

**REPORT FROM:** Neighbourhood Services Localities Manager

**TO:** Executive

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## CCTV

### PURPOSE OF REPORT

To outline the options available for the future running of CCTV in Pendle

### RECOMMENDATIONS

1. That the Council's objective be to provide and manage a cohesive, effective and cost efficient CCTV system for Pendle with financial support from the town councils of Barnoldswick, Earby, Colne, Nelson, and Brierfield, with a target start date of 1<sup>st</sup> April.
2. That to achieve this the following be agreed in principle subject to further investigation:
  - that the existing fibre optic system be replaced by a digital radio Ethernet system;
  - that the Council move to the proposed new East Lancashire monitoring hub at Blackburn
  - that the help points be phased out as they become obsolete.
3. That the Transfer of Services and Facilities to Town and Parish Councils Committee receive reports on progress and be authorised to hold and conclude negotiations with the town councils regarding their financial support and related matters.

### REASONS FOR RECOMMENDATIONS

To maintain the most effective and cost efficient CCTV system across Pendle.

### Background

1. The report is based upon the assumption that we would wish to maintain a quality CCTV facility in Pendle in the interests of public safety, confidence and to manage anti-social behaviour and crime in our town centres. However given the current budgetary pressure facing the Borough Council this cannot be sustained after April 2016 without Town Councils financing the costs of CCTV provision in their specific area within an overall scheme.

2. The report will set out the current position in relation to the costs related to CCTV systems within the Borough: future arrangements for management, monitoring and maintenance and how costs could be divided equitably between the separate Town Councils to enable them to take an informed decision about their future support for CCTV in the Borough.
3. It will offer potential options to reduce the costs of operating the system particularly in relation to how the signals are transmitted and future arrangements for management through the new planned hub which will be located in Blackburn.
4. We would aim to offer the Town Councils a single effective approach which would be legally and data protection compliant and continue to be able to respond to local needs to manage and reduce crime and anti-social behaviour.

### **Current Costs**

5. The table below outlines the potential cost to each of our Town Councils associated with the running of the CCTV systems based upon the current service provided by Burnley and the other costs to the Borough particularly for the payments to BT for fibre optic rental.
6. Because the systems in West Craven are not routinely monitored and do not depend on BT fibre optic for the transmission of signals their costs are considerably less and are made up primarily in the cost of maintenance , electricity , broadband and a management fee.
7. There are also additional unmonitored cameras on the approaches to Nelson and Colne College and Lomeshaye Industrial Estate which are stand-alone systems which are independent of the current arrangements. The costs attributed to these systems are very small and they are currently included in our current maintenance contract. Heyhead Park Brierfield is covered by one camera which is recorded at Burnley - the small cost involved has been attributed to Brierfield Town Council.

#### **Current number of cameras in situ:**

Nelson 10 (+3 mothballed)  
 Colne 10 (+4 mothballed)  
 Brierfield 4 (+2 mothballed)  
 Barnoldswick 15  
 Earby 7

### **Total 46- of which 24 are monitored Help Points**

At the moment only 11 cameras have working Help Points – 5 in Nelson, 4 in Colne and 2 in Brierfield. The Help Points are analogue and therefore obsolete as only digital formats are now available. Parts cannot be sourced – over the past three years we have cannibalised less used Help Points to sustain those which are better used. There are two good reasons to take the opportunity to phase out the Help Points altogether after 2016. The rationale for emergency Help Points is much less compelling than it was when the system was installed over 14 years ago given the almost universal use of mobile phones which can be used to summon assistance. This is reflected in overall usage which is low with the exception of one help point in Colne Town Centre. There are some locations where instant access to help has proved its worth but the costs to install a new system using digital format would be considerable and could not be justified. Whilst fibre optic cable is in place the Help Points will continue to be

monitored by Burnley at all times and can be accommodated at the new hub in Blackburn until the Help Points finally cease due to lack of spare parts.

**8. Table 1 below shows the current costs for each Town Council based upon sharing costs with Burnley and continuing with fibre optic for transmitting signals.**

	Colne -10 cameras	Nelson 10 cameras	Brierfield 4 cameras	Barnoldswick 15 cameras	Earby 7 cameras	
BT Revenue Fibre Optic Rental	13820	13820	5528	-	-	
Burnley Borough shared costs:						
Maintenance of Control room Equipment ( all share )	887	887	887	887	887	
Maintenance of Cameras and help points	5040	5040	2016	-	-	
Monitoring	11726	11726	4690	-	-	
Broad band link to police control room	201	201	201	201	201	
Control room costs, Burnley Borough Council Staff time to support the Control Room /CCTV outputs (CCTV Manager +2 ) Electricity etc.	2990	2990	2990	2990	2990	
Electricity (All)	282.6	282.6	113	424	198	
Barnoldswick and Earby Maintenance	-	-	-	3818	1718	
Barnoldswick and Earby Connection Costs ( telephone and internet)				698	325	
Heyhead Park connection cost			333			

<b>Status Quo Total</b>	<b>34946</b>	<b>35279</b>	<b>17090</b>	<b>9021</b>	<b>6383</b>	<b>Total 102336</b>
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The total CCTV revenue costs for 2015-16 is **£ 102336** which is more than the budget of **£82000** allocated.

### **Opportunities to improve the system and reduce cost**

#### Costs for Transmission of signal

9. In 2014 an investigation in to the potential of a radio system to replace existing fibre optic transmission of camera images to Burnley control room was commissioned at a cost of £1950.
  
10. The report concluded that the conversion to a digital, radio Ethernet system would be possible. The proposal is for signals to be transmitted using an unlicensed system based on 4.90GHz-6.06 GHz offering carrier class technology. The advantages to this approach would be substantial reductions in the **current cost to BT – which would be reduced from £33152 to £6277 with the possibility of further reductions on negotiation**. We are currently
  
11. There are a number of issues that need to be considered when looking at
  - Immediate and sustained reductions in revenue costs for Nelson Colne and Brierfield
  - The adoption of wireless transmission could accommodate a more flexible approach to the placing of cameras which could benefit overall effectiveness. It would be possible to relocate cameras as crime patterns or hotspots changed (given line of sight and suitable camera mounting points).
  
  - Compared to fibre optic cable which is maintenance free – wireless systems, with more components, need regular maintenance. One way round this would be to negotiate a capitalised 5 year contract with the suppliers. Replacement of transmission equipment at 5 year intervals would also need to be built in to the long term management plan.
  
  - The Ethernet signal is less reliable and can be affected by weather or interference from other radio users. Improvements in equipment and technology, however, make problems less likely (as compared with the original West Craven scheme).
  
  - Two of the three areas – Nelson and Brierfield are more suited to this system. The report highlights significant problems with mature trees on Albert Road in Colne interfering with the line of sight signal. The removal of several trees would be needed and severe pruning back of others which could prove to be difficult and unpopular.

12. Costs –the scheme will cost in the region of £110- £120 k depending on how many cameras are included in the scheme. There are strong arguments not to re-instate the 9 cameras which are currently mothballed as the main reason they were chosen was their underuse.
13. It would also be an ideal time too to explore replacing cameras to fit a more modern IP (Internet Format) with its attendant improvements in capacity and functionality. Changing to IP could reduce the costs of the conversion to Ethernet in Colne Nelson and Brierfield. More work would be needed to explore this option.
14. There is 135k currently available from the original Performance Reward Grant awarded to the Pendle CSP to upgrade the CCTV system if no other CCTV capital spend is made in this financial year. Blackburn with Darwen have also indicated that there may be provision within the TCA monies to pump prime an upgrade/change to wireless and some IP ( Internet Platform ) cameras as part of an upgraded scheme .

**15. Table 2 below shows the total costs per Town Council of the current costs but with Wireless replacing Fibre Optic.**

	Colne	Nelson	Brierfield	Barnoldswick	Earby	Total
<b>Wireless Scheme + Status Quo</b>	<b>23748</b>	<b>23748</b>	<b>12611</b>	<b>9021</b>	<b>6383</b>	<b>75178</b>

Shared management and control room costs

16. Pendle were signatories to successful bids which were submitted on behalf of the Pennine Lancashire Community Safety Steering Group to CLG and the Home Office to create a single CCTV hub in East Lancashire. A feasibility study has confirmed that the idea is technically feasible and will have cost benefits over the current arrangements.
17. Work has been ongoing to make the hub, which will be in Blackburn, fully functioning by April 2016. We also understand that Burnley Borough Council control room will have to move in the very near future and they too are considering amalgamating their operation within the new hub once financial and technical issues are clarified to their satisfaction. There are still issues to be resolved – concerns about police having to travel to Blackburn to review evidence will be offset by establishing a remote recording facility in Burnley. In discussion with the project Manager for the new hub the indicative costs are outlined below :
- The cost per monitored camera has currently been calculated to be £1,553 per camera per year. This will allow for 24/7/365 pro-active and responsive monitoring of public space CCTV cameras across the area.
  - The cost of managing unmonitored public space CCTV cameras has been set at £600 per camera per year.
  - For Pendle Borough Council this will be:
    - £37,276.62 per annum for monitored cameras and

- £14,400 for the unmonitored cameras;
- a total of £51,676.62 plus BT costs per annum.
- This cost will include:
  - monitoring of public space CCTV cameras using a demand driven response – more staff will be available at busier times of the day/days of the week;
  - a dedicated CCTV Control room Supervisor;
  - a dedicated CCTV Manager and
  - silver maintenance of all public space CCTV cameras.
- All of the above will be agreed by the drawing up of a Service Level Agreement.
- It would be advisable to fully explore what a contract with Blackburn would include and how for example the maintenance contract would operate. Experience would suggest that wireless systems in particular would need more attention than fibre optic. The economies of scale of joining with Preston, Burnley, Hyndburn and Blackburn with Darwen could account for some of the reduction in costs but we need to be clear about the risks we may need to carry and plan accordingly.
- Under a new arrangement we would be able to draw down whatever hours of monitoring we required and this could reduce costs further if we retained our current level of monitoring.

**18. Table 3 below shows the costs per Town Council of the Wireless Scheme and the Blackburn hub Costs**

	Colne	Nelson	Brierfield	Barnoldswick	Earby	
Wireless Scheme with BT Costs	2615	2615	1046	-	-	
+ East Lancs Hub - Monitoring and maintenance – Indicative Costs	15532	15532	6212	-	-	
East Lancs Hub Non Monitored	-	-	-	9000	4200	

Cameras Management and Maintenance						
Heyhead Park			333			
Connection Costs				698	325	
<b>Total</b>	<b>18147</b>	<b>18147</b>	<b>7591</b>	<b>9698</b>	<b>4525</b>	<b>Total 57775</b>

**Table 4 below shows the total costs per Town Council of the Blackburn Hub and retaining fibre optic as the means to transmit signal.**

	Colne	Nelson	Brierfield	Barnoldswick	Earby	Total
<b>Retain Fibre + East Lancs Hub Costs</b>	<b>29352</b>	<b>29352</b>	<b>11740</b>	<b>9698</b>	<b>4525</b>	<b>84667</b>

19. We have benefited through our partnership with Burnley in sharing facilities and potentially there are further cost savings to be had in collaborating on this East Lancs hub approach once we are satisfied that the service provided is right for Pendle. As can be seen by the indicative costs there would be savings to Pendle based cameras and an increase in service as monitoring would be restored to a 24/7 delivery. There would be some reduction of costs for management and maintenance of unmonitored cameras in Earby but Barnoldswick would be on par reflecting the already low costs of supporting this 15 camera system.

#### Establishing Recording Suites in Town Council Areas

20. It is feasible to create monitoring hubs in each of the Borough's townships to accommodate local management of CCTV irrespective of the transmission method used. The capital involved in achieving this would be substantial and suitable premises for 5 individual suites would need to be found. On-going revenue costs to maintain the hubs is a real factor and provision of management to ensure the operations ran properly and complied with legislation and data protection would then sit with the individual Town Council. There would be an issue of overall consistency across the Borough. This cannot therefore be recommended.

#### Using Volunteers to monitor cameras

21. At first sight the use of volunteers would seem to offer a solution to the problem of monitoring and managing CCTV cameras in any kind of locally run system. We have already experienced some success in West Craven with the use of volunteers in the early days of the system when volunteers were recruited and trained by the Police to operate in both Earby and Barnoldswick Police stations. They monitored cameras during the busy weekend periods and their local knowledge and enthusiasm brought some successes. Once the Police withdrew their support

for this approach – for a variety of compliance and resourcing issues- it became impossible to provide the level of security and support which was required.

22. Volunteers working in any organisation are a tremendously useful additional resource but they need consistent support and a framework which protects them and maintains their commitment. Although volunteers working in CCTV are not bound by the same security industry legislation which licences independent companies the responsible council would need to be sure that they maintain a system which protects the personal safety of volunteers and meets the expected highest standards of data protection. To achieve the required standard it would be necessary to invest considerable time and effort in training and in on-going support. The use of volunteers in this arena is not a 'no cost solution'.

23. Overall dependence on volunteers to run what is a highly sensitive and regulated public CCTV system would not seem to be in the public or council's interest. This is therefore not recommended.

## **IMPLICATIONS**

**Policy:** CCTV is one of the community safety measures employed to control crime and disorder in our town centres and helps deliver the council's commitment under Crime and Disorder legislation.

**Financial:** The capital spend is available in existing budgets. The savings outlined in relation to the Revenue costs of the proposed new East Lancashire monitoring hub at Blackburn are indicative at this stage but not likely to vary significantly. There is a saving to be made in the 2015/16 budget of 20k.

**Legal:** agreements will need to be drawn up with the respective town councils once negotiations on their financial contributions and other issues are concluded and with Blackburn with Darwin Council for services provided by the new hub when finalised.

**Risk Management:** the report addresses the issue of securing the future provision of CCTV within the Borough.

**Health and Safety:** there are no immediate health and safety impacts of this report

**Sustainability:** The recommendations in this report will create a sustainable future for CCTV.

**Community Safety:** CCTV systems in the Borough play an important role in managing crime in our town centres and maintaining public confidence. Evidence recorded by CCTV contributes to the arrest and prosecution of offenders and can act as a deterrent to criminals in town centre areas.

**Equality and Diversity:** None

## **APPENDICES**

### **LIST OF BACKGROUND PAPERS**