

COMMUNITIES SCRUTINY PANEL

DATE	1 st April 2021
REPORT OF	Joanne Hewson, Deputy Chief Executive
SUBJECT	Closed-Circuit Television (CCTV) update
STATUS	OPEN

CONTRIBUTION TO OUR AIMS

The recommendations within this report contribute to the strategic priorities of the Council to promote a Stronger Economy and Stronger Communities and is directly linked to the Outcomes Framework namely that People in North East Lincolnshire:

- **Feel Safe and are Safe** – Assisting in the prevention, detection and prosecution of crime, environmental crime, and anti-social behaviour. Improving the public's perception that public spaces are a safe place to visit by reducing the fear of crime.
- **Enjoy good health & well-being** – CCTV has a proven track record to actively tackle crime and anti-social behaviour, strengthening communities and their quality of life thereby improving and promoting a sense of positive health & well-being.
- **Benefit from Sustainable Communities** – Ensuring we maximise our opportunities to have safe and sustainable communities which local people can be proud of.
- **Enjoy and benefit from a strong economy** – Improved confidence generates improvements to an area, safe environments and quality of place encouraging investment, bringing prosperity and job

EXECUTIVE SUMMARY

In July 2020 Cabinet approved the adoption of a new Public Space CCTV Strategy and capital investment of £1m to upgrade the current CCTV provision. This report provides an update on progress made to date.

MATTER(S) FOR CONSIDERATION

Communities Scrutiny Panel members are asked to note the progress to date and make any recommendations to the Portfolio Holder for Safer & Stronger Communities for consideration.

1. BACKGROUND AND ISSUES

1.1 Following a report taken to the Communities Scrutiny Panel in October 2018 highlighting the current condition and capability of the existing CCTV provision, a full assessment was undertaken. This led to a new Public Space CCTV Strategy and capital investment of £1m being approved by Cabinet in July 2020 after further consultation with the Communities Scrutiny Panel in February 2020.

1.2 **CCTV Strategy** – The revised *Public Space CCTV Strategy* follows best practice and is supported by a strong governance and performance framework.

1.3 The Vision of the strategy is to ensure the Council has a fit for purpose public space CCTV system, which utilises modern technology, is compatible with future upgrades and enables people to feel safe.

1.4 The purpose of Public Space CCTV Strategy is to:

- Provide Public re-assurance in our town centre, resort and local communities
- Help to prevent, detect and investigate crime, environmental crime and anti-social behaviour
- Provide quality evidence to support Police operational response, investigations and prosecutions
- Support the most vulnerable members of our community
- Support management of emergencies or major incidents, with ongoing out of hour's assistance
- Assist in town centre and event management
- Protect people, property and assets to improve general security across the borough, both in terms of personal security and security of buildings and premises
- To make North East Lincolnshire a more safe and attractive place to live, shop, work and socialise
- Assist with the handling of complaints, insurance claims and Health & Safety Investigations

1.5 The strategy is underpinned by 6 key aims and objectives, namely :-

- I. To work in partnership with retailers, licensees and businesses to reduce opportunities to commit crime and anti-social behaviour in both retail space and the night-time economy to improve the feeling of safety and public re-assurance.
- II. To reduce the opportunities of crime, environmental crime and anti-social behaviour in our local communities and residential areas

through the rapid deployment of remote CCTV cameras providing public re-assurance.

- III. To ensure that all fixed and mobile CCTV provision is placed and prioritised in the right geographical areas and is responsive to emerging and ongoing threats and issues
- IV. To ensure that CCTV is being used cost effectively and to its full advantage by reviewing, monitoring and continuing to investigate new and developing technological advancements and ways of working
- V. To annually review the provision of public space CCTV to ensure it continues to meet the requirements of the community, the Council and partner agencies.
- VI. Existing CCTV provision will be monitored, maintained and incidents responded to in a timely fashion, in accordance with current legislation and partnership arrangements.

- 1.6 **Strategy Progress** – Progress around the delivery of the strategy in this early phase has concentrated on strengthening the partnership working between Council departments and Humberside Police at an operational level to ensure that connectivity, communication and working relationships with the CCTV Control Room are robust and effective. This is managed via the *CCTV Operational Group* (which is mentioned later in the report). This has ensured that presenting incidents and operational issues utilising the existing CCTV provision are managed effectively whilst the capital upgrade phase is completed.
- 1.7 **Town Centre** – A CCTV representative also sits on the multi-agency Town Centre Management Group chaired by Humberside Police which includes retail representatives and tackles any crime and anti-social behaviour related issues in the town centre. This ensures that any opportunities to utilise CCTV in problem solving are maximised and that concerns raised by local businesses are heard and acted upon.
- 1.8 **Capital Investment Update**– Following the decision by Cabinet in July 2020 a *CCTV Project Management Group* was established to ensure the effective delivery of the technical upgrade to the CCTV system.
- 1.9 To date the *Project Management Group* have developed and introduced a project programme which identifies key milestones for decision making to ensure progress with the upgrade.
- 1.10 The project group has undertaken site surveys of each location where CCTV is present and to remote assets which have CCTV. These have been mapped to

allow a gap analysis to be completed of where existing crime and ASB hotspots are to inform potential locations where new digital CCTV will be introduced.

- 1.11 Consultation with key stakeholders, Police, Fire Service and Town and Parish Councils have been completed to explore additional public space CCTV locations.
- 1.12 A Pre-Market Consultation (PMC) has been completed to test the market conditions and to inform on the best route to market. The PMC identified a two-stage procurement approach would be the most appropriate route to identify the correct technology and the best supplier to install. Phase one of the procurement process has been completed and the evaluation process has identified the most suitable supplier to work with to identify the best transmission system to cover the Wider Area Network (WAN) and the front-end technologies to provide an ergonomic and future proofed environment in the control room.
- 1.13 **Next Steps** – The supplier will work with the *Project Management Group* to develop a solution which meets the need of the Council and provides effective transmission of CCTV across the Borough to the Control Room.
- 1.14 The completion of the CCTV gap analysis will inform where new locations of CCTV will be installed resulting in a final specification which will be used to procure a supplier to supply. The supplier will install the new transmission, front-end technology, provide additional rapid deployment cameras, introduce tannoy systems linked to CCTV in the resort and our town centre and provide a platform which will allow virtual patrols to be undertaken, This will support the management of crime, environmental crime and ASB activities.
- 1.15 **Timeline for Completion** – The next phase of the project will take 16 weeks from commissioning, with works planned to commence in April and being completed by mid-July.
- 1.16 The procurement of final phase - the supplier who will undertake the works, will take eight weeks, which includes a mobilisation period and thereafter the undertaking of the works. The final phase is estimated to take a further 15 to 20 weeks, which is dependent on the final footprint of the WAN, which will be defined in the next phase. Therefore, an estimated completion by the end of December 2021.
- 1.17 **Performance** – The strategy drives the key aims of the performance measures that all services within this partnership strive to achieve. The measures are shown below, with Table one providing an overview of performance over the last 12 months. It is anticipated that further performance measures will be added as the upgrade is completed.
 1. Number of CCTV cameras monitored.
 2. No of Rapid Deployment Cameras monitored.
 3. No of council properties with intruder alarms which are monitored.
 4. No of third party properties with intruder alarms which are monitored.

5. No of CCTV imagery provided to Police and NELC regulatory services to assist with the prosecution of criminals within 5 working days.
6. Cost of the service minus the income achieved to improve cost recovery.

Volumetrics		Volumetrics do not have a target and are not in themselves a direct measure of performance or entirely within the control of ENGIE. Volumetrics are included to show functions carried out that previously did not report performance measures.								
Title	Service Area	Description	2019-20 Annual Result	2019-20 Oct-Dec	2019-20 Jan-Mar	2020-21 Apr-Jun	2020-21 Jul-Sep	2020-21 Oct-Dec Percentage	2020-21 Oct-Dec Number	Trend
Ops 1	Security	Number of CCTV cameras monitored	86%	300	317	327	338	97%	347	↑
Ops 2	Security	Number of RDCs monitored	97%	29	29	30	31	86%	28	↓
Ops 3	Security	Number of council properties with intruder alarms which are monitored	61	63	61	62	60	N/A	60	→
Ops 4	Security	Number of third party properties with intruder alarms which are monitored	85	83	85	86	86	N/A	88	↑
Ops 5	Security	Number of CCTV imagery provided to Police and NELC Regulatory Services to assist with the prosecution of criminals within 5 days	221	45	73	91	32	N/A	15	↓
Ops 7	Security	Cost of the service minus the income achieved to improve cost recovery (Year-end profile)	£161,519	£165,663	£161,519	£182,000	£182,000	N/A	£182,000	→

1.18 **Communications** – A communications plan has been developed to support the strategy and the development of the performance framework and is monitored by the *CCTV Strategic Board*. The plan has 3 underpinning aims.

- Raising awareness of how CCTV is used in our area.
- ‘Caught on Camera’ – the use of CCTV images to identify individuals who are suspected of fly-tipping and environmental anti-social behaviour.
- Publicising announcements of, and chronicling the progress of, CCTV upgrades.

1.19 **Caught on Camera** – The Council’s Environmental Enforcement Team launched the new *Caught on Camera* campaign on the 1st March 2021. The campaign was launched to increase detection of those involved in fly tipping by releasing CCTV images of incidents across the borough appealing for the public to come forward to identify such individuals. While too early to give any clear results, the campaign has already generated a good response from the public.

1.20 **Governance** – The governance for the CCTV Strategy & Capital delivery is managed through the following arrangements.

1.21 **CCTV Operations Group** – as mentioned previously, the CCTV Operations Group brings together, officers from the Council’s ASB, Environmental, and Parks team, CCTV Control Room operators and Humberside Police staff. The group which meets on a bi-monthly basis ensures that dynamic intelligence led tasking and problem solving is in place. This enables effective information sharing, real time solution-based decision making and joined up activity to take place focusing on ongoing and emerging issues. The group also oversees the deployment of the Council’s Rapid Deployment Cameras (RDCs) ensuring they are deployed into areas of high risk based on intelligence received. (Paul C. to review)

- 1.22 **CCTV Project Management Group** – As mentioned previously, to ensure the effective delivery of the technical upgrade to the CCTV system, a monthly CCTV Project Management Group has been established. This group is responsible for overseeing the effective technical delivery of the capital investment upgrade of the CCTV system, with progress reported to the CCTV Strategic Group.
- 1.23 **CCTV Strategic Board** – The CCTV Strategic Group provides strategic oversight to ensure the strategy & capital delivery remains on track. The group meets monthly and is attended by the Portfolio Holder for Safer & Stronger Communities. The group receives reports from both the *CCTV Project Management Group* and the *CCTV Operations Group on progress* and provides challenge & support to better understand outcomes. This group will also provide oversight to wider CCTV development and ensure that community and business concerns and multi-agency working remain central to the new strategy.
- 1.24 **Data Protection Compliance** - The Strategy has paid particular attention to data protection compliance duties which include:-
- Data Protection Impact Assessments (DPIA) have been completed using the Surveillance Camera Commissioners template for the following activities:- Caught on Camera, Public Space system, Resort, Body Worn Cameras, Council Buildings, Public Areas and Back Office and Properties used by the Homeless Service. The final aspect is under development, this being for Vehicle Mounted Cameras.
 - Record of Processing Activity entries for CCTV - a Privacy Notice specifically for CCTV has been developed (which is published on the Council's website and the dedicated CCTV page)
 - The publication of the North East Lincolnshire Council Public Space CCTV Strategy 2020 – 2023 has been completed and meets corporate accessibility requirements.
 - The CCTV Policy and Guidance document and associated forms have been reviewed and updated to align with the Strategy.
- 1.23 **Conclusion** – It is reasonable to conclude that progress remains on track to deliver the capital upgrade with due diligence being undertaken to ensure that the best equipment is procured to meet our local requirements. In addition, partnership working arrangements are being strengthened to ensure that in the meantime every opportunity is being maximised to utilise the existing CCTV capability to its full potential.

2. RISKS AND OPPORTUNITIES

- 2.1 It was identified previously that the current CCTV network is in parts beyond its life expectancy and there is a potential risk that the Council could fail it meets its duty under the Crime and Disorder Act 1998, should the existing CCTV network significantly fail. Such a failure could impact on confidence of residents that they live in a safe community and will impact on our ability to assist the Police and Fire services in the apprehension and prosecution of perpetrators of crimes and the NELC Enforcement team in investigating and prosecuting perpetrators of environmental crimes.
- 2.2 This risk has been significantly mitigated following the decision by Cabinet in July 2020 to invest £1m in an upgrade to the current CCTV system.

3. REPUTATION AND COMMUNICATIONS CONSIDERATIONS

There are positive reputational implications for the Council decision to invest £1m to make changes to the existing CCTV network. This provides reassurance to members of the community and other stakeholders that the Council understands its statutory duty and is proactively taking steps to make the area safer in accordance with our strategic aims.

4. FINANCIAL CONSIDERATIONS

- 4.1 The decision to invest £1m will have a positive impact on the following:
- Potential to reduce incidents of fly tipping, graffiti and property damage.
 - Potential to reduce crime and anti-social behaviour in our town centres
 - Potential Increased income from Fixed Penalty Notices by the use of CCTV to identify offenders.
 - Increased confidence of businesses to invest and residents to visit the town centre and spend.

5. CLIMATE CHANGE AND ENVIRONMENTAL IMPLICATIONS

The recommended option has implications for waste management by the expected reduction in fly tipping and also supports the Council's Green Space Strategy by ensuring our parks, public spaces and resort are monitored and well cared for.

6. MONITORING COMMENTS

- 6.1 In the opinion of the author, this report does not contain recommended changes to policy or resources (people, finance or physical assets). As a result no monitoring comments have been sought from the Council's Monitoring Officer (Assistant Director, Law), Section 151 Officer (Director of Finance) or Human Resources Group Manager.

7. WARD IMPLICATIONS

The CCTV capital programme affects but does not have a direct impact on all wards within the borough.

8. BACKGROUND PAPERS

- 8.1 Communities Scrutiny Panel – Public Facing Closed Circuit Television (CCTV) System – 11 October 2018
- 8.2 Communities Scrutiny Panel – Public Facing Closed Circuit Television (CCTV) review – 6th February 2020
- 8.3 Cabinet – Closed – Circuit Television (CCTV) Review 8th July 2020 [7-CCTV-Cabinet-Report.pdf \(nelincs.co.uk\)](#)

9. CONTACT OFFICER(S)

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