

RIBBLE VALLEY BOROUGH COUNCIL REPORT TO COMMUNITY SERVICES COMMITTEE

Agenda Item No.

meeting date: TUESDAY 7TH SEPTEMBER, 2010
title: CLITHEROE & WHALLEY CCTV SYSTEM
submitted by: JOHN C HEAP - DIRECTOR OF COMMUNITY SERVICES
principal author: GRAHAM M JAGGER – STREET SCENE MANAGER

1. PURPOSE

- 1.1 To update members of Committee on the outcomes of having taken forward the resolution made at the meeting held on 9th March 2010.
- 1.2 To agree the delegation of authority to the Director of Community Services in consultation with the Chairman of this Committee in respect of the tender process for both the system maintenance contract and the monitoring office staff contract both of which are due to be re tendered during the next 6 months.
- 1.3 Relevance to the Council's aims and ambitions
 - Mission Statement & Vision: -
 - An area with an exceptional environment and quality of life for all; sustained by vital and vibrant market towns and villages acting as thriving service centres meeting the needs of residents, businesses and visitors.
 - Council Ambitions
 - To help make people's lives safer and healthier.
 - To reduce the levels and perceptions of crime and disorder.
 - Priority Outcomes
 - A Borough where people feel safer.
 - People freed from the experiences of anti-social behaviour.
 - Fewer people turning to crime.
 - Citizens Charter – Managing CCTV Systems in Clitheroe & Whalley
 - We will monitor the camera system in Clitheroe and Whalley, 24 hours a day, 7 days per week, 52 weeks of the year.
 - Use the information gained to help the Police in the execution of their duties as requested.

2. BACKGROUND

- 2.1 At the meeting of this Committee held on 9th March 2010 members considered a lengthy and detailed report on the background to and current operation of the CCTV system covering Clitheroe and Whalley town centres.
- 2.2 At Min 828 the resolution of this Committee states:
 - That Committee agree to pursue Option 1 which was to continue with the existing regime of the Council paying all the revenue costs and any future

capital costs, along with Option 4 which was to retain the existing service and ask the Community Safety Partnership and the Local Strategic Partnership to provide financial support directly from their own budgets, and Option 5 which was to invite Lancashire Constabulary again to take over the management, maintenance and operation of the system and find an alternative method of providing the Council's out of hours emergency call out service and emergency planning support. A further report on progress is to be presented at a later meeting of this Committee.

3. ISSUES

- 3.1 The first part of the resolution as mentioned at 2.2 above refers to the continuation of the present arrangements for the running of the system and as the contract for the annual routine maintenance of the system is due to expire on 31st December 2010 and for the provision of staff in the monitoring office on 31st March 2011 then progress needs to be made to have both services subject to a re tendering exercise.
- 3.2 To aid the process it is necessary and proportionate to seek delegated powers for the Director of Community Services in consultation with the Chairman of this Committee to have the authority to approve the list of contractors invited to tender for the work and to accept a suitable tender in due course all within the Contract Procedure Rules by which the Council operates.
- 3.3 The other aspects of the resolution have also been followed up and to that end the Chairman of the Ribble Valley Community Safety Partnership and the Chief Superintendent of Eastern Division of Lancashire Constabulary were written to as requested and for the purposes identified by members.
- 3.4 As regards the request put to the Community Safety Partnership the response was that their present budget for 2010/11 of £72,000.00 was fully committed to a variety of projects including one-to-one mentoring, diversionary activities, employment of a Community Sports Facilitator, part funding of the prolific and priority offender scheme and part funding of one Police Community Support Officer. I was advised that there is very little room for manoeuvre within current budgets and that it was highly unlikely that any significant amounts would be made available for on-going CCTV monitoring.
- 3.5 The request for financial assistance was also forwarded to the Safer Lancashire Board, which is the Community Safety Partnership for the whole of Lancashire. Nothing positive was received from this body either.
- 3.6 On Wednesday 14th July 2010 a meeting was held between the Leader of the Council Councillor Ranson, Chairman of this Committee Councillor Thompson, Director of Community Services John Heap and Street Scene Manager Graham Jagger with Chief Superintendent Bob Eastwood and Chief Inspector Damien Darcy to discuss the request made to Lancashire Constabulary as a result of Min 828 to either take over the Clitheroe and Whalley CCTV system or contribute towards its future operation.
- 3.7 At the meeting Chief Superintendent Eastwood made it very clear that Lancashire Constabulary would neither take over the management, maintenance and operation of the Clitheroe and Whalley CCTV system nor contribute in any way to its running costs. Both he and Chief Inspector Darcy were highly complimentary about the operation and success of the system and the benefits there were in both reducing and detecting crime within the two locations because of its existence. They considered the system a valuable tool in supporting the work of the Police in Ribble

Valley and in Lancashire as a whole. Whilst they would not wish to see the system to be closed down they accepted that that was a matter for the Borough Council and not the Constabulary.

3.8 Chief Superintendent Eastwood spoke about the CCTV systems that operated in Blackburn, Darwen and Accrington which are monitored from a room in Greenbank Police Station on the edge of Blackburn but within the Borough of Hyndburn. The two authorities have joined together and work in partnership to provide this service and in this case the Police have provided a room for the monitoring office free of charge and pay the electricity bill for that facility. It was suggested that Ribble Valley ought to consider relocating the monitoring service into Greenbank, as there might be savings to be made for the Council in doing this. The Leader of the Council Councillor Ranson decided that this option should be investigated and a report presented to Committee on the outcome.

3.9 A preliminary assessment of this suggestion has been carried out with the following information available so far: -

- To have the CCTV cameras in Clitheroe and Whalley monitored at Greenbank Police Station at Blackburn would require the multiplex screens and monitors to be taken out of the monitoring office in Clitheroe and re installed alongside the existing video wall at Greenbank. The cameras cannot be integrated into the existing 100+ camera system there. Their installation is possible but only just in what is a cramped operation at present.
- The data storage system which was recently replaced would have to remain in the existing monitoring office in Clitheroe as that collects all the data from the cameras for distribution to the multiplex screens and spot monitors. This equipment cannot be relocated to Greenbank.
- The collected data would then have to be transmitted to Greenbank from Clitheroe via a fibre optic link system rented annually from British Telecommunications.
- Equipment would have to be installed at both ends to allow this to happen. Only BT could provide and fix this equipment as it fits directly on to their communication line.
- The monitoring operation at Greenbank is done at present by the same company we employ to provide staff for our own monitoring office. The Blackburn/Hyndburn contract is due for retendering with a view to a 1st April 2011 start, which is the same as our tender timescale. It has always been acknowledged that the one contractor providing the staff for two adjoining services has had its benefits over the years. There has for sometime been interchange of staff working on the two contracts and the company have one manager looking after both sites already.
- The current facility at Greenbank has within it 2 members of staff monitoring just over 100 cameras but cannot physically accommodate a third person. If our cameras were monitored from the same facility 2 staff would then have to monitor over 130 cameras. We are currently seeking advice from the National CCTV User Group as to whether or not the number of cameras being monitored under any new service ought to be done by more than the existing 2

staff already employed there. Clearly the more cameras being monitored the less effective the service would be unless more staff were employed.

- It has been suggested that an alternative location for the Blackburn/Hyndburn monitoring office is at an early stage of being considered which could well have an impact on any partnership arrangement that might be entered into in the future.
- The relocation of the monitoring service away from its present location in Clitheroe would have an effect on other services provided from there at present. The shop radio system is currently coordinated by the monitoring office staff and this could not be moved away. It is unlikely that the Police themselves could operate it from Clitheroe Police Station. The Council's out-of-hours emergency service is run by the monitoring office staff who provide the link between the public reporting a problem and the Council's staff who are to respond. This type of service is not currently provided by the staff at Greenbank in Blackburn. An alternative service would have to be developed. The Council's emergency planning radio system is housed in the existing monitoring office and would either remain there or be relocated back into the Council offices with any associated costs.
- The Police would lose the opportunity to review recorded data effectively on their doorstep and would have to travel to Greenbank for that service. The Clitheroe Police would not have the same convenient access to the CCTV system as they do now, something that is highly valued locally.
- Many of the fixed costs relating to the housing of the CCTV monitoring office within the Clitheroe Market building would remain as would the cost of maintaining the system and support service costs even if monitoring were to be transferred to Greenbank.
- The only part of the budget that might be reduced if a partnership arrangement was entered into for monitoring the system would be the contract charges for staff. This however is still uncertain because there may need to be more staff in the end to satisfactorily monitor the increased number of cameras and for the monitoring office to be relocated to a larger facility.
- The estimated costs associated with the amalgamation of the Clitheroe and Whalley CCTV monitoring service with that currently carried out for Blackburn and Hyndburn are as follows: -
 - 1 off capital cost of relocation of existing screens and associated equipment plus new equipment to be supplied and installed by BT – subject to full survey.
£32,000.00 (estimate only)
 - Data line annual rental between Clitheroe and Blackburn.
£9,000.00 (subject to availability)
 - Contribution to cost of monitoring staff will be subject to a number of issues such as whether 2 or 3 staff will be needed at any one time and the outcome of a competitive tendering exercise for the service and what is required of the service provider and how the costs per authority would be apportioned.

- 3.10 Another potential cost saving initiative that is currently being examined is a joint procurement of monitoring office staff services through either a Blackburn with Darwen/Hyndburn/Ribble Valley contract or even a wider east Lancashire contract involving Burnley, Pendle & Rossendale Council's also. Whilst on the face of it either of these options may seem quite attractive and straight forward they are not in terms of overall contractual responsibilities, individual requirements, management arrangements and differences in timescales. However similar to the arrangements put in place for back office services for parking enforcement it can be done but whether there would be any meaningful cost savings is yet uncertain. A joint procurement arrangement with Blackburn with Darwen and Hyndburn but with the monitoring office remaining where it is at present is something which could be achieved within the timescale we are working to if that was felt appropriate. Each location could be subject to its own specific requirements with the staff deployed being part of a pool of staff employed by the contractor under a single manager very similar to what currently exists.
- 3.11 Joint procurement of a single equipment maintenance contract is much more complex and has its difficulties. Having seen the contract specifications that some authorities have developed they are significantly different to the approach we currently take to maintaining our system. Where systems and equipment are both different in nature and age, the maintenance requirement will vary considerably so joint procurement in this area does not necessarily have benefits either operationally or financially. Nevertheless the opportunity should not be ruled out entirely but given careful consideration if required.

4. RISK ASSESSMENT

- 4.1 The approval of this report may have the following implications: -

Resources

- The report sets out a range of issues that, depending on the outcome of further enquiries, could have an effect on financial and staff resources. The appraisal of the options available relating to this service will take some time and to a degree is subject to developing partnership working arrangements with other Council's.

Technical, Environmental & Legal

- The technical issues arising as a result of considering the opportunity of transferring the monitoring of the existing system to another facility have been examined in outline but would still be subject to further detailed survey work and final pricing by the relevant suppliers. It may be that other technical issues arise as a result of an amalgamation with another system that we are not aware of at present and will add to the cost of any changes made.

In environmental terms the safety and security of people in Clitheroe and Whalley may be affected by relocating the monitoring service away from its present location and incorporation into an already quite large operation but in terms of being able to quantify what that might be is not possible at the present time. Any attempt to do so would only be speculative and not helpful to making rational decisions at this stage.

As far as legal issues are concerned the report refers to following the Council's Contract Procedure Rules as far as the tendering process for maintenance and

monitoring services are concerned. Should a decision be taken to follow joint procurement of any parts of this service the appropriate legal advice will be sought and agreements entered into to ensure the position of the Council is safeguarded.

Political

- Whilst there are no direct political issues arising out of this report, partnership working with other local authorities clearly has a political dimension to it which would need addressing before any future arrangements or agreements were entered into.

Reputation

- With any potential changes to the way a service is delivered the possible effect on the Council's reputation should be carefully considered. This report at this stage does not advocate any changes only options for consideration and an early outline of costs that may be associated with those changes. Providing any changes made in future do not adversely affect the quality of the service given there ought not be any effect on the Council's reputation.

5. RECOMMENDED THAT COMMITTEE

- 5.1 Delegate to the Director of Community Services in consultation with the Chairman of this Committee the authority to approve select lists of contractors for both the maintenance and monitoring service contracts and in due course the acceptance of suitable tenders in accordance with the Contract Procedure Rules.
- 5.2 Request that the Director of Community Services continues to investigate the possible integration of the monitoring of the Clitheroe and Whalley CCTV system into the Blackburn/Hyndburn system and report back to this Committee in due course.
- 5.3 Request that the Director of Community Services investigates further the joint procurement of the provision of monitoring office staff along with Blackburn and Hyndburn using the services of the Lancashire Procurement Hub CCTV Project Group and report back to this Committee in due course.

JOHN C HEAP
DIRECTOR OF COMMUNITY SERVICES

Background Papers

- Report to Community Services Committee 9th March 2010.

For further information please contact John Heap on 01200 414461.