

## **REGENERATION, CULTURE, AND ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE**

**6 DECEMBER 2018**

### **UPDATE ON CCTV AUDIT**

Portfolio Holder: Richard Hicks, Director of Regeneration, Culture,  
Environment and Transformation and Deputy Chief  
Report from: Executive  
Author: James Brown, Head of Regulatory Services

#### **Summary**

This report provides information on the progress on work stream 1 of the CCTV audit being carried out by Front Line Services.

#### **1. Budget and Policy Framework**

- 1.1 In November 2015, Cabinet agreed to commence and establish the Alternative Delivery Model for the Medway Council Control Centre (MCCC), being a Local Authority Trading Company (LATCo), with Medway Council being the Majority Shareholder; MCG commenced trading from 1 April 2016.
- 1.2 Medway Commercial Group Ltd (MCG) is now responsible for delivering CCTV.
- 1.3 Whilst the CCTV cameras remain in the ownership of Medway Council, the repair and maintenance responsibility for existing stock is with MCG. This is limited to items that are repairable, any capital replacements are not included.

#### **2. Background**

- 2.1 In December 2016 the issue of camera stock was first noted. This position was updated by MCG on a number of occasions, including May 2018, at the CSP Strategic Executive Group it was highlighted that there were a number of cameras that required decommissioning. MCG reported they had taken stock of Medway's CCTV cameras and that this data would be passed to Medway Council. MCG and Medway Council would then undertake a review.
- 2.2 On receipt of the information provided by MCG, Medway Council's Community Safety Team commenced a review into the 442 CCTV cameras owned by Medway Council, of which 75% are operational. By focusing on the 25% of cameras that are not operational, we are able to prioritise the repairs or replacements and identify the CCTV requirements across Medway.

2.3 The audit focuses on cameras in public spaces, and specifically retail environments, transport hubs and areas of the night time economy. This identified 175 cameras for review. Not included are cameras specific to areas for example waste recycling sites, individual buildings and Medway Tunnel.

2.4 The results of this audit are attached as appendix 1.

### **3. Advice and analysis**

3.1 The Regeneration, Culture and Environment Overview and Scrutiny Committee requested that a full report be provided on work stream 1 of the CCTV audit.

### **4. Update on Workstream1**

4.1 A list of cameras was submitted to MCG who have provided a quote in the region of £47,500 for phase 1 (red cameras) and phase 2 (amber cameras). Timescales will be 16 weeks (dependencies – power, transmission at each location). Whilst the above works are undertaken, if a power or transmission issue occurs this will result in further costs and may cause timescales to alter, there are currently multiple issues with the unsupported Virgin fibre network in particular.

4.2 We have been advised by MCG that the failure of individual cameras is down to a mixture of issues, including;

Some cameras that are not working at all and beyond economic repair or maintenance schedules

Where the 'pan/tilt/zoom' mechanism has failed

Hardware is outdated and parts not available

Some having some form of interference due to Network connectivity

Consistency of power supply issues

4.3 This is further complicated by an indication from MCG that the fibre network in the Gillingham and Rainham area is in need of a full review due to much of the Network no longer being supported for maintenance by the provider.

In addition 5 cameras were identified as a priority to be replaced in Twydall. This work was completed on the 23rd November 2018 at a total cost of £8,150, which was ahead of the agreed timescale and as budget. Operational issues may occur due to the intermittent power supply defects, which also may require upgrade from UKPN

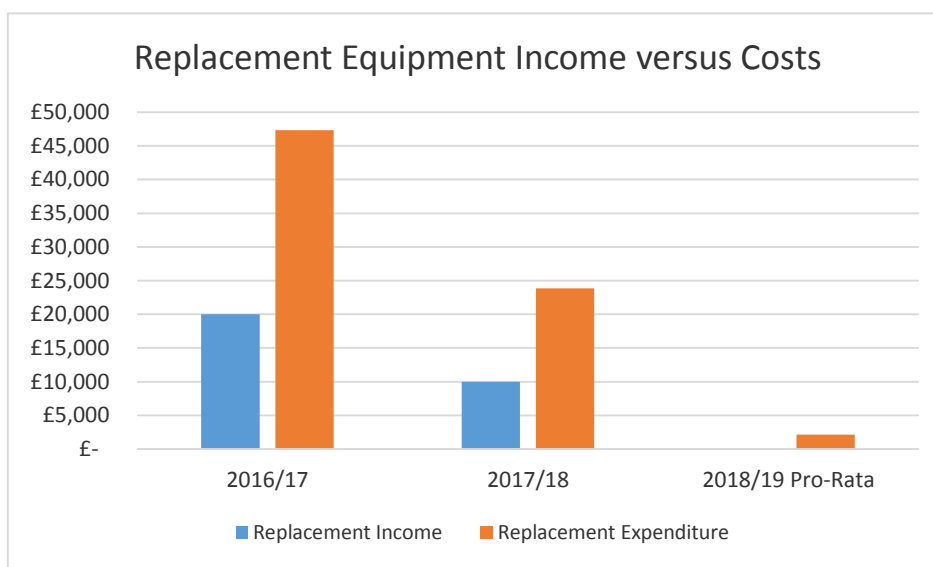
4.4 MCG undertakes a cyclical maintenance pattern on all Medway CCTV stock, costing circa £40,000 per annum.

The following information was provided by MCG to clarify the investment they have made into the network:

MCG has invested in a number of network improvements to ensure continuity of service including;

iComply V-TAS Pro, a new software suite to manage the data within the control centre. New NVR's, as existing failed and were beyond economical repair. New NVR's also allowing faster downloads for Kent Police and greater storage capacity of footage

Replacement equipment (Essential) expenditure is currently 15% more than useable Income for the period since MCG's inception.



4.5 Workstream one of the review is scheduled to be completed by December 2018. Options for funding are being considered including Capital reserves and S106 contributions.

4.6 Workstream 2 is the plan for the red and amber cameras, this is dependent on costs and timescales received from MCG as well as securing funding. Workstream 3 can run concurrently which will be looking at a wider, long term strategy.

Workstream 4 will be identifying further funding to implement the findings of Workstream 3.

## 5. Risk management

5.1 There are reputational risks to the Council for not pro-actively ensuring an appropriate functioning CCTV estate. This report reflects the importance of constructive dialogue with MCG and also the importance of a coordinated and collaborative approach.

| <b>Risk</b>      | <b>Description</b>  | <b>Action to avoid or mitigate risk</b>  | <b>Risk rating</b> |
|------------------|---|--|--------------------|
| Legislation      | Ensure that the CCTV Code of Practice is followed   | Ensure that CCTV cameras are annually reviewed as to their effectiveness           | High               |
| Community Safety | Reduction in cameras could increase fear of crime and lessen chances of identifying offenders | Thorough annual reviews to ensure that CCTV is located in the most high risk areas | Medium             |

## **6. Consultation**

- 6.1 CCTV is discussed at quarterly meetings of the Community Safety Partnership in light of funding allocated by the CSP from the Office of the Police and Crime Commissioner to MCG.
- 6.2 Kent Police have been consulted on the list of cameras provided by MCG.

## **7. Financial implications**

- 7.1 Medway Council's annual contribution towards the cost of the CCTV Partnership, paid to MCG in respect of the services provided in line with the CCTV Partnership Agreement is £247,985
- 7.2 In addition, the Community Safety Partnership has made a contribution of £50,000 per annum funded by the Office of the Police and Crime Commissioner.
- 7.3 However the five responsible authorities that make up the CSP (Kent Police, Medway Council, Kent Fire and Rescue Service, Medway Clinical Commissioning Group and Kent, Surrey and Sussex Community Rehabilitation Company. in 17/18 with a change in the PCC criteria for drawing down funding, the CSP decided to reduce the amount they would contribute to CCTV in Medway to £40K pa NB. MC paid the full £50K in error in 17/18 and so recouped the £10K in 18/19 making this years contribution £30K to reduce this by £20,000 in this current financial year, to a contribution of £30,000.

## **8. Legal implications**

- 8.1 There are no direct legal implications arising from this report.
- 8.2 The Council has no statutory duty to provide CCTV.

## **9. Recommendations**

- 9.1 The Committee is requested to note the update on the CCTV audit.

## **Lead Officer**

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## **Appendices**

Appendix 1 – CCTV audit results

## **Background papers**

Surveillance Camera Code of Practice (Home Office)