new digital system allowing SD and HD cameras to be viewed, controlled and recorded. Dependent on choice of TX; wireless or fibre	Medium	Dependent on the choice of SD/ HD	£290 - £350,000 (TX) (£600,000 - all)	Sept 2015		Within tender specification for new maintenance contract.
R23	The exchange of the ICON controllers currently in use in the control room, in favour of the Synectics joysticks	High	This is to be completed during April 2014	£3,000	Completed		
R24	Uses the ICON management GUI for Incident Recording only and is disconnected from the mapping/joystick control	High	This is to be completed during April 2014. Consider R2	As R23	Completed		
R30	A fixed view camera is fitted outside the control room door.	Medium	Enabling an immediate view by the operator of those in the corridor wishing to gain access	£1,000	Completed		
R31	Consideration is given to installing a fixed view camera within the control room	Medium	Enabling audit trail of those carrying out actions and entering control room	£1,000	June 2015		Within tender specification for new maintenance contract. Requires consultation by April 2015
R45	The LBM consider using an incident reporting system of some type	High	To quantify and justify the benefit and uses its CCTV system brings to the residents/ tax payers and police in Merton	Included in R2	Completed		Temp solution awaiting full integration as part of Investment
R46	The LBM adopts a methodical and if necessary software based reporting and recording system	High	In order to analyse and document the work, which is carried out by LBM CCTV operators	Included in R2	Completed		Temp solution awaiting full integration as part of Investment

CCTV Review: Action Plan Jan 2015

Rec. No.	Recommendation	Risk	Reason / Objective	Estimated Cost	Expected Completion		Comments
R14	Arrangements need to be made with the Tree Officer for 'Crown Lifting' where the lowest branches and growth are cut back leaving the tree to continue growing upwards. It may also be necessary to lower the wireless transmitters and receivers slightly	Medium	Some trees are blocking the views of cameras; others are obstructing wireless direct Line of Sight (LOS); this will improve the signal under the trees	£10,000	June 2015		Need to engage with Tree dept
R20	The LBM reviews the need to retain spare CCTV equipment in its offices and with the adoption of a new maintenance contract,	Medium	Consider placing this onus to retain adequate spares upon the successful contractor	None	Completed		Spares run down, new spares carried by contractors
R21	The LBM agrees with Eurovia, the level, cost and extent of the maintenance programme required	High	Until a full tender procurement process is tendered and awarded and enter into an agreement with them	£3,700 p.m.	Completed		
R22	Eurovia are only awarded the work to maintain the DVR's if they can provide evidence that the engineers who will be required to attend to the Dallmeier devices, 24/7 have received suitable and appropriate levels of training to work on these devices to the satisfaction of the LBM	High	Engineers have attended Dallmeier training courses	Included as part of R21	Completed		