

Committee: Overview and Scrutiny Commission

Date: 7th October 2014

Wards: all

Subject: CCTV – Report on Review and Audit

Lead officer: Chris Lee, Director of Environment & Regeneration

Lead member: Councillor Edith Macauley, Cabinet Member for Community Safety and Engagement

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Exempt or confidential appendices to this report

The following paragraph of [Part 4b Section 10 of the constitution](#) applies in respect of information given in this report [namely the Appendices] and it is therefore exempt from publication. Members and officers are advised not to disclose the contents of this [the Appendices to the] report:

(7) Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

Recommendations:

- A. That Members note the report and make comments as they wish.
- B. That Members receive a further update during Spring 2015.

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. To provide Members with the findings of the recent review and audit of the CCTV service as well as work in hand to address the findings.
- 1.2. The Review has provided a timely analysis of the CCTV service and identified a number of challenges and opportunities. The findings are summarised as follows :
- 1.3. Capital investment – there is a need for increased investment in equipment over the coming years to protect the integrity of the system. This includes cameras and recording equipment as well as performance management software [Geographical User Interface]. There is also the opportunity to decommission or relocate some equipment which is no longer useful .
- 1.4. Maintenance and transmission – There are opportunities to rationalise the contractual arrangements in the replacement of the maintenance contracts as well as contracts to transmit images back to the control centre. This will provide resilience and potentially some financial efficiencies.
- 1.5. Governance – There is a need to improve the governance of CCTV so that it is planned and maintained by a single body with input from all relevant stakeholders . This will also provide greater opportunity to identify

investment needs and sources of external funding particularly from business and other landowners wishing to benefit from the facilities.

- 1.6. Staffing – There are opportunities to rationalise and improve staffing through appropriate and considered changes to shift patterns but also through integration with other users of the system [parking] and potential opportunities to cross fund .

2 DETAILS

- 2.1. The Council has for some years provided a 24/7 Public surveillance CCTV service . This service, housed in the Civic Centre, monitors and operates over 200 cameras observable via a bespoke CCTV suite. The service works in partnership with the Police and provides invaluable realtime as well as recorded images and information to assist in the detection and prevention of crime. The service also provides CCTV coverage and monitoring for Circle Housing Merton Priority [CHMP] following the stock transfer in 2010.
- 2.2. In 2014 Safer Merton commissioned MSC Global Security to review the CCTV function and to prepare a report for consideration. The final report produced in August 2014 provides a comprehensive analysis of the infrastructure, governance, maintenance and staffing arrangements. In order not to jeopardise community safety the report is available in a confidential appendix to this report. The Council also commissioned further work to look at the operational requirements and privacy impact implications of the CCTV cameras.
- 2.3. The review deals with all aspects of the service.
- 2.4. **Infrastructure / Capital investment.** The review has provided up to date analysis on the condition of the CCTV infrastructure including cameras as well as the recording and operating systems. This is now being used to inform capital investment plans. With partners and in particular the Police we are reviewing the camera locations and identifying where cameras can be decommissioned , relocated or where new cameras need to be commissioned. Capital resources are available in year [£140K] whilst adjustments are made to future years capital programmes to ensure that this investment is possible. Immediate priorities over the next 2.5 years include :
- Installation of hybrid [analogue and digital] recording equipment with improved quality images].
 - Installation of a Graphic User Interface [GUI] which would allow much improved control and viewing of cameras as well as performance management information.
 - Camera upgrades in certain locations either via negotiation with existing cable operator or via direct investment.
 - Investment in ANPR [Automatic Number Plate Recognition]cameras to assist with more efficient management of moving traffic offences.
 - Decommissioning redundant cameras , relocating where appropriate and dealing with cameras that fail to meet current standards regarding Privacy Impact Assessment requirements

- 2.5. **Maintenance and transmission** . Procurement is underway to replace the maintenance contract and it is expected that this will conclude with a new contract in April 2015. This will seek best value in the maintenance of existing infrastructure and also planned investment. Transmission of images is currently via a mixed economy of LB Merton fibre optic cable as well as BT and Virgin Media fibre optic cable. Transmission via non- LB Merton fibre carries a higher ongoing cost. Technology around WiFi is advancing quickly and has significant financial benefits but poses some resilience problems as well operational challenges that need to be overcome in terms of line of sight. The ideal long term solution would be a mixed economy of LB Merton Fibre and WiFi where possible and the Council is working to explore how this can be achieved whilst seeking to improve the cost of 3rd party fibre optic cable where we can.
- 2.6. **Governance**. A CCTV Steering Group is now established and will in due course include representation from the Police, Circle MPH and Business. This Group oversees the use and future development of the CCTV system . It is anticipated that stakeholders will wish to influence the development of the system and also potentially fund or co-fund the commissioning of infrastructure. The group is already overseeing the implementation of an action plan to respond to the findings of the review of CCTV.
- 2.7. **Staffing** . The CCTV service operates 24/7 365 days per year. The suite is also used by parking staff utilising bus lane cameras and others to enforce moving traffic offences as well as a limited number of parking offences. In future ANPR technology will remove the need for the suite to be used for this purpose. Irrespective of this there are opportunities to improve the way the service is resourced . The GUI technology will improve screen use allowing more efficient monitoring and tracking of cameras . Shift patterns will be reviewed and rationalised to ensure maximum efficiency is achieved.

3 ALTERNATIVE OPTIONS

- 3.1. The Council could decide not to respond positively to the review with the consequence that over time the infrastructure would fail and community safety would be jeopardised along with our role as a key partner in the crime and disorder partnership.

4 CONSULTATION UNDERTAKEN OR PROPOSED

- 4.1. There has been no consultation on this report. The Met Police have been consulted on the CCTV system in Merton and wholly support the investment in a comprehensive 24/7 system.

5 TIMETABLE

- 5.1. The action plan with timetable is included in the Appendices.

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 6.1. Additional capital resources of c £460,000 [there is £140k in the current capital programme for CCTV] over the next 2 full financial years will be required and it is anticipated that adjustments to the Councils capital programme will be recommended to Council

7 LEGAL AND STATUTORY IMPLICATIONS

7.1. Whilst the Council has a duty to work in partnership to reduce crime and disorder there is no legal duty to operate a CCTV Public surveillance system. In operating such a system the council has a duty to operate it in compliance with relevant legislation including Data Protection and Privacy legislation.

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

8.1. There are no immediate implications.

9 CRIME AND DISORDER IMPLICATIONS

9.1. This report is wholly about a system to help reduce crime and disorder.

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

10.1. None.

11 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT

- Report relating to the review and audit of the CCTV service for the LB of Merton produced by Global MSC [with own appendices]
CONFIDENTIAL

12 BACKGROUND PAPERS

12.1. None