



## CCTV Post Implementation Review

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| <b>Report Author:</b>                            | <b>Aysha Rahman</b> , Assistant Director, Customer and Communities<br><br><b>Michelle Howard</b> , Director for Housing and Communities (Deputy Chief Executive) |
| <b>Chief Officer Responsible:</b>                | <b>Michelle Howard</b> , Director for Housing and Communities (Deputy Chief Executive)<br>01664 504322<br>mhoward@melton.gov.uk                                  |
| <b>Lead Member/Relevant Portfolio Holder</b>     | <b>Councillor Pat Cumbers</b> , Portfolio Holder for Customers, Communities and Neighbourhoods   |
| <b>Corporate Priority:</b>                       | Excellent services positively impacting on our communities   |
| <b>Relevant Ward Member(s):</b>                  | All  |
| <b>Date of consultation with Ward Member(s):</b> | Not applicable   |
| <b>Exempt Information:</b>                       | No   |

### 1 Summary

- 1.1 Further to approval in 2022, a project to modernise and improve the Council's CCTV system and operating arrangements (equipment, maintenance, and monitoring) has been completed and the new service is now operational.
- 1.2 An opportunity for post implementation review has been requested by the Scrutiny Committee. This report provides information about the CCTV project, project implementation and current operating arrangements to support committee members with this review. Officers will be in attendance at the meeting of the Scrutiny Committee to answer questions about the CCTV project. Feedback from Leicestershire Police as a key stakeholder can be found at Appendix A of this report.

## 2 Recommendation(s)

### That Scrutiny Committee:

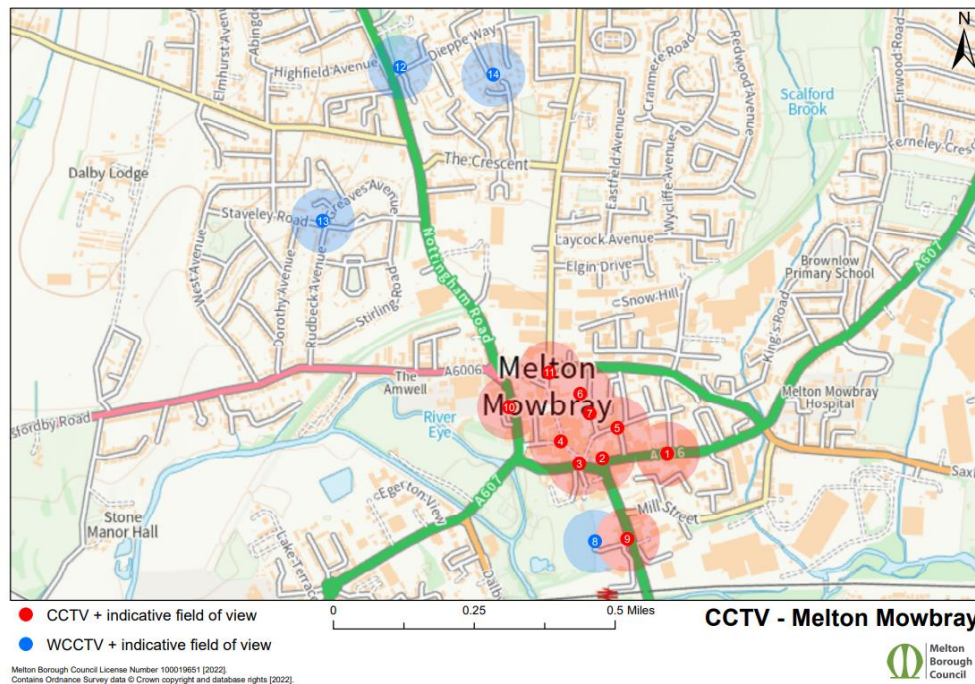
- 2.1 **Consider the report and provide comments for consideration by Cabinet on the CCTV project.**

## 3 Reason for Recommendations

- 3.1 As part of its remit, the scrutiny committee is the Council's designated Crime and Disorder Committee under the Police and Justice Act 2006. This review will support the Scrutiny Committee to fulfil its responsibilities in relation to scrutinising matters relating to crime and disorder, on behalf of the Council.
- 3.2 CCTV is not a statutory function however community safety is a statutory function as prescribed within the Crime and Disorder Act 1998. Providing a CCTV service assists in satisfying the requirement of tackling crime and disorder.
- 3.3 Comments to Cabinet from the Scrutiny Committee in relation to the way in which the council has implemented the project and is managing this service area will support continuous service improvement.

## 4 Main Considerations

- 4.1 Due to its age and operating arrangements, the Council's previous CCTV system no longer offered an effective or value for money solution. A business case was developed to modernise and improve the CCTV system and associated operating arrangements including:
  - The purchase and installation of 10 new CCTV cameras.
  - A partnership with Harborough District Council to enable maintenance of the cameras.
  - A partnership with Harborough District Council to enable effective CCTV monitoring.
- 4.2 Further to approval at Council in December 2022, procurement and implementation commenced in early 2023.
- 4.3 Installation of 10 high quality cameras took place over a two-week planned transition period between 31/1/23 and 10/2/23.
- 4.4 System coverage was temporarily impacted during this planned transition period.
- 4.5 However, it should be noted that the CCTV replacement project was as a direct result of poor coverage, poor quality and ineffective equipment and monitoring arrangements and at the point of the transition period commencing, only 4 cameras had been operational.
- 4.6 A map of system coverage can be found here: [mgConvert2PDF.aspx \(melton.gov.uk\)](#)



- 4.7 Monitoring arrangements are in place and are available 24/7, 365 days of the year. Previously, monitoring arrangements had not been robust, resilient or effective. The CCTV project addressed these risks. Monitoring of four of the Safer Streets funded cameras has also been included as part of the new arrangements.
- 4.8 Partnership working has been effective. Officers have received a number of compliments from police colleagues at various levels on the project, new system and collaboration. Feedback from Leicestershire Police as a key stakeholder can be found at Appendix A of this report.
- 4.9 A joint visit to the CCTV control room has taken place and the project has enabled improved access to data and information for police colleagues. At this visit, police colleagues set all the cameras to their preferred viewing tours and are actively putting requests through to the control room to assist with their work.
- 4.10 Future service development opportunities have been enhanced by this investment in CCTV and the revised arrangements are starting to improve our ability and confidence to seek additional funding to further enhance technology to support the safety of our communities.
- 4.11 One example is a 'help point' device to work in conjunction with our Safer Streets funded cameras. This is designed to help people whilst out in our town centre who may feel at risk of attack, criminality or just feel unsafe. The person can press the button on the device and speak directly to the CCTV control room. The operator will then be able to see their location and identify any potential perpetrators, they can also call 999 on behalf of the device user if necessary. It is hoped this device will help to build confidence within our town centre and show our residents that we are committed to making the borough a safer place for all. Furthermore, it supports our commitments as a Serious Violence duty holder and related types such as Violence Against Women and Girls. A successful bid has been made to the Office of the Police and Crime Commissioner to fund this enhancement, which would not have been possible without the new monitoring arrangements in place.
- 4.12 A successful bid was also made for an additional fixed CCTV camera.

- 4.13 This camera will replace the existing deployable WCCTV camera located at Play Close where a number of incidents have previously occurred. Deployable CCTV cameras are not designed for full time permanent use and therefore replacing this with a fixed camera will provide better quality imagery and assurance to Park users. This will then allow us to relocate the current re-deployable WCCTV camera, giving us additional coverage and the flexibility to re-deploy in our hotspots for ASB, environmental crime and other areas of concern.
- 4.14 A comparison of the current system with the previous arrangements has been provided below.

| Previously   | Now   |
|--|---|
| 26-year-old CCTV system.   | Modern, digital system.   |
| Lacking quality and resilience, obsolete equipment.  | High quality, resilient and current technology.   |
| 16 analogue cameras, of which 4 not operational and 12 poor quality and inconsistent coverage. | 10 digital cameras – all operational.<br>Successful bid for additional camera.                                    |
| Regular faults and breakdowns, difficult to maintain.  | Improved maintenance arrangements and capability.   |
| Poor coverage, poor quality imaging.   | High quality imaging, evidence-based coverage and scope to increase coverage through additional external funding. |
| Monitoring arrangement not effective (volunteer led model not resilient).                      | Resilient, contract-based monitoring arrangement via existing and well established CCTV control room              |
| Not a statutory function.  | Not a statutory function.   |
| Poor signage and aesthetics of CCTV columns  | Improved signage and GDPR compliance, faded paintwork addressed, survey of every CCTV column carried out          |

- 4.15 Officers will be in attendance at the Committee meeting to answer questions on any aspect of the project, implementation, service offer or partnership arrangements.

## 5 Options Considered

- 5.1 The Scrutiny Committee have expressed a wish to carry out a post implementation review of the CCTV system. This report supports that review.
- 5.2 The following options were considered prior to approval of the CCTV project in 2022.
- a) CCTV is not a statutory function however community safety is a statutory function as prescribed within the Crime and Disorder Act 1998. Providing a CCTV service assists in satisfying the requirement of tackling crime and disorder. The Council could have chosen not to invest in a new CCTV system. This was not recommended as although it is not a statutory requirement, CCTV is a key community safety tool. Not having an

effective CCTV monitoring system will impact the ability of the Council and Police to tackle detect and prevent crime and anti-social behaviour, take enforcement action and would impact on commitments made to positively impact communities.

- b) The Council could have chosen not to partner with Harborough District Council for maintenance and monitoring arrangements. This was not recommended as a partnership with Harborough District Council was identified as the most effective, cost effective and resilient solution further to a review of options for future operating models. The Council would incur significant additional cost if it were to resource the staffing of a control room and enter into a separate contract for maintenance of the cameras.
- c) The Council could have chosen to replace the previous CCTV system with a different number of cameras. This was not recommended as the option proposed through the business case provided an evidence led approach and took account of the coverage that could be achieved through the new cameras (x10) in addition to those funded through the safer streets fund (x4). This represented a much more effective and resilient solution than the one previously in place.

## **6 Consultation**

- 6.1 Scrutiny committee members were updated on the progress of the CCTV business case and rationale for replacement as part of the committee's Crime and Disorder annual update in September 2022.
- 6.2 Informal consultation with Melton BID representatives and Leicestershire Police was undertaken during October 2022. The proposal was well received, and stakeholders confirmed they were supportive of plans to implement 10 new cameras. Further updates were provided to BID representatives further to installation of the cameras. Melton BID representatives also attend the Safer Melton Partnership, where updates are regularly provided.
- 6.3 Stakeholders were also briefed on proposed monitoring arrangements, including key benefits of having a fully manned system with 24hr accessibility. Partnership working has been effective and officers have received a number of compliments from police colleagues at various levels on the project, new system and collaboration. The project has enabled improved access to data and information for police colleagues.
- 6.4 A joint visit to the CCTV control room for Council and Police colleagues took place on 24/04/23, during which police colleagues set the cameras to their preferred viewing tours, and we are aware that police colleagues are actively putting requests through to the control room to assist with their work.

## **7 Next Steps**

- 7.1 The CCTV system is now operational and working as intended. The project has concluded satisfactorily, and a closure report has been prepared for the next meeting of the Helping People Board (internal project management meeting), scheduled for 26<sup>th</sup> July 2023.
- 7.2 The Council has recently secured additional external funding and will use this to purchase and install an additional camera and to pilot a Help Point. The locations of these additional capabilities will be agreed in advance with Police colleagues.

## 8 Financial Implications

- 8.1 There are no financial implications arising directly from this post implementation review report.
- 8.2 Financial implications were detailed within the cabinet and council reports [see paras 9.4.2 and 9.4.3].
- 8.3 In December 2022, Council approved capital investment to modernise the CCTV system, with the capital programme updated accordingly with £41,670 being allocated from the General Fund capital receipts and £17,770 being allocated from the HRA Regeneration and Development Reserve.
- 8.4 The council subsequently secured a £15,000 contribution from the Office of the Police and Crime Commissioner (OPCC), reducing the allocation from General Fund Capital Receipts.
- 8.5 The project has been delivered within the budget available and ongoing maintenance and monitoring arrangements represent value for money. Officer time is also being utilised more effectively, with significantly reduced staff time being spent on administrative tasks associated with CCTV.
- 8.6 Since implementation of the CCTV project, the Council has successfully applied for additional funding from the OPCC to fund an additional fixed camera and to pilot an innovative 'help point' solution to support community safety. This would not have been possible without the council's prior investment in CCTV. The value of these bids are £4,843.00 + Vat (Additional camera) and £4,850 + Vat (Help point).
- 8.7 The plan to avoid significant future replacement costs is to replace a small number of cameras each year after approximately 5 years. This will keep the costs low and negate the need for a whole new system upgrade. The Council will also look to utilising opportunities through future funding bids as recently demonstrated with the additional fixed camera.

Financial Implications reviewed by: **Assistant Director, Resources (Deputy s151 Officer)**

## 9 Legal and Governance Implications

- 9.1 As part of its remit, the scrutiny committee is the Council's designated Crime and Disorder Committee under the Police and Justice Act 2006. This review will support the Scrutiny Committee to fulfil its responsibilities in relation to scrutinising matters relating to crime and disorder, on behalf of the Council.
- 9.2 CCTV is not a statutory function however community safety is a statutory function as prescribed within the Crime and Disorder Act 1998. Providing a CCTV service assists in satisfying the requirement of tackling crime and disorder.
- 9.3 The operation of CCTV is governed by various pieces of legislation including (but not limited to) General Data Protection Regulation (GDPR), Human Rights Act 1998, Regulation of Investigatory Powers Act 2000, Equality Act 2010, Protection of Freedoms Act 2012, ICO Guidance: CCTV Code of Practice, Surveillance Camera Code of Practice, 12 Guiding Principles)
- 9.4 The Council has the power to enter into contracts in order discharge its functions (Local Government Act 1972, s111 and the Local Government (contract) Act 1997, s1). In addition to complying with all relevant UK and EU legislation every contract entered into

on behalf of the Council must also comply with the Council's Contract Procedure Rules and the Council's Financial Regulations.

9.5 The following public documents are directly relevant to governance in relation to this project:

- a) [Crime and Disorder Annual Update to Scrutiny Committee, September 2022](#)
- b) [Cabinet Report 16<sup>th</sup> November 2022](#)
- c) [Council Report 20<sup>th</sup> December 2022](#) (budget approval)
- d) [Contract Exemption and Award, December 2022](#)

9.6 The Council has also utilised its internal project governance arrangements to oversee and monitor project management for this project. The project has concluded satisfactorily, and a closure report has been prepared for the next meeting of the Helping People Board, scheduled for 26<sup>th</sup> July 2023.

**Legal Implications reviewed by: Interim Assistant Director for Governance and Democracy (Monitoring Officer)**

## **10 Equality and Safeguarding Implications**

10.1 In delivering a CCTV system, the Council must comply with the public sector equality duty as set out in S149 of the Equality Act. There are no adverse impacts on protected groups through the use of CCTV. Evidence from a high-quality CCTV system can protect residents and especially those with protected characteristics from wrongful conviction, enable residents to feel safer in their local community and provides greater transparency for Local Authorities and the police when dealing with Anti-Social Behaviour, hate or criminal incidents.

## **11 Data Protection Implications (Mandatory)**

- 11.1 The operation of CCTV is governed by various pieces of legislation including (but not limited to) General Data Protection Regulation (GDPR), Human Rights Act 1998, Regulation of Investigatory Powers Act 2000, Equality Act 2010, Protection of Freedoms Act 2012, ICO Guidance: CCTV Code of Practice, Surveillance Camera Code of Practice, 12 Guiding Principles)
- 11.2 A Data Protection Impact Assessment has been completed to ensure compliance with Data Protection legislation.
- 11.3 Local authorities by virtue of Section 33 are 'Responsible Authorities' for the purposes of the Protection of Freedoms Act 2012. The Council is obliged to have regard to the provisions of the Code and to ensure that citizens' freedoms are protected.
- 11.4 The Information Commissioner's Office has separately published on its website a checklist of considerations regarding data security which assists in ensuring compliance with the Code.

## **12 Community Safety Implications**

- 12.1 Having a more effective and resilient CCTV system contributes to community safety in Melton. It better enables the Council and key partners to detect and prevent crime and anti-social behaviour and to take enforcement action.
- 12.2 Having the system in place has already enabled access to further external funding to further enhance system coverage and capability.

## 13 Environmental and Climate Change Implications

- 13.1 Improving the CCTV system supports the Council to achieve its commitment to protect our climate and enhance our rural, natural environment by being better able to tackle environmental and place-based issues that matter to our communities such as litter, blight and inappropriate behaviour.

## 14 Risk & Mitigation

- 14.1 The following risks were detailed within the Cabinet report.

| Risk No | Risk Description   | Likelihood  | Impact   | Risk |
|---------|--|-------------|----------|------|
| 1       | Digital Connectivity does not perform as required            | Low         | Critical |      |
| 2       | Disruptive power supply in camera locations                  | Low         | Critical |      |
| 3       | Delays to approval and purchases increases cost of equipment | Significant | Critical |      |

- 14.2 Planned mitigation for these risks was effective and the operational CCTV service is considered low to medium risk. There is a current risk in terms of strength and quality of the broadband not being sufficient for the number of new upgraded cameras and with the additional cameras coming on board. This is being managed as an operational matter and within existing budgets. Resolution requires a collaboration between BT and the Council's CCTV provider, which is currently underway.

## 15 Appendices

- 15.1 [Appendix A](#) Letter from Inspector Madeley-Harland, Melton and Rutland NPA Commander on behalf of Leicestershire Police

## 16 Background Papers

- 16.1 [GIS Map to show CCTV coverage](#)
- 16.2 Project documentation (internal)
- 16.3 [Crime and Disorder Annual Update to Scrutiny Committee, September 2022](#)
- 16.4 [Cabinet Report 16<sup>th</sup> November 2022](#)
- 16.5 [Council Report 20<sup>th</sup> December 2022](#) (budget approval)
- 16.6 [Contract Exemption and Award, December 2022](#)