

Decision Maker: PUBLIC PROTECTION AND SAFETY PORTFOLIO HOLDER

For Pre-Decision Scrutiny by the Public Protection and Safety PDS
Committee on:

Date: 21st January 2014

Decision Type: Non-Urgent Executive Key

Title: CCTV CONTROL ROOM

Contact Officer: Jim McGowan, Head of Environmental Protection
Tel: 020 8313 4651 E-mail: Jim.McGowan@bromley.gov.uk

Chief Officer: Nigel Davies, Executive Director of Environment & Community Services

Ward: All

1. Reason for report

The Council's CCTV cameras are operated by both the Public Protection and Parking Enforcement services and both share the same common operating and recording systems. The control room itself was installed in 1997 and has been regularly upgraded to keep it operating without failure. However, the current equipment is nearly ten years old and is no longer supported by its manufacturers and as such substantial faults can no longer be repaired.

As a consequence there is significant risk of failure and the systems are in need of refurbishment. This report outlines the risks with the current situation, the benefits of the refurbishment and the estimated costs for doing so.

2. RECOMMENDATION

2.1 The Portfolio Holder is asked to endorse the bid for capital expenditure.

Corporate Policy

1. Policy Status: Existing Policy
 2. BBB Priority: Excellent Council; Safer Bromley and Vibrant, Thriving Town Centres:
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Financial

1. The Cost of the proposal is estimated as £340k
 2. Ongoing costs None
 3. Budget head/performance centre: Capital Programme
 4. Total current budget for this head: None
 5. Source of funding: Capital receipts
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Staff

1. Number of staff (current and additional): There are no LBB staffing implications for this project. The CCTV control room is operated by a contractor, (OCS Ltd.), with a staff of 9 FTE. Bromley also employs a CCTV Manager and CCTV Technical Engineer. There is no proposal to change the number of staff employed through this project.
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Legal

1. Legal Requirement: Non-Statutory - Government Guidance:
 2. Call-in: Applicable
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Customer Impact

1. The CCTV service is responsible for the management and operation of cameras installed in crime hotspots and town centres throughout the borough and the cameras are shared by the Parking Service for the management and enforcement of highways and parking regulations. The control room also operates the Safer Bromley Partnership Shop Safe town centre radio scheme that connects businesses with each other and the CCTV control room and the Police.

All residents of and visitors to Bromley are beneficiaries of the service and will benefit from its upgrade and increased capacity. The residential population is 309,392 (ONS Census 2011) Approximately 121,000 people work in the borough and about 6,000 people visit and a further 36,000 people make day-trips to Bromley every day (2011 GLA Daytime population estimates).

There is no expectation that this project will specifically affect these figures.

Estimated number of users/beneficiaries (current and projected): 300,000+

Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments: N/A

3. COMMENTARY

- 3.1 The Council manages its CCTV systems at Bromley Civic Centre, Stockwell Close, Bromley, BR1 3UH and it consists of two CCTV control rooms, one for the community safety and public space cameras and also one for the management of traffic (parking) enforcement.
- 3.2 The community safety CCTV monitoring service is operated by a contractor, OCS, who supplies two operators 24 hours / day overseen by a day time Supervisor. The traffic enforcement control room is staffed by Bromley Council employees and the team consists of a manager and nine staff.

CCTV systems operated by the control rooms

System	Number of cameras
Town centre cameras at various LBB locations	84
Car park A	32
Car park B	22
Car park C	8
Premises security (Civic Centre)	34
Re-locatable cameras	2

- 3.3 All of the cameras used for traffic enforcement are owned by the community safety service. Cameras are connected to the control room mainly via a Council-owned private fibre network with some externally owned fibre.
- 3.4 Other systems operated by the community safety control room are as follows:-
- Help-points (Commend) in car parks;
 - The Bromley High Street drop down bollard system and the audio control link;
 - Police Airwave radio;
 - Shop-Safe town centre radio with the Police and about 150 business members.

Risk of Failure of CCTV control systems

- 3.5 The Community Safety and Parking control room equipment was installed nearly ten years ago and much of the equipment is now obsolete and no longer supported by its manufacturers. The evident risk is that if the existing camera control, display and recording systems are not replaced and/or updated to current versions, then the equipment will fail and cannot be repaired with a consequent loss of both the parking and community safety services.
- 3.6 It should be noted that the Parking traffic enforcement control room shares the camera control and recording systems and any significant failure will cause a cessation to the Parking enforcement operations and prevent it from issuing PCNs (penalty charge notices) during the downtime. This would result in a significant loss of income for the service (currently £1.2m per annum). In order for the Council's CCTV control rooms to continue to operate into the future, without a significant risk of failure, a significant refurbishment is required.
- 3.7 The existing Meyertech (manufacturer name) camera control system is an early version and is no longer supported by its manufacturer. In order to continue operations and to avoid complete replacement of the system, it needs to be refreshed and the operator workstations, including servers also need to be replaced with current models along with associated equipment that is currently not performing to its operational requirements.

- 3.8 The Vigilant (manufacturer name) recording system and associated monitor wall has significant faults and they are no longer supported by the manufacturer in their current operational form. Vigilant has made an end-of-life announcement and ceased to support the equipment used by the Council from September 2012 and existing spares are now very difficult to source. Software support is limited as no further development will take place and, although the Council's CCTV maintenance contractor (Eurovia) has worked with the manufacturer to correct faults, the servers that manage the recording and video wall are all old and are no longer supported and as such require replacement.
- 3.9 The control room UPS (uninterruptable power supply) batteries were installed over 10 years ago and are no longer reliable and as such they are now due for replacement. This system ensures continuity of electrical power thus preventing electrical spikes that might damage the equipment and safe switchover to the generator in the event of a general power failure.
- 3.10 Replacing individual components rather than the whole system will be very expensive in the long term as there will be less room to negotiate on price with existing suppliers than if the Council is to competitively tender for the equipment all at one time.
- 3.11 In the light of this, it is recommended to replace the video recording and monitor wall control systems. The recommended systems will be replaced with ones that are more energy efficient, are far cheaper to maintain and, usefully, will be supported by their manufacturers for at least ten years; thus avoiding the situation of manufacturers declaring items end-of-life and no longer to be supported.

3.12 The benefits of the refurbishment works can be summarised as follows:-

It secures the operation of the community safety and traffic enforcement control rooms into the future;

- Replacement of the video recorder system will improve the quality or resolution of the video wall by 100%;
- Operators will be able to review recorded images at their workstations, greatly improving their response to incidents;
- The replacement recorder is modular where in the, unlikely, event of the complete failure of any one unit will result in the loss of the recording of no more than eight cameras.

The cost of the works are shown below.

3.13 Estimated cost of the works required

Item	Cost (£000)
Camera operation system and workstations	122
Display systems	30
Common recording system and review stations	92
Matrix and analogue equipment	39
UPS	5
Decoration	2
Furniture and display wall frame	10
Installation and ancillaries	10
Contingency	30
Total	340

Shop Safe town centre radio system

- 3.14 Added value will also be provided with the knock on effect this refurbishment will have on the shop safe radio system.
- 3.15 The Shop Safe radio is owned by a supplier independent of the Council is paid for by subscription and has its central station in the Community Safety control room. As part of the wider project to improve community safety services to local businesses, the supplier is to convert the system to digital transmission. This has no cost implications for the Council but will make the system easier to use which, it is reasonable to say, is a part contribution to the improvement of and operation of the control room into the future.

4. FINANCIAL IMPLICATIONS

- 4.1 This report provides details of a capital bid for the replacement of equipment and systems within the two CCTV control rooms. The estimated cost of the equipment and installation is £340k.
- 4.2 The bid will be considered as part of the annual capital appraisal process and a list of bids will be presented to the Executive in February for formal approval.

Non-Applicable Sections:	
Background Documents: (Access via Contact Officer)	