

<b>Cabinet Meeting</b>	
<b>Meeting Date</b>	Wednesday 26 September 2018
<b>Report Title</b>	CCTV Future Service Delivery Options
<b>Cabinet Member</b>	Cllr Alan Horton, Deputy Leader and Cabinet Member for Housing and Safer Communities
<b>SMT Lead</b>	Emma Wiggins
<b>Head of Service</b>	Charlotte Hudson
<b>Lead Officer</b>	Stephanie Curtis
<b>Key Decision</b>	Yes
<b>Classification</b>	<b>Open</b>
<b>Recommendations</b>	<ol style="list-style-type: none"> <li>1. That a Public Space CCTV Strategy is created to ensure the service remains fit for purpose in the future.</li> <li>2. That Cabinet agrees to the extension of the existing CCTV Partnership Memorandum of Agreement for 1 year to the 31 March 2020.</li> </ol>

## **1 Purpose of Report and Executive Summary**

- 1.1 This report provides an overview of the history of the existing CCTV service and findings from the review of the service to date.

## **2 Background**

### **History of Public Space CCTV**

- 2.1 Public Space CCTV was installed in Swale in 1994/1995, following the receipt of funding from the Home Office to 'prevent and detect crime and anti-social behaviour (ASB)'. This was part of a wider, national, roll out of CCTV in public spaces for crime prevention purposes as technology had advanced to enable more than one camera to be monitored/record at once, in colour. Cameras were remotely monitored to detect and prevent crime, with their footage being used by the Police as evidence in criminal proceedings.
- 2.2 Funding was also provided over the following years by Parish Councils and other groups of private individuals and businesses (e.g. Neighbourhood Watch and South Eastern Trains) to install systems to meet their needs, monitored by the Council as part of the wider public space CCTV service. This led to a large system, covering various parts of the borough – both town centres and residential areas.
- 2.3 The CCTV Control Room has been linked closely through radio systems to Kent Police and the local Business Crime Reduction Partnership, Swale Safe. This

increased the detection of incidents from both the Police and local retailers, whilst enabling the sharing of information.

- 2.4 Such an increase in public space surveillance nationally, along with wider technological advances, led to pressure groups campaigning to protect civil liberties, privacy and freedom. Their campaigns and general concern from communities, in part led to the introduction of the Surveillance Code of Practice in 2015. The purpose of the code was to ensure that individuals and wider communities have confidence that surveillance cameras are deployed to protect and support them, rather than spy on them. The code introduced 12 principles to ensure all public space CCTV is in pursuit of a legitimate aim; necessary to meet a pressing need; proportionate; effective, and compliant with any relevant legal obligations.
- 2.5 In order to meet our obligations under this Code of Practice, Swale conducted a review of all its CCTV locations in 2015/16 which resulted in 16 cameras being decommissioned. In 2018 a similar review was completed and resulted in a further 16 being decommissioned. This process highlighted the lack of public understanding regarding the role of CCTV and the difficulties in demonstrating that it's a visible deterrent. It did also affirm that CCTV is most effective in town centre locations, when used as a tool as part of a package of measures to affect crime and ASB.
- 2.6 During the period within which public space CCTV has been operated by councils, there has been a large increase in the technology available to the public – with a large number of residential properties and businesses hosting their own CCTV system; along with almost every member of the community owning their own mobile device with increasingly sophisticated recording capabilities. This has increased the amount of evidence available to Police forces for their investigations, along with all officers being equipped with Body Worn Cameras.
- 2.7 This increase in private systems has in part led to some Councils switching off their public space CCTV. With many councils facing increasing funding pressures and limited national research to fully justify its effectiveness some have moved to no system or reduced monitoring hours/recording only. In Swale we do not have the understanding of the private system coverage that Westminster felt to be in place, although they are under increasing pressure from stakeholders such as the Police to reinstate the system.
- 2.8 CCTV technology has continued to advance since the Swale system was originally installed. Technology will now allow for a fully digitised system, with better recorded images and the increasing use of analytics (such as facial recognition), working towards more automated systems with limited to no operators.

### **Current Public Space CCTV Service**

- 2.9 The Swale Public Space CCTV Service was moved to Medway Council in 2010, to increase its effectiveness following failures with the private contract in place for

its monitoring from the Swale House Control Room. This new Partnership was to provide a more cost effective service from its control room in Strood. In 2012, this Partnership was widened to include Maidstone and Gravesham Councils. In 2015, Medway Council sub contracted its responsibilities for this Partnership to Medway Commercial Group (MCG), which is still responsible currently for the monitoring of Swale's 49 CCTV Cameras, 24/7/365.

- 2.10 The current public space CCTV service also encompasses delivery of the out of hours emergency planning and housing responses for the Authority.
- 2.11 A review of the Public Space CCTV began during 2016/17 and it was agreed to extend the Partnership Agreement for the CCTV Service, which is now currently due to end on the 31 March 2019.
- 2.12 This review has assessed the future monitoring options and technology requirements for the CCTV service. Global MSC was commissioned to provide technical advice as part of this review. The review has highlighted the importance of the service to partners such as Kent Police and Swale Safe. However, the key findings from this review have highlighted a number of difficulties as below:
  - Lack of clarity regarding the ongoing purpose of the CCTV service – its use can extend beyond the detection of crime/ASB – this could include to protect the vulnerable members of the community; and the use of CCTV technology to create 'wi-fi' towns;
  - The existing equipment (both field cameras and control room) is an aged analogue system, which in large part has reached the end of its useable life with parts becoming harder to source. Any upgrade programme could take a minimum of 9 months to implement;
  - The quality of the footage recorded is not always of evidential standard in low lighting areas or when the recording has been retrospectively interrogated i.e. zooming required as part of investigation on a recording.
  - The data/footage from the cameras is fed back to the control room through BT Fibre Lines. These are expensive and inflexible to move.
  - The operating model used for monitoring by MCG means the operator does not always have the local knowledge of the borough to effectively detect incidents;
  - Lack of ability to prove the deterrent effect of the system, from either the statistics collated by MCG, Kent Police or from national research;
  - Lack of evidence to demonstrate the cost effectiveness of the existing system;
  - There are changes to the existing CCTV Partnership with the possible withdrawal of one partner. The implications of this need to be understood.

### **3 Proposals**

- 3.1 Based upon the review findings discussed in 2.12, there is a requirement to drastically change the way in which the service operates in order to meet both the current and future service needs. There is a need to agree what the Council

wants from its Public Space CCTV Service in the future to then determine the most appropriate monitoring method and equipment requirements.

- 3.2 The aims and objectives of the Public Space CCTV Service need to be more clearly defined and expanded. CCTV is most effective in town centre locations; and could also be used to support vulnerable members of the community). An upgraded system could also enable town centre 'wi-fi' which in turn could be utilised for improvements in parking management; and markets through use of card machines.
- 3.3 Technology is moving at such a pace that within a few years could allow for un-manned automated control rooms, utilising the equipment's analytic capability.
- 3.4 A CCTV Strategy would incorporate our long term vision for the public space CCTV service. It would allow for the decisions required in the short and long term regarding equipment in order to achieve this vision. The proposed CCTV Strategy would be created by Spring 2019 covering a ten year period to ensure that the initial required investment is suitable to meet all future needs.

**Recommendation 1:** That a Public Space CCTV Strategy is created to ensure the service remains fit for purpose in the future.

**Recommendation 2:** That Cabinet agrees to the extension of the existing CCTV Partnership Memorandum of Agreement for 1 year to the 31 March 2020.

## **4 Alternative Options**

- 4.1 To cease operating a public space CCTV service: This option is not currently recommended at this time as it would result in the loss of both the prevention/detection element of the service, along with the loss of recorded footage that the Police require as part of retrospective investigations. The Council would also need to consider whether it can meet its Section 17 Legal Obligations under the Crime and Disorder Act, as highlighted in the implications table in Section 6, without this service.
- 4.2 Extend the existing Partnership Agreement for a longer period i.e. 5 years: This option is not currently recommended as there are concerns regarding the overall effectiveness of the existing monitoring model utilised by MCG along with concerns regarding the strategic management of the CCTV Partnership that are yet to be resolved. Time needs to be taken to confirm the overall future objectives of the service to then agree the most suitable delivery model to achieve this.

## **5 Consultation Undertaken or Proposed**

It is proposed that consultation would be undertaken in the formation of a CCTV Strategy, with key stakeholders including Kent Police, Swale Safe and local businesses.

It is also proposed that the strategy is created in conjunction with Policy Development and Review Committee.

## 6 Implications

Issue	Implications
Corporate Plan	The proposals in this report delivers against the Corporate Priority 'A Community to be proud of'.
Financial, Resource and Property	<p>The proposal to create a CCTV Strategy and its resultant actions are likely to have a financial implication to implement. The strategy is likely to be developed using in-house resource, but a performance fund bid would be submitted if required.</p> <p>If the strategy does identify a need for equipment upgrades, a bid to the capital programme would need to be made, which could be repaid through an invest to save approach.</p> <p>Costings would be drawn up as part of the development of an action plan, in line with the budget planning cycle.</p>
Legal, Statutory and Procurement	<p>There is no Statutory Duty to deliver CCTV. However Section 17 of the Crime and Disorder Act 1998 places an obligation on local authorities to consider the crime, disorder and environmental issues affecting the local area and ensure their activities do all they reasonably can to prevent them. The implementation and monitoring of CCTV is one such activity delivered by Swale Borough Council that ensures this obligation is met.</p> <p>The Surveillance Camera Code of Practice provides guidance on how all public space CCTV services should be managed. This needs to be borne in mind along with the Data Protection Act and Freedom of Information Act. Adherence to our legal requirements is currently led through the CCTV Partnership.</p> <p>Within the current CCTV Partnership Memorandum of Agreement, clause 3.19.1 states that at least 12 months notice of withdrawal should be given, to expire on the 31 March in any year (unless the councils and Partnership Board agree to a different notice period). This notice period can therefore be negotiated with the other partners should the decision be made to withdraw.</p>
Crime and Disorder	The current objective of the CCTV service is to prevent and detect crime and Anti-Social Behaviour (ASB).
Environment and Sustainability	If within the proposed CCTV Strategy a need to upgrade the system was agreed, there would also be a need to for an ongoing renewals fund. This would ensure that the system could be replaced at regular intervals without the need for a further modernisation programme.

Health and Wellbeing	No health and wellbeing implications have been identified at this stage.
Risk Management and Health and Safety	Following the completion of the proposed CCTV Strategy, risk assessments would need to be compiled for any changes to the service and equipment upgrades.
Equality and Diversity	An equality impact assessment would need to be drafted based upon any proposals within the CCTV strategy.
Privacy and Data Protection	The proposal to create a CCTV Strategy and its resultant actions would need to consider the privacy and data protection implications under GDPR.

## **7 Appendices**

There are no appendices.

## **8 Background Papers**

There are no background papers.