

Housing and community safety - Overview and scrutiny sub committee report	
Title	CCTV service report
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Date	July 2011
Confidential	No
Issue has been discussed by SMT(s)?	No

RECOMMENDATIONS

1. To note the progress in making the agreed CCTV service improvements as outlined in the report.
2. To note the outline timescales for the delivery of the CCTV capital projects as highlighted in this report.

BACKGROUND

3. CCTV can be a valuable tool in the detection and prevention of crime and to reduce the fear of crime, if it is used effectively and is part of a co-ordinated approach to tackling crime and anti-social behaviour.
4. Much of Southwark Council's public CCTV was funded by Home Office capital grants, dating back to 1999-2002 and is outdated. Little or no revenue funding was provided and these capital funding sources are no longer available. Changing patterns of crime and anti-social behaviour, together with increasing financial pressures on public sector budgets means that a new approach to CCTV is required. Many public and private organisations have CCTV in Southwark and it is in everybody's interests for it to be effective.
5. CCTV is a key service for the Police and other partner agencies in the detection of crime. The Police use CCTV evidence to identify and prosecute offenders. They also use the CCTV facilities as part of planned operations and in response to real time incidents.
6. The Council has a network of 160 public space CCTV cameras connected to a 24/7 monitoring suite as well as over 300 cameras on housing estates. The vast majority of the council CCTV system in Southwark was funded through extensive Home Office capital monies, the majority of which were made available in 2000 and 2002. The monies provided by the Home Office were capital allocations, there was no, or very limited, revenue funding made available. As a result, the current CCTV system has old and outdated technology, with cameras and the recording infrastructure at the end of its working life.
7. In addition to the system being outdated and outmoded it is becoming difficult to source equipment to repair the CCTV system. Many cameras are irreparable, unused, redundant or no longer monitored. In some instances the recording taking place on site with equipment in storage cupboards, making maintenance, management and retrieval of data,

extremely difficult. The council is in breach of legislation if cameras that are not in use or fit for purpose, remain in situ.

8. The recommended upgrades and changes to the control room (through digital upgrades and monitoring arrangements), combined with the improvements to Housing Management systems, will help to make best use of all CCTV; helping make Southwark safer. Additionally, it will provide a framework to set longer term ambitions to create a more flexible, cost effective Council CCTV network, further encouraging an increase in partnership working as funding opportunities arise

Control room and digital upgrade

9. Considerable progress has been made in delivering the CCTV digital upgrade to the Southwark CCTV control room, as discussed at the Overview and Scrutiny site visits earlier this year.

10. In summary we have:

- Carried out the technical specification for the digital and monitoring upgrades.
- Completed the specification and costing for the expansion of the current control room into the remaining section of the adjoining building.
- Agreed with the MPS Southwark Borough Commander the logistics of re-housing the current occupants of the adjoining building.
- Agreed in outline the extension of the current lease for a further 15 years at a peppercorn rent.
- Initiated the procurement process, and procurement reports for the tendering of the digital upgrade work will be completed in July 2011.

11. The upgrade, including the expansion is on target for completion for summer 2012.

Housing camera systems

12. Southwark Housing management has over 300 cameras situated across various estates in the borough.

13. Community Safety has carried out an asset survey of the current camera systems which was completed on 31st March 2011.

14. Subsequently Southwark housing management requested a more detailed survey on the 6 estates which had a high number of cameras to ascertain:

- Whether the location of the cameras on those estates was required to in terms of preventing and detecting crime and reducing the fear of crime.
- If the camera was appropriate for the need; or if an alternative camera would serve the need better.

- If the recording, monitoring and review of cameras on each estate was effective. This included options for cameras to be recorded and monitored at the CCTV control room.
- If there was an alternative cost effective solution to any existing on-site monitoring arrangements.

15. The additional detailed survey was completed May 2011.

Table 1 highlights the recommendations from the survey.

16. Table 1

	ESTATES						
	Castlemead, Wyndham & Comber	Abbeyfield	Tustin	Draper	Rouel	Perronet	Total
STATUS							
No current Cameras	41	36	32	16	27	16	168
No of Fixed/PTZ cameras needed	23	24	34	16	27	16	140
No of new fixed cameras to be installed	13	21	27	0	0	0	61
No of current cameras to remain	0	0	0	0	27	16	43
No of new PTZ cameras to be installed	10	3	7	16	0	0	36
						Total	140

17. Table 2 highlights the total capital costs for new camera equipment and associated repairs across of the estates where existing CCTV systems are in place. The additions/repairs are necessary to ensure that systems are fully functioning in line with CCTV legislation and the crime and fear of crime needs in each area.

18. Table 2

Estate	Capital Costs
Castlemead Wyndham & Comber Estate	£49,416
Abbeyfield Road Estate	£37,800
Tustin Estate	£42,238
Draper House	£18,700
Rouel Road Estate	£48,000
Perronet House	£18,300
Kipling Estate	£17,500
Longfield Estate	£25,000
New Place Square	£0.00
Arnold Estate	£10,000
Bramcote & Bonamy Estate	£3,000
Hawkstone Estate	£20,500
Osprey Estate	£5,000
Silverlock Estate	£1,500
Newington Estate	£14,000
Kingswood Estate	£3,200
Gloucester Grove Estate	£26,000
Lockwood Square	£0.00
Heygate / Aylesbury Estate	£0.00
Total	£340,754*

19. There are further additional costs related to the upgrade of the existing Southwark Housing management CCTV systems. They are:-

- One off transmission cost of £132,000. This will ensure that the current 270 cameras that are recorded locally will be connected to the Southwark CCTV control room.
- Expansion of the Southwark CCTV control room to provide the additional viewing and monitoring space required for the additional housing systems.
- £30,000 for the monitoring of the additional cameras through the Southwark CCTV control room.
- 7 additional redeployable cameras at a total capital cost of £61,234. These additional cameras will provide Southwark Housing management with a greater flexibility of

cameras, enabling CCTV to be moved to estates where there are growing crime or anti social behaviour issues.

20. Southwark Housing Management and community safety officers are working collaboratively to deliver the above programme by early summer 2012.

Code of practice

21. Officers have been finalising a CCTV code of practice for how the CCTV systems across the council are monitored, reviewed and maintained. The code of practice uses existing resources in the council to ensure that appointed officers are responsible for the management of CCTV in local areas. Work is underway with colleagues within Southwark Housing Management to finalise the code of practice. This will be completed by September 2011.

Performance

22. Officers agreed to produce performance information on CCTV for members of the housing and community safety overview and scrutiny sub-committee. Appendix 1 sets out the current performance information for CCTV. Officers would be pleased to present this performance information to the scrutiny sub-committee at the next meeting.

Shared Services

23. Officers have held discussions with colleagues in Lambeth to look at how CCTV service can be shared to improve service delivery and make efficiencies.
24. We have considered options for a shared control room. However initial estimates for the CCTV systems indicate that this is financially prohibitive.
25. Lambeth and Southwark use the same agency for the staffing of CCTV operatives. This along with the repairs and maintenance contracts offers opportunities to enter into a joint procurement contract, result in savings. This will be progressed in the over the next quarter.

Policy implications

26. The upgrade of the CCTV system will contribute across Southwark's Council Plan 2011-14 with a particular focus on delivering the 'Fairer Future' vision specifically towards the cross-cutting themes of:
 - Realising potential - by working with our residents and partners to make the borough a safer place so that individuals and families can flourish.
 - Compassion - by looking after the most vulnerable in our society and helping people to lead independent and fulfilling lives.
 - Regenerating the borough – by looking after the borough in a sustainable way for future generations.
 - Managing money carefully – by responsible spending on sustainable projects and improving our efficiency.

- Transforming public services – by delivering an efficient, fit for purpose and value for money CCTV system.
27. The upgrade to the CCTV system will also contribute to the objectives within the Safer Southwark Partnership Rolling Plan, which are:
- Reducing harm, including anti social behaviour.
 - Reducing Offending
 - Supporting families and those with multiple disadvantages
 - Building sustainable community capacity and public confidence

Community Impact Statement

28. All areas of the borough are affected by crime, anti-social behaviour and fear of crime but they do not affect everybody equally. Fear of crime varies across the community Council areas and impacts most on vulnerable groups such as the elderly, ethnic minorities groups and single women, many of whom live on Southwark housing estates.
29. Making people feel safer in their local environment can increase feelings of belonging and community cohesion, reduce both real and perceived levels of crime, and encourage people to spend more time out and about in their community, engaging with others and improving their health and well-being.
30. An equalities impact assessment was carried out on the CCTV Strategy.
31. Southwark's CCTV system is governed by the Southwark CCTV Code of Practice (COP) to ensure it is being used proportionately and in line with legislative requirements. The establishment of independent visitors as recommended in the COP will provide additional scrutiny.
32. The COP will be reviewed In light of the ongoing re-organisation of Housing, to ensure ongoing compliance.

KEY DATES

33. The key dates for the digital upgrade are as follows:

Activity	Complete by:
DCRB/CCRB Review Gateway 1: Procurement strategy approval report	31/07/2011
Approval of Gateway 1: Procurement strategy report	TBC
Completion of tender documentation	31/08/2011
Advertise the contract	16/09/2011
Closing date for expressions of interest	TBC
Completion of short-listing of applicants	31/10/2011
Invitation to tender	4/11/2011
Closing date for return of tenders	25/11/2011
Completion of evaluation of tenders	30/11/2011
Completion of any interviews	2/12/2011
DCRB/CCRB Review Gateway 2: Contract award report	TBC
Approval of Gateway 2: Contract Award Report	TBC
Contract award	06/01/2012
Contract start	19/01/2012
Contract completion date	Spring 2012

34. The key dates for the housing upgrade are as follows:

Activity	Complete by:
Meeting with SHM to discuss report recommendations	30/06/2011
Detailed survey work on remaining 13 estates	29/07/2011
DCRB/CCRB Review Gateway 1: Procurement strategy approval report	TBC
Approval of Gateway 1: Procurement strategy report	TBC
Completion of tender documentation	31/08/2011
Advertise the contract	16/09/2011
Closing date for expressions of interest	TBC
Completion of short-listing of applicants	31/10/2011
Invitation to tender	4/11/2011
Closing date for return of tenders	25/11/2011
Completion of evaluation of tenders	30/11/2011
Completion of any interviews	2/12/2011
DCRB/CCRB Review Gateway 2: Contract award report	TBC
Approval of Gateway 2: Contract Award Report	TBC
Contract award	06/01/2012
Contract start	19/01/2012
Contract completion date	March 2013

SUMMARY OF KEY RISKS

35. Key risks

Description	Risk Category	Probability	Proximity	Countermeasure
Non compliance with CCTV legislation and Office for the Commissioner of Surveillance guidance	General	high	near	The proposed upgrade or the decommissioning of non-compliant cameras
Loss of public confidence in CCTV	General	high	near	The proposed upgrade
CCTV infrastructure failure through lack of investment	General	high	near	The proposed upgrade

The log is updated and reviewed continuously to ensure excellent risk management.

APPENDIX 1

Enforcement Action

CCTV	Apr 2010	May 2010	June 2010	July 2010	Aug 2010	Sep 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011
Enforcement actions													
No of incidents recorded	393	406	373	437	373	474	589	579	894	958	854	982	1099
No of viewings	50	38	43	49	101	49	51	39	31	54	31	35	41
Evidence released	34	25	27	25	38	34	29	19	15	22	15	23	18
Images to metcall	467	385	385	427	356	470	580	570	845	946	850	982	1072
No of arrests	59	56	64	70	51	23	58	66	52	91	61	92	61

Recording Activity

Top 12 CCTV recordings May 2011	
1. Public order / drunkenness	222
2. Monitoring Cash & Valuables in Transit	184
3. Missing person / welfare concern	113
4. Request check location/property	110
5. Assault	92
6. Stop and Search	76
7. Theft	69
8. Suspicious Behaviour	68
9. Road Traffic Collision	63
10. Robbery	50
11. Hoax Call	24
12. Wanted Person	18

Top CCTV recordings April 2010 –May 2011	
Monitoring Cash & Valuables in Transit	2439
Public order / drunkenness	1423
Request check location/property	776
Missing person / welfare concern	644
Suspicious Behaviour	588
Stop and Search	551
Theft	406
Assault	390
Road Traffic Collision	296
Hoax Call	105
Weapon	68