

PART 1 - PUBLIC

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**Decision Maker:** For pre decision in scrutiny by the Public Protection & Safety Portfolio Holder

**Date:** 28 June 2011

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

**Title:** REVIEW OF CCTV AND GATEWAY REPORT FOR THE TENDER OF THE CCTV SERVICES

**Contact Officer:** Jim McGowan , Head of Environmental Protection  
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**Chief Officer:** Nigel Davies, Director of Environmental Services

**Ward:** All wards

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**1. Reason for report**

This report serves two purposes

- (i) To provide details of a review of CCTV services;
  - (ii) To provide a gateway report in relation to the tender process for the CCTV service
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**2. RECOMMENDATION(S)**

The Portfolio holder is asked to

- (i) Consider the options for future CCTV services in Bromley and make observations accordingly.
- (ii) Endorse the proposed procurement activity for the re tendering of the CCTV maintenance and monitoring contracts in partnership with the London Borough of Lewisham, which is forecast to produce a saving in the region of £35k;

### Corporate Policy

1. Policy Status: Existing policy.
  2. BBB Priority: Safer Bromley.
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### Financial

1. Cost of proposal: Estimated cost potential savings of £35k in option three
  2. Ongoing costs: Recurring cost. £565k
  3. Budget head/performance centre: CCTV
  4. Total current budget for this head: £565k
  5. Source of funding: Existing revenue budget 2011/12
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### Staff

1. Number of staff (current and additional): Two LBB staff and twelve externally contracted staff
  2. If from existing staff resources, number of staff hours:
- 

### Legal

1. Legal Requirement: Non-statutory - Government guidance.
  2. Call-in: Call-in is applicable
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### Customer Impact

1. Estimated number of users/beneficiaries (current and projected): 300,000+
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### Ward Councillor Views

1. Have Ward Councillors been asked for comments? N/A.
2. Summary of Ward Councillors comments: N/A

### 3. COMMENTARY

- 3.1 The Public Protection & Safety Portfolio Holder and PDS Committee, in support of the decision to consider service priorities and the alignment of policy have requested a review of the CCTV service. Such a review is to include investigations into alternative methods of providing the various elements of the service as well as potential for internal and external partnerships; joint working and service reductions. The review has assessed the current capability of CCTV in the Borough, the potential for improving the efficiency and effectiveness of the system and the options available for financial savings.
- 3.2 Officers have developed an options paper (attached as appendix 1), which provides Members with details of options for the continuation of the Borough CCTV systems and for financial savings relating to the CCTV in the Borough.

#### **Why does Bromley have a Public Space CCTV System**

- 3.3 Although there is no statutory duty to provide a CCTV system, Bromley has a state of the art CCTV system that protects residents and the general public as they work, socialise and travel in the Borough, whilst respecting their privacy.
- 3.4 There are Two basic ways of using CCTV.  
Use as a **prevention tool**: the fact that perpetrators are being observed and may be caught on film can influence their behaviour and can deter offenders from breaking the law; or  
Use as a **tool to catch criminals**: by providing assistance in incident management, evidence development, witness identification, case preparation and prosecution for the Council and its partners.  
Bromley tries to meet these principles through the following objectives.
- Prevent crime by detection and deterrence.
  - Aid in the collection of evidence and the identification, apprehension, and prosecution of offenders.
  - Assist in the maintenance of public order.
  - Reduce the public's fear of crime.
  - Help provide a safer environment for people who live, work, visit and trade in the borough of Bromley.
  - Assist the Police in providing a swift response to criminal and anti-social activity.
  - Reduce graffiti, vandalism and other criminal damage.
  - Assist in improving the environment of town centres.
  - Assist in aspects of traffic management.
  - Assist emergency services in the event of a civil emergency or disaster
- 3.5 The CCTV control room is the hub of this system and is where the operators monitor suspicious behaviour, identify incidents and co-ordinate appropriate responses from the Police, Fire and Ambulance and other services. Examples of the types of offences that can lead to arrests include: pick-pocketing; drug dealing; criminal damage; fly-tipping; motor vehicle crime; public order offences; violent and sexual offences and support for the Bromley Business community via Shopsafe Radio.
- 3.6 The CCTV service provides the Police with packages of evidence that are passed to the CPS for use as evidence for prosecutions; no feedback is available at present as to whether they are used in Court to secure a conviction. With the amount of plea bargaining it is suspected that most are not actually used but that the perpetrator would most probably not have admitted the offence and pleaded guilty without having

seen themselves on screen committing the offence on CCTV. Hence the Portfolio Plan uses the Key Performance Indicator of the number of evidential packages that are put together each month. It is currently an average of 55 per month, up from 40 per month in 2008/09 and it can be seen from the recent statistical analysis that there were 8 packages of evidence produced during the “quiet time” (Appendix II).

- 3.7 Currently, there are approximately 250 privately leased security Shopsafe radios linking businesses directly to the control room and the camera operators, providing them with valuable intelligence and arranging assistance from the Police when needed. The system also helps to improve safety in and around the town centres, for example monitoring of any of the large groups of people on their journeys in and around the Town Centres and at times the groups of young people going to and from school.
- 3.8 Mobile cameras can also be installed at specific locations to monitor incidents of anti-social behaviour and fly-tipping.

### **The Bromley CCTV System**

- 3.9 Bromley 's CCTV network comprises of 178 high specification cameras, consisting of:-

75 Car park cameras;

10 Bus Lane enforcement cameras;

64 public space cameras;

25 Civic Site cameras; and

4 portable, deployable mobile camera systems, including two covert vehicles

The two covert CCTV vehicles plus the rapid deployment cameras and covert camera systems can be deployed for close proximity and anti-social behaviour work. The system has also been expanded within the last two years to provide CCTV coverage in the Petts Wood town centre, with a new camera system covering both sides of the railway line and in light of changes in CCTV technology and the upgrades carried out to the existing system, further expansion of the Borough CCTV system is now technically possible into the more remote town centres in the Borough such as Biggin Hill.

- 3.10 Images from all of the cameras are continuously monitored so that partner agencies can be informed of suspicious incidents as they arise; the system is particularly helpful for relaying information directly to police staff arriving at an incident, and identifying the offender(s).
- 3.11 Currently, there are three operator positions in the control room, enabling 24 hour monitoring 365 days a year, carried out by a private contractor, NSL Ltd. The current annual running costs are £565k. This compares with neighbouring Boroughs of Bexley, that has approximately 240 cameras and running costs are £1,1m and Croydon, that has 101 cameras and a running budget of £930k.
- 3.12 In 2004, the bus lane and parking enforcement officers were co located within this control room; however, the consultants at that time recommended removing them to an independent control room for reasons of effectiveness. The system was subsequently upgraded and the control room changed over to a digital monitoring system, and the

review stations were reorganised in light of the removal of the parking enforcement officers. Subsequently, essential technical works were also carried out including replacement of the command and control matrix, upgrading of field equipment, redesign of the control, room and replacement of the old hybrid arrangement with a fully digitalised recording system. The cost for these works, agreed by Members (reference [LDS 05022 26.01.2005](#)) as necessary for the future of LBB CCTV service, was £303k.

- 3.13 The Mobile CCTV system is fully integrated and managed through the Anti-Social Behaviour Team and the Community Safety Partnership tasking group, as well as being used for various envirocrime projects to target graffiti and fly tipping, which are also high priorities for Bromley Council and the Safer Bromley Partnership.

### Summary of Options

**Option one**, the decommissioning of the CCTV public space monitoring system, either wholly or partly, whilst retaining the CCTV enforcement system;

**Option two**, the reduction of the hours of monitoring of the Borough's public space CCTV system by reducing the operator hours at certain times of the day or night;

**Option three** It is proposed that the London Borough of Bromley combine with the neighbouring Borough of Lewisham to procure a joint contract, which is anticipated to result in a saving of 10% on the contract price.

**Option four** It is proposed that Members consider reducing the mobile CCTV within the Borough and three options are proposed, involving the removal of one two of the vehicles and the individual *ad hoc* mobile deployment systems.

## 4. POLICY IMPLICATIONS

- 4.1 This report is in line with the current Portfolio Plan for Public Protection, Building a Better Bromley, Safer Bromley Partnership Plans and the Local Economy Portfolio.

## 5. FINANCIAL IMPLICATIONS

- 5.1 The potential savings for each of the options detailed in Appendix 1 are as follows: -

a) removal of 20 public space CCTV cameras and removal of all monitoring	317.0
b) removal of 75 car park CCTV cameras plus 20 public space cameras	412.0

### Option 2 - Reduction of monitoring within control room

a) Reduction of 2,704 hours pa	33.0
b) Reduction of 1,352 hours pa	16.5

### Option 3 - Joint contract procurement with neighbouring authorities

35.0

### Option 4 - Reduction in Mobile CCTV operations

a) Removal of 1 mobile vehicle	7.5
b) Removal of 2 mobile vehicles	15.0
c) Delete all mobile CCTV services	27.0

## **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. In operating the system it must have regard to the private rights of the citizen as enshrined 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.
- 6.2 In the event of closer joint working and operations between the Glades and the Council being successfully negotiated then clear legal agreements will need to be drawn up to clarify ownership of equipment and responsibility for the maintenance of the equipment and the accommodation.
- 6.3 The current monitoring contract with NSL, who provide the control room operators, terminates in March 2012. In view of the possible changes hours of operation for the CCTV staff, the details will need to be established in order to incorporate any such changes into the tender process and to consult with the London Borough of Lewisham as to how it may change the status of the joint contracts.

## **7. PERSONNEL IMPLICATIONS**

- 7.1 The full complement of staff for the monitoring and maintenance contracts are provided by the contractor. However, there would be specific personnel implications that would need to be detailed in relation to the various options e.g. TUPE.

## **8. PROCUREMENT IMPLICATIONS**

- 8.1 The Procurement will be managed by Bromley in conjunction with the London Borough of Lewisham. Evaluation will be conducted by both Boroughs, with each authority able to select the option which provides them with the best value for money and most effective service. The Bromley Procurement Team will lead on the process and will work closely with the client teams in each Borough throughout.
- 8.2 The intention is for Lewisham and Bromley to share a common specification as well as common contract documents. The process for determining these common documents has begun and it is envisaged that the advert for the tender will be issued by the end of June. This will be subject to any comments that Members might have.

## **9. MARKET CONSIDERATIONS**

- 9.1 The two CCTV contracts have been running for five years. During that time the markets have changed significantly.
- (i) The CCTV monitoring budget. Since the original contract in 2007 the Government has introduced the Securities Industry Act (SIA) licensing system which has reduced the number of licensed operators in the market available for CCTV public space monitoring and, with this shortage the associated rates at which the contract was let are unlikely to be available in the current market. The contract was restructured last year in order to accommodate this increased cost and to facilitate a further two year extension of the contract; the re-structuring reduced the hours of monitoring by

approximately 25%, which provided funds to pay the increased rate and also to achieve a saving on the budget.

(ii) The CCTV maintenance market has grown considerably since the original contract was let and it is considered that there could now be a reduction in the prices charged by combining the service with the London Borough of Lewisham.

## 10. OUTLINE CONTRACTING PROPOSALS & PROCUREMENT STRATEGY

10.1 It is proposed that this contract will be let as a joint contract for both monitoring and maintenance but with an option to split the two functions if the prices prove to be lower when linking the maintenance or the monitoring activity. It is further proposed to enter into a joint arrangement with the London Borough of Lewisham to combine the maintenance and monitoring activities with them. The CCTV consultants who were responsible for the previous tender process and all of the technical aspects have been cut from the CCTV budget and as such it is proposed that all of the work relating to specification development, evaluation criteria, conditions of contract development of tender process and all related technical responsibilities will be carried out in house with the CCTV manager and the LBB procurement team.

## 11. SUSTAINABILITY / IMPACT ASSESSMENTS

11.1 This decision has been judged to have no or a very small sustainability impact on local people and communities

<b>Non-Applicable Sections:</b>	[List non-applicable sections here]
Background Documents: (Access via Contact Officer)	[Title of document and date]