

## **CCTV SERVICE**

### **Housing and Community Safety Advisory Committee – 8 October 2014**

Report of Richard Wilson, Chief Officer Environmental & Operational Services

Status: For information

Key Decision: No

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**Executive Summary:** This report follows up on the presentation to the Committee on 15 October 2013 by Cllr Les Ayres on behalf of the CCTV Members Working Group.

It addresses the issues the Committee requested to report back on, including options to reduce costs and/or increase income.

It outlines the key role the CCTV service provides in fulfilling the Councils statutory duties in relation to crime and disorder and community safety.

Details of current budgets and performance information is provided.

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**This report supports the Key Aim of** a safe environment and dynamic economy.

**Portfolio Holder** Cllr. Michelle Lowe

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**Recommendation to Housing and Community Safety Advisory Committee:** That the report be noted and consideration be given to the options outlined in the report.

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### **Introduction and Background**

- 1 On 15 October 2013 the Committee received a presentation and report from the CCTV Members Working Group.
- 2 The Committee agreed to continue the existing service in the short to medium term but requested a report to a future meeting on options available and their cost effectiveness, including:
  - Operating at current levels but looking for cost effectiveness where possible
  - Phasing out of the service with alternative methods to meet statutory obligations, for example through the addition of licensing conditions
  - Operating at reduced scale
  - Funding by local businesses
  - Contributions from interested parties, and
  - Increasing the CCTV Control Team capacity.

### **Current CCTV Service**

- 3 The CCTV service provides a key role in the Council fulfilling its statutory duties for crime and disorder and community safety.
- 4 There are 96 cameras covering the public areas of Sevenoaks, Swanley, Edenbridge, Westerham and New Ash Green, plus Council assets such as Hollybush, Sevenoaks; Whiteoak, Swanley; Council owned car parks and the Council offices and Dunbrik depot.
- 5 The CCTV control team provides the out of hours telephone contact for Sevenoaks District Council (Evenings, weekends and Bank holidays) and also for Tonbridge and Malling Borough Council, who pay for this service (£13,000 p.a).
- 6 The CCTV Manager, Sharon Wright, is the CCTV Partnership Manager for both SDC and Tunbridge Wells Borough Council, for which TWBC contribute 50% of the posts gross salary costs (TWBC Control room also receives the images from the T&MBC CCTV system).

### **2014/15 Budget**

- 7 The CCTV Budget for 2014/15 is £227,552, comprising:

	£
Salaries	200,575
Electricity	6,909
Equipment Purchase and Maintenance	24,335
Telephones	1,196
Transmission Costs – Line rental	98,522
	<hr/> 331,537
Income	103,985
Total:	<hr/> <hr/> 227,552

### **2013/14 Actuals**

- 8 Total cost £262,685 (Budget £244,147), comprising:

	£
Salaries	200,262
Electricity	13,377
Equipment Purchase and Maintenance	19,276
Telephones	2,098
Transmission Costs – Line rental	70,892
	<hr/> 305,905
Income	43,218
Total:	<hr/> <hr/> 262,687

- 9 Even though savings were made on expenditure, particularly salaries and transmission costs, income was £57,430 below budget. This is because the budget contains income lines from unidentified sources that will not be realised, including an annual contribution from the Police, which has not been received for many years.
- 10 The income actually received is for the shared management arrangements with TWBC; the out of hours service for T&MBC and small contributions for CCTV services from Westerham Town Council, Sencio Leisure and for the Lullingstone Park visitor Centre (KCC).
- 11 Current staffing levels are at a minimum to cover the existing manned shifts. 24 hours, Mondays, Weekends and Bank Holidays and 1300 hours to 09:00 hours Tuesday to Friday. Six full time staff cover these shifts working 10 and 12 hours shifts on an average of 37 hours/week over four weeks. Any further reduction in staff would not allow those shifts to be covered and would threaten the out of hours service, for both this Council and T&MBC.
- 12 Casual staff are used, as necessary, on a 'Call-on' basis, to cover sickness to maintain staffing levels, particularly for the out of hours services.

#### **Performance Information 2013/14 and 2014/15 (to August)**

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	2013/14	2014/15 to Aug
Data reviewed by request to CCTV	433	153
Date seized due to evidential material	153	51
Stills produced after data review	117	27
Other Agency (KFRS)	55	21
Monitored arrests	27	12
Instigated arrests	27	9
Assisted arrests	50	26
Force Control requests to CCTV	1041	589
Reports to Force Control from CCTV	209	70
Assistance to Police	135	38
Quality of life issues	373	140
Police attendance in Control Room	287	134
Out of hours calls (SDC)	1506	689
Out of hours calls (T&MBC)	1448	569
Shop Safe/Pub Watch	352	111
Instigated incidents (no Police resources)	15	1
Missing and vulnerable persons	114	59

Police fixed penalty fines assisted by CCTV	8	0
Traffic Link Calls	369	180
Child related incidents	183	98
Domestic Violence incidents	17	10

## Statutory Framework

- 14 The CCTV service assists the Council to cover the following statutory obligations:
- 15 Section 163 of the Criminal Justice and Public Order Act 1994 provides the power for local authorities to deliver closed circuit television coverage of any land within their area for the purpose of crime prevention, community safety or victim welfare. CCTV is also considered a necessary initiative by partners towards their duty under the Crime and Disorder Act 1998.
- 16 Section 17, Crime and Disorder Act 1998 “17 (1) Without prejudice to any other obligation imposed on it, it shall be the duty of each authority, to which this section applies, to exercise its various functions with due regard to the likely effect of the exercise of those functions on, and the need to do all that it reasonably can to prevent, crime and disorder in its area”
- 17 The primary role of public space CCTV is the prevention and detection of crime and therefore obligations under Section 17 are embedded in this legislation.
- 18 According to Home Office guidance, Section 17 of the Crime and Disorder Act 1998 means that each local authority should take account of the community safety dimension in all its work and to do all that it can within its core business to prevent crime and disorder. All policies, strategies, plans and budgets will need to be considered from the standpoint of their potential contribution to the reduction of crime and disorder.
- 19 The Children's Act 2004, section 11, places a statutory duty on Councils to make arrangements to ensure that in discharging their functions they have regards to the need to safeguard and promote the welfare of children. CCTV has regular involvement with nuisance youths, missing children and works very closely with partners, ensuring child safety, dealing with 183 related incidents last year.
- 20 The Domestic Violence Crime & Victims Act 2004 places a requirement on Councils to participate in Domestic Homicide reviews. CCTV can record domestic violence incidents and make available to appropriate partners for action, involved with 17 serious cases last year from April 2013 to March 2014.

## Operating at current levels but looking for cost effectiveness where possible

- 21 The CCTV Control Room had a reduction to the service in 2010, resulting in two members of the team being made redundant and a reduction to the manned hours from 24/7, to a reduced service. The Control room is no longer manned between 9:00am and 1:00pm Tuesday to Fridays. This saved £40,000 on annual budgets.

- 22 The Control Room currently operates with 6 full time members of staff, working 10 and 12 hour shifts. They also cover the Council's Emergency Out of Hour service and Tonbridge & Malling Borough Council's Emergency Out of Hours.
- 23 Due to reduced staff resources available to cover sickness and annual leave, 3 casual staff members have been recruited, who are employed on a 'Call-on' basis to ensure the Control room is manned for the required hours.
- 24 The BT Fibre transmission charge is approximately £70,000 per year. Alternative wireless transmission options to possibly reduce these costs, are being investigated.
- 25 The initial findings are that there are not any clear line of site paths for the main backhaul links to connect up the outlying areas due to the landscape of the land.
- 26 A solution may be possible that involves repeater towers but it is debatable if the initial outlay in building this infrastructure would be financially viable against existing transmission costs.
- 27 One area that could be successfully connected up would be Sevenoaks Town Centre, as the various camera sites could be linked up and transmitted back to the Council's roof top.
- 28 This would require a detailed survey and design at a cost of approximately £4,000.
- 29 Most of the wireless equipment that is available uses encoders and decoders to convert the existing analogue cameras into digital data format. The latest cameras are digital and offer High Definition (HD) images that can be easily connected to the wireless link as no encoding is required.
- 30 As the future of CCTV will be digital, the future replacement of cameras should be combined with the option of upgrading the BT fibre transmission to digital data format.
- 31 As more and more Councils are looking at coming off landline transmissions and over to wireless, BT are expected to have to offer much improved discounts on the current rental costs if they are to keep customers.
- 32 In the past BT have offered discounts with fixed term contracts, it may be possible to negotiate this offer again if we sign up for:
- 7% discount on a 2-year term commitment
  - 8% discount on a 3-year term commitment
  - 9% discount on a 4-year term commitment
  - 10% discount on a 5-year term commitment

**Phasing out of the service with alternative methods to meet statutory obligations, for example through the addition of licensing conditions for CCTV**

- 33 It should be noted that any further reduction to the hours of CCTV monitoring has the potential to have an extreme impact upon the level of crime and anti-social

behaviour, feeling of safety and the gathering of footage for evidential purposes. Businesses would no longer be able to fully use the radio link with the CCTV Control room for the Shopsafe and Pubwatch Schemes.

- 34 Consideration needs to be taken into account during bank holidays, planned events and school holidays during which the number of crimes, incidents and missing persons tends to increase.
- 35 An option to reduce the service with cost effective savings, could be to look at low CCTV activity areas where CCTV crime levels are low. These areas could be disconnected. A criticism from local residents, business, etc would be that the CCTV acts as a deterrent and removing the cameras may encourage crime to these areas. Any reduction may impact on crime as demonstrated by other Councils, who have reduced their service.
- 36 4 cameras in Westerham could save £5k a year however 2 of these cameras cover council owned car parks.
- 37 7 cameras in Edenbridge could save £8k a year, 1 of these cameras covers a council owned car park and 1 in Edenbridge Leisure Centre car park.
- 38 Swanley and Sevenoaks are the busiest areas with the highest CCTV activity.
- 39 Sevenoaks could look at outsourcing the monitoring, similar to Maidstone BC, Swale BC and Gravesham BC. These Council's have outsourced their CCTV systems to Medway Council. It should be noted that these Local Authorities are geographically closer to Medway. The cost to transmit the images from the Sevenoaks District will be high.
- 40 The above option was investigated by Tunbridge Wells BC and Tonbridge & Malling in 2010/ 2011, by an independent consultant. Geographically the transmission cost to relay the images to Medway was found to be too high and this option was rejected.

#### **Licensing conditions for CCTV (Late Night Levy)**

- 41 The Police Reform and Social Responsibility Act 2011 introduced amendments to the Licensing Act 2003. One of these changes was the introduction of a Late Night Levy, which was intended to tackle alcohol related crime and disorder and to help to pay for extra enforcement costs associated with late opening premises.
- 42 The late night levy is a power for licensing authorities to introduce a charge for premises that have an alcohol licence with a terminal hour after 12 midnight. It allows licensing authorities to charge those businesses for the extra enforcement costs that the night-time economy generates for police and local authorities.
- 43 Prior to making a decision to implement the levy, the licensing authority should have discussions with the relevant Chief Officer of Police, the Police Crime Commissioner (PCC) and local police to decide whether it is appropriate to introduce the levy in its area. If the licensing authority considers it appropriate, then it must formally consult the police, the PCC, licence holders and any other persons about its decision. This consultation should also ask whether the

licensing authority needs to apply any exemptions or discounts to the levy and how it will apportion net levy revenue between the police and the licensing authority.

- 44 Nevertheless whether or not to implement the levy will be left entirely at the discretion of the licensing authority. If the levy is introduced it will apply to all premises within the borough with the only exceptions being those categories set by Government, and the levy will be collected annually at the same time as the annual retainer fee. It will be up to the licensing authority to decide the time at which the levy applies in their area, although it will be restricted to applying it sometime between the hours of 12 midnight and 06.00am.
- 45 Premises licence holders who choose to reduce the hours on their licence would still have the ability to apply for Temporary Events Notices for 21 days a year. This would lead to a large amount of extra work for the licensing team with very little income as the maximum charge is £21 per notice.
- 46 The late night levy is said not to be targeted at individual premises because the costs caused by the night time economy are often not directly linked to particular businesses, but instead occur as a result of the night time economy as a whole.
- 47 If introduced, once the levy has been collected, the licensing authority will firstly deduct costs incurred in administering, collecting and enforcing the scheme. Following this deduction, at least 70% of the net amount must be passed to the Police. Whilst the licensing authority will have restrictions imposed on them regarding the types of services that they can fund with their 30% portion of the levy, which will mean that it must be spent on tackling alcohol-related crime and disorder and services connected to the management of the night time economy there is no such restriction placed upon the Police. However should the Late Night Levy be approved the use of the police proportion of the levy is at the direction of the Police and Crime Commissioner rather than at local level.
- 48 Premises will be split into bands based upon their rateable value to determine how much they would pay under the levy. This system applies to the existing licence fee and annual retainer fee and means that larger businesses will make greater contributions to the levy than smaller ones.
- 49 Premises licence holders may choose to reduce the authorised hours on their licence to avoid payment of the levy. This would be by application for a minor variation and for a period, guidance suggests at least 2 months, be free of charge. The licence holder would still have the ability to apply for Temporary Events Notices for 21 days a year as previously mentioned. In addition to the work created by more Temporary Event Notices to process the increase in either minor variations or full variations would have a very large impact on the work of the Licensing Team. Whereas we would receive a payment for the processing of TENS the cost of processing the free variation would be at least £89 per minor variation and an average of £338 per full variation. The cost of these will be funded from the income received from the levy in the first year. However what cannot be quantified is impact this would have on the Licensing administration team in dealing with the totality of its work including the ongoing increase in work arising from the increase number of TEN's. It is a safe assumption that the cost of the work of the Administration Team will be reflected in an increased cost of contributions for the authority in the following year. The authority is required to

publish on its website annually an estimate of the costs to be deducted from the levy.

### **Operating at a reduced scale**

- 50 At the committee meeting on 15<sup>th</sup> October, the Chief Officer Environmental & Operational Services informed the committee that further reducing manned hours to make further savings was impossible because of the out of hours arrangements that had to be covered and, if staffing were reduced further it would be unviable.
- 51 A full CCTV System, but with no manned monitoring (recording only) would save approx. £125,000 per year. A reduced system to monitor Council owned property only (recording only) – 42 cameras, would save approx. £170,000 per year. The second option would not provide any CCTV coverage to the public realm. Both options would require alternative arrangements to be made for the Councils out of hours service.

### **Self-funding by local businesses**

- 52 This option has been investigated previously, with all local businesses and partners in the District contacted. None were willing to contribute to the CCTV system.

### **Contributions from interested parties**

- 53 This option has also been investigated; the main stakeholder is Kent Police. The Police have consistently been unable to make contributions to Local Authority CCTV Services across the County. A possible way to secure a contribution from Kent Police may be through the Kent Police and Crime Commissioner.

### **A cost benefits analysis of increasing the CCTV control room capability**

- 54 A partnership arrangement with Sevenoaks, Tunbridge Wells and Tonbridge & Malling Local Authorities is an option with potential economy savings, as well as long term operational advantages. A partnership arrangement would enhance expertise and build greater capacity and proficiency, which will in turn provide a more robust and resilient delivery of a critical service that demands high standards.
- 55 With this option comes a robust emergency continuity plan. As the transmission links and associated equipment from any redundant control room would convert into a working hub, it would become relatively straightforward to turn the hub into a working CCTV control room in any emergency situation with immediate access to Kent Police and emergency services. A technical feasibility study was commissioned by Tonbridge and Malling Borough Council when it was likely that the Tunbridge Wells control room would have to be relocated due to TWBC possibly vacating their Town Hall. This, subsequently was not taken any further, when a decision was made by TWBC to remain in their existing premises.



- 56 The option of a West Kent CCTV Control Room could be investigated further, whether based at Sevenoaks or Tunbridge Wells. This would require the cooperation of both T&MBC and TWBC.
- 57 Sevenoaks is favourable to hosting this option, especially having a police station on site and owning the building.
- 58 Tunbridge Wells CCTV control room is based in the Town Hall at Tunbridge Wells, and also receives images from the T&MBC CCTV service.
- 59 If this is an option, savings and benefits from economies of scale can be made, agreed and shared by all three Councils, including staffing, building overheads, engineers and equipment expenditures and negotiating better transmission charges.
- 60 With this model the CCTV service could take responsibility for all three Council's Emergency out of Hours Services.

**Key Implications**

Financial

The annual CCTV budget is £228,000 but the actual cost is approx. £262,000 as the budget contains approx. £57,000 income which will not be realised under current arrangements.

Legal Implications and Risk Assessment Statement.

The CCTV service assists the Council in fulfilling its statutory obligations in relation to the Criminal Justice and Public Order Act 1994; the Crime and Disorder Act 1998; The Children’s Act 2004 and the Domestic Violence Crime and Victim’s Act 2004.

The primary role of public space CCTV is the prevention and detection of crime.

Any further reduction in the CCTV service will reduce the Council’s effectiveness in meeting the above statutory obligations.

Staffing numbers cannot be further reduced unless alternative arrangements are made for the Councils out of hours contact.

Equality Impacts

Consideration of impacts under the Public Sector Equality Duty:		
Question	Answer	Explanation / Evidence
a. Does the decision being made or recommended through this paper have potential to disadvantage or discriminate against different groups in the community?	Yes	CCTV plays a leading role in deterring and detecting crime and contributes substantially to the Councils duties with regards to crime and disorder and community safety.

Consideration of impacts under the Public Sector Equality Duty:		
Question	Answer	Explanation / Evidence
b. Does the decision being made or recommended through this paper have the potential to promote equality of opportunity?	No	
c. What steps can be taken to mitigate, reduce, avoid or minimise the impacts identified above?		N/A

## Conclusions

The CCTV Service provides a key role in the Council fulfilling its duties for crime and disorder and community safety.

The current annual expenditure is £262,000. Options should be explored to reduce costs by the use of wireless transmission options.

Investigations should continue to explore the possibility of Sevenoaks District Council, Tunbridge Wells Borough Council and Tonbridge and Malling Borough Council sharing a single control room.

Savings could be achieved by reducing the number of cameras or moving to partial or total un-manned monitoring only.

Any further staffing reductions would require an alternative way of delivering the Councils out of hours contact service.

## Background Papers:

CCTV Performance Information 2013/14

**Richard Wilson**  
**Chief Officer Environmental and Operational Services**