# 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 1$^{st}$ 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: CCTVSV 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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