

**Decision Maker:**

For Pre-decision scrutiny by the Public Protection and Safety PDS  
Committee on

**Date:** Tuesday 3 November 2015

**Decision Type:** Non-Urgent                      Non-Executive                      Non-Key

**Title:** **CCTV UPDATE**

**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:** n/a

---

1. Reason for report

The purpose of this report is to update Members of the Committee with regard to the Bromley CCTV service and the proposed refurbishment of the Bromley CCTV control room.

---

2. **RECOMMENDATION(S)**

Members are asked to

1. consider the charging for CCTV evidence packages and
2. to note the contents of the Report.

### Corporate Policy

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

### Financial

1. Cost of proposal: N/A
  2. Ongoing costs: N/A
  3. Budget performance centre: CCTV & Capital Programme
  4. Total current budget for this head: £497,560 and £340,000
  5. Source of funding: Existing revenue budget 2015/16 and Capital Programme
- 

### Staff

1. Number of staff (current and additional): 1.0 fte
  2. If from existing staff resources, number of staff hours: 1.0 fte
- 

### Legal

1. Legal Requirement: Non-Statutory - Government Guidance
  2. Call-in: Not Applicable:
- 

### Customer Impact

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

### Ward Councillor Views

1. Have Ward Councillors been asked for comments? No
2. Summary of Ward Councillors comments: n/a

### 3. COMMENTARY

#### The Bromley CCTV System

- 3.1 The London Borough of Bromley (LBB) has a digital, community safety CCTV control room that is staffed, managed and operated 24/7 by an externally contracted company OCS, who employ SIA licensed officers to meet their contractual obligations.
- 3.2 The control room monitors 160 LB Bromley cameras. There are 79 town centre cameras, 10 of which are bus lane enforcement cameras and there are 75 car park cameras and six mobile cameras. The car park CCTV cameras are provided in order to provide a safe environment for residents and they contribute as one of the necessary criteria for Bromley to achieve the *Park Mark* classification as provided by the Police.
- 3.3 Parking enforcement have a mandate to use all of the town centre cameras on the system for the enforcement of parking offences, but the Control room has primacy and can take them back immediately if they are needed as part of an urgent incident.
- 3.4 The operators are highly trained and qualified to monitor activity and incidents twenty-four hours a day, seven days a week, and they are experienced in working with the Police and other partner and emergency services, to ensure the right resources are deployed.
- 3.5 As well as CCTV monitoring, additional services are also provided such as traffic and car park security and enforcement, care in the community, DVLA enforcement, special events such as sports and carnivals; an integrated approach to crime management and close liaison with key emergency services.
- 3.6 The London Borough of Bromley has a strong track record in managing criminal activity through the CCTV control room, which forms the nerve centre for a comprehensive network of nearly 160 CCTV cameras sited at strategic locations within the borough, including Bromley, Beckenham, Penge, Crystal Palace, Petts Wood and Orpington. Community safety has always been a priority for the Borough and the system helps to further reduce crime and secure the safety of people and places within the borough.
- 3.7 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 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.
- 3.8 As a consequence there is significant risk of failure and the systems are in need of refurbishment. The Executive Report on February 11<sup>th</sup> 2015 outlined the risks with the current situation; the benefits of the refurbishment and the estimated costs for doing so. As a result, the Executive agreed Capital funding of £340k to refurbish the control room.
- 3.9 The purpose of the Control Room refurbishment is:
  - To secure the continued operation of the community safety and traffic enforcement control rooms into the future.
  - To refurbish the CCTV operating, viewing and recording systems, which are ten years old and no longer fit for purpose.
  - To secure the evident risk of loss of service and the Council's reputation should they fail.

- To safeguard the future of the CCTV service for the next ten years through the replacement of items of equipment that are no longer supported by their manufacturers and cannot be repaired if they fail.
- 3.10 The refurbished control room will enable the operators to monitor suspicious behaviour, identify incidents and co-ordinate appropriate responses from the Police, Fire and Ambulance and other services. It protects the public as they work, socialise and travel whilst respecting privacy. The system is programmed to be able to use 'privacy zone' software in sensitive situations.
- 3.11 Working in partnership with local businesses, the staff have radio links via the *shopsafe* radio system with local shops and public houses to further monitor criminal activity and public disorder incidents. The operatives also have a live link to the Police via Metcall and can speak directly to officers on the ground when directing them to an incident.

### **The Monitoring Contract**

- 3.12 The **monitoring contract** was awarded to OCS with effect from 1<sup>st</sup> April 2012, for an annual price of £256,138 for five years with the potential to extend by a further two years. This price was fixed for the first three years, with CPI inflation being added to the remaining years. The current performance indicators for the monitoring contract are on target and are shown in the attached Appendix 1. This table provides details of the number of packages of information that are provided for third parties eg Insurance Companies and packages for enforcement agencies such as the Police, which are used in the investigation of crime. In 2014/15 264 packages of evidence were provided for the Police, at no charge and zero packages were provided for third party requests. A charge of £50 each is levied for private third party requests. The company provides a rota of highly trained and qualified staff, all of whom are Security Industry Authority (SIA) licensed, who staff the control room 24/7. The rota provides two operators for this time and a site supervisor is provided by the company on a 9-5 basis on Monday to Friday.

### **The Maintenance Contract**

- 3.13 The **maintenance contract** was awarded to Eurovia with effect from 1<sup>st</sup> April 2012, for an annual price of £42,851 for five years with the potential to extend by a further two years. This price was fixed for the first three years, with CPI inflation being added to the remaining years. The contract covers all maintenance costs including all necessary repairs and upgrades and associated labour; twice yearly maintenance rounds, including all street and car park equipment. In addition there is a budget of £91k available for equipment replacement and ad hoc repairs.
- 3.14 Also covered is the CCTV control room including repairs and back to back contracts on replacing failed equipment and the hard drives on the recording system. However, the maintenance cannot be maintained once the equipment becomes obsolete and is no longer supported by the manufacturer. There are a number of performance indicators, which demonstrate that the company is achieving the requirements of the contract. The current performance indicators for the maintenance contract are on target and are shown in the attached Appendix 2.

### **CCTV Control Room Refurbishment Contract delay**

- 3.15 The contract for the CCTV control room refurbishment was due to be let in the early part of this year, but due to a number of queries and points of clarification on the specification of works by the incumbent maintenance contractor and by the successful bidders, the tender process was delayed. A formal Appeal was also then lodged against the letting of the contract and the

process was delayed further. When these matters were eventually finalised, there were further delays in agreeing and producing a formal contract for Tyco, the successful company and they were eventually instructed to start the works on August 10<sup>th</sup> 2015.

- 3.16 Since that time a further delay has presented itself as the Government changed the law with regard to certain parking enforcement functions, such that a new proposal of works had to be presented to the Secretary of State for Approval before works could commence. We were informed that the approval would take at least two months and the company would not start work at this point for fear that the Secretary of State may refuse the proposal and insist on additional or different works. However, in order to reduce the delay and to reduce the risk of control room system failure Tyco have been instructed to continue, prior to the Government Approval.

### **Charging for evidential packages**

- 3.17 The Council CCTV control room currently produces packages of evidence, in the form of a DVD disc in order to show CCTV footage of incidents where evidence is sought by the Police or other third parties. It can be seen from the monitoring statistics attached that in 2014/15, the Council provided 264 packages of evidence for the Police but this has been significantly higher in previous years (e.g when the Riots occurred) and there is currently no charge. Members are asked to consider whether the Police should be charged for this service and if so, how much this charge should be.
- 3.18 The Council also provide third parties, such as Insurance companies, with packages of evidence where incidents are caught on the Council CCTV camera system and footage is available. There are numerous enquiries each year but for most of them there is either no camera surveillance or the camera is positioned such as to provide no useful footage. However, last year there were **four** incidents where an evidence package was provided, for which there was a charge of £50. This is the same charge as our partner Borough, Lewisham and similar to most London Boroughs, although some Boroughs e.g. Lambeth and Croydon only charge £10. Members are asked to consider whether the charge for this service is considered to be sufficient and if not, by how much this charge should be increased or decreased.

## **4. POLICY IMPLICATIONS**

- 4.1 The Council's CCTV Strategy was approved in 2002 and has been reviewed in in the context of this and the Council's corporate plan Building A Better Bromley. The CCTV system contributes to the Council's priorities of Safer Communities; Vibrant, Thriving Town Centres and a Quality Environment.

## **5. FINANCIAL IMPLICATIONS**

- 5.1 The capital programme has an amount £340,000 set aside for the refurbishment of the CCTV Control Room.
- 5.2 The controllable revenue budget for CCTV for 2015/16 is £497,560.

## **6. LEGAL IMPLICATIONS**

- 6.1 The Council has powers to introduce CCTV pursuant to section 111 Local Government Act 1972 and section 5 London Local Authorities (No 2) Act 1990. This is directed not only to the prevention and detection of crime and securing the welfare of the victims of crime but also assisting the Council perform other statutory duties such as highway management and the effective control of traffic.

6.2 In operating the system it must have regard to the private rights of the citizen as in such legislation as the Data Protection Act 1998, Human Rights Act 1998, Freedom of Information Act 2000 and the Regulation of Investigatory Powers Act 2000. The system is operated in accordance with a Code of Practice designed to ensure these rights of the individual are balanced against the need to secure the public interest and all control room operatives are all licensed under the SIA.

## 7. PERSONNEL IMPLICATIONS

7.1 There are no additional personnel requirements as the CCTV system is operated and maintained by external contractors and the necessary contract monitoring is carried out by the existing control room staff, based at the Civic Centre.

<b>Non-Applicable Sections:</b>	[List non-applicable sections here]
Background Documents: (Access via Contact Officer)	Report to the Executive Capital Monitoring and approvals 11 <sup>th</sup> February 2015