

Cheltenham Borough Council
Cabinet – 11 July 2017
Review of public realm CCTV in Cheltenham

Accountable member	Councillor Andy McKinlay, Cabinet Member Development and Safety
Accountable officer	Mike Redman, Director of Environment
Ward(s) affected	Springbank, Lansdown, St Peters, St Pauls, All Saints, Collage, Prestbury, Park and Charlton Kings
Key/Significant Decision	Yes
Executive summary	<p>The council owns and maintains a number of public realm CCTV cameras covering predominantly the town centre but also a number of outlying areas in the Borough. The day-to-day operation and monitoring of these cameras is undertaken by Gloucestershire Constabulary from its force control room at the Tri-Service Emergency Centre in Quedgeley, Gloucester.</p> <p>The corporate plan has identified a priority area for the council to work in partnership with Gloucestershire Constabulary to review town centre CCTV provision and associated monitoring arrangements.</p> <p>This report seeks approval from Cabinet to move forward to the next stage of this project as outlined in the report.</p>
Recommendations	<p>Cabinet is recommended to:</p> <ol style="list-style-type: none"> 1. Approve the proposed works to Cheltenham’s public realm CCTV network as outlined in this report; 2. Approve the capital expenditure required to carry out the proposed work within existing resources; 3. Subject to resolution 2, delegated authority to the Director of Environment, in consultation with the Cabinet Member for Development and Safety, to: <ol style="list-style-type: none"> a. approve appropriate specification requirements for tender processes; b. agree the capital and revenue implications within existing resources; c. agree prioritisation of works (if required); d. appoint a contractor to carry out the works following the tender process; and e. appoint a contractor to maintain and service the public realm CCTV network.

Financial implications	<p>The proposed capital expenditure outlined in this report is included in the current capital budget for 2017/18 under CAP201. The remaining budget would be used up if all these costs are incurred.</p> <p>It would be useful to understand the ongoing maintenance and line rental impact of these changes, as this is currently unknown, but we already budget £50k a year for these costs. Finance need to be involved in the procurement process, so that the ongoing costs can be reviewed to ensure that these are within current and future budgets.</p> <p>Contact officer: Andrew Knott, Andrew.Knott@cheltenham.gov.uk, 01242 264121</p>
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1. Existing cameras on private properties are likely to be in place under existing agreements/wayleaves with the property owners or occupiers. Permission of the property owners or occupiers may be required for any works under relevant terms and conditions.
2. For new cameras to be placed on private properties, these are likely to require some sort of permission in the form of an agreement/wayleave with suitable terms and conditions.
3. For any new cameras located on highway street furniture, these are likely to require licences from the Highway Authority, Gloucestershire County Council. Works to existing cameras may be subject to terms and conditions of existing licences.
4. Under the Data Protection Act 1998 and associated guidance, the location and use of all cameras must be kept under review to be justified in any location. From time to time this could result in decommissioning and the relocation of cameras, which should be taken account of as possible future work under the maintenance agreement.
5. Although the recommendations at 3 d. and e. refer to appointing contractors separately, the procurement is likely to result in a contract or contracts with the same organisation. Realistically, in the first instance there should not be a maintenance agreement with one contractor when works will be carried out by another
6. It is likely that both the council and Gloucestershire Constabulary will be Data Controllers individually or jointly under the Data Protection Act 1998 in various circumstances. For this reason the council needs to keep the location of cameras under review, as well as taking account of the views of the Police when retaining, upgrading, decommissioning or relocating cameras. There may also be the need for there to be a review because of the impact of the General Data Protection Regulation? (GDPO?) when Data Protection laws are significantly overhauled over the coming years.
7. The procurement of the cameras and their maintenance will be classed as goods and services for the purposes of the Public Procurement Regulations 2015 threshold of £164,000 and appropriate procedures will need to be followed.
8. The council's Contract Rules provide that the council's Procurement Adviser in consultation with the council's solicitor shall advise on the most appropriate EU procurement procedure to be used.
9. The council's Contract Rules provide that there shall be a formal written contract or contracts approved by the council's solicitor and executed as a deed.
10. The council's Procurement Rules contain provisions for the submission and opening of tenders, where the estimated contract cost exceeds £50,000. The decision to appoint a contractor will require a tender evaluation report.

Contact officer: Steve Isaac,

Email: steve.isaac@teWKesbury.gov.uk

Tel: 01684 272064

HR implications (including learning and organisational development)	<p>There are no direct HR implications identified in this report.</p> <p>Contact officer: Carmel Togher, HR Business Partner Email: carmel.togher@cheltenham.gov.uk Tel:01242 775215</p>
Key risks	As identified in Appendix 1
Corporate and community plan Implications	<p>People live in strong, safe and healthy communities</p> <p>The corporate plan has identified the following priority action: <i>“We will work in partnership with Gloucestershire Constabulary to review town centre CCTV provision and associated monitoring arrangements.”</i> (COM 06)</p>
Environmental and climate change implications	None.
Property/Asset Implications	None. Contact officer: David Roberts@cheltenham.gov.uk

1. Background

- 1.1 The council owns and maintains a number of public realm CCTV cameras covering predominantly the town centre but also a number of outlying areas in the Borough. The network was first installed in 1994 which initially was comprised of 5 cameras at key locations within the town centre. Since then the scheme has grown to a current level of 60 public realm CCTV cameras.
- 1.2 Although the council owns the system and equipment, the operation and monitoring of the system is undertaken by Gloucestershire Constabulary from its force control room at the Tri-Service Emergency Centre in Quedgeley.
- 1.3 The public CCTV network in Cheltenham is an important tool for the council and police particularly for the effective management of the night-time economy and the detection and prevention of crime.
- 1.4 The corporate plan has identified a priority area for the council to work in partnership with Gloucestershire Constabulary to review town centre CCTV provision and associated monitoring arrangements.
- 1.5 An aspect of that review has identified a need for investment in the town's public realm CCTV network to, primarily, upgrade the infrastructure and hardware, increase resilience and to identify cost savings.
- 1.6 This report seeks approval from Cabinet to approve the required investments in the network to achieve the desired outcomes.

2. Public realm CCTV provision in Cheltenham

- 2.1 Cheltenham Borough Council owns the public realm CCTV infrastructure, but Gloucestershire Constabulary operates the system on a day-to-day basis from the force control room in Quedgeley.
- 2.2 There are currently 60 public realm CCTV cameras in Cheltenham. The majority of these cameras cover the town centre and the Montpellier area of the town.
- 2.3 There are a number of outlying CCTV cameras on the same network namely:
 - 2.3.1 Springbank (Welch Road playing fields);
 - 2.3.2 Honeybourne Line; and
 - 2.3.3 Park & Ride bus station on New Barn Lane.
- 2.4 To provide Cabinet with an understanding of the value of the public realm network, a breakdown of usage for January to April is attached at Appendix 2. (should this be exempt for commercial reasons?)

3. The need for review

- 3.1 In 2016, the main Cheltenham police station on Lansdown Road closed. The CCTV control room for Cheltenham was housed in the now vacant Talbot House. Furthermore Talbot House hosted the infrastructure required for some of the public realm CCTV cameras – mostly those located outside the town centre – to communicate with the CCTV control room wirelessly.
- 3.2 The implications of the closure were the primary catalyst for the need to review the public realm CCTV network and monitoring arrangements in Cheltenham.

3.3 There are also a number of other factors that have contributed to the need for a review of the current network:

3.3.1 There has not been any significant investment in Cheltenham's public realm CCTV network for several years. The last substantial investment was in 2011 when the network was expanded to include the Honeybourne Line. As a consequence, the system's technology and infrastructure is out of date and prone to failure and faults.

3.3.2 There is a need to formalise the maintenance arrangements of the public realm network.

3.3.3 The current system costs the council in excess of £66,000 in revenue costs to operate annually. The review and works proposed will also provide the council with an opportunity to identify revenue savings through a review of existing service provision agreements, formalising maintenance agreements and upgrading infrastructure to more resilient and efficient systems and hardware.

3.3.4 There are a number of areas around the town centre where the need for CCTV coverage has been identified.

3.4 The review of Cheltenham's public realm CCTV network started in early 2016. The outcome of the review was a proposed two phase work package:

3.4.1 Phase 1 – Work to relocate the CCTV control room in Cheltenham to the Gloucestershire Constabulary control room in the Tri-Service Emergency Centre in Quedgeley.

3.4.2 Phase 2 – A review of the wider public realm CCTV network provision and capability.

3.5 Phase 1 of the work, which was more pressing, has now largely been completed. The first part of phase 2, the review, has also been concluded and permission is now being sought from Cabinet to proceed with the second part of phase 2, which is to approve capital expenditure to upgrade the existing network subject to normal procurement processes.

4. Proposed investment

4.1 The proposal for investment in the existing network consists of a number of parts:

4.1.1 Decommission a number of cameras;

4.1.2 Upgrade the remaining infrastructure; and

4.1.3 Install new infrastructure in important locations currently not covered by Cheltenham's public realm CCTV network.

Decommissioning

4.2 There are a number of CCTV cameras that have provisionally been identified, in consultation with Gloucestershire Constabulary, as appropriate for decommissioning.

Upgrading remaining infrastructure

4.3 It is proposed that the network and infrastructure of the remaining CCTV cameras on the network be upgraded to a proposed digital and high definition system.

New infrastructure

4.4 There are a number of areas in the town where the need for new CCTV cameras has been identified. The proposed areas are:

- Regent Street/County Court Road;
- Pittville Street;
- St James' Street/St John's Avenue;
- High Street/Gloucester Road;
- Ormond Place.

5. Capital investment required

- 5.1 The investment required for the work identified above will be substantial. It has provisionally been calculated that the capital investment required will be up to £260,000.
- 5.2 There is an allocated budget for CCTV capital expenditure with sufficient capital to fund the proposed work outlined in this report.
- 5.3 That budget, however, is shared with the car park CCTV network which is separate from the public realm network. The consequence is that there may be capital expenditure constraints on the work outlined above, which may require decisions to prioritise work. It is proposed that, should this be the case, that Cabinet delegate authority to the Director of Environment, in consultation with the Cabinet Member for Development and Safety, to make the relevant decisions. Broadly speaking, priority will be given, in the following order:-
- 1) upgrading the system;
 - 2) decommissioning costs; and
 - 3) new infrastructure.

6. Reasons for recommendations

- 6.1 To ensure Cheltenham has a cost effective, modern, future-proofed and resilient public realm CCTV network.

7. Alternative options considered

- 7.1 Cabinet could resolve not to approve the capital expenditure on Cheltenham's public realm CCTV network. The consequences of not investing in the public realm CCTV network are highlighted in this report.
- 7.2 Alternatively, Cabinet could decide not to approve the capital expenditure and instead, opt to discontinue the public realm CCTV network provision altogether.

8. Consultation and feedback

- 8.1 Consultation has been undertaken with Gloucestershire Constabulary, GOSS finance and procurement and One Legal.

9. Performance management –monitoring and review

- 9.1 The proposed works and maintenance required will be subject to the Public Contracts Regulations 2015, Data Protection Act 1998 and associated guidance and to the council's procurement and contract rules, including contract monitoring and review procedures.

Report author	Contact officer: Louis Krog, louis.krog@cheltenham.gov.uk, 01242 264217
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Appendices	<ol style="list-style-type: none"> 1. Risk Assessment 2. Public realm CCTV usage statistics
Background information	<ol style="list-style-type: none"> 1. Service records

Exempt appendices	<ol style="list-style-type: none"> 3. Outlined schedule of proposed works 4. Detailed breakdown of capital costs
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The risk				Original risk score (impact x likelihood)			Managing risk				
Risk ref.	Risk description	Risk Owner	Date raised	Impact 1-5	Likelihood 1-6	Score	Control	Action	Deadline	Responsible officer	Transferred to risk register
CCTV1	If Cabinet does not approve the investment required as outlined in this report, the council is likely to face escalating costs to operate and maintain a public realm CCTV network that operates on outdated technology and infrastructure.	Director of Environment	July 2017	3	5	15	Reduce	Approve report recommendations.	July 2017	Licensing Team Leader	
CCTV2	If Cabinet does not approve the investment required as outlined in this report the council runs the risk that the system will become unfit for purpose due to poor output quality and/or network resilience and reliability.	Director of Environment		3	3	9	Reduce	Approve report recommendations.	July 2017	Licensing Team Leader	
CCTV3	If Cabinet does not approve the recommendations to delegate authority to the Director of Environment, there is a real risk that the delivery of the project	Director of Environment	July 2017	4	3	12	Reduce	Approve report recommendations.	July 2017	Licensing Team Leader	

	will be delayed and not within budget.										
CCTV4	If Cabinet does approve the investment required as outlined in this report there is a risk that the cost of the works required will exceed the capital funding available.	Director of Environment	July 2017	2	4	8	Accept	Approve report recommendations.	July 2017	Licensing Team Leader	
CCTV5	If Cabinet does approve the report recommendations the service and maintenance contract may not realise the revenue savings envisaged.	Director of Environment	July 2017	3	3	9	Reduce	Approve report recommendations. Follow corporate contract performance monitoring and review procedures.	July 2017	Licensing Team Leader	
CCTV6	If Cabinet does approve the report recommendations particularly those relating to the decommissioning of cameras there is a risk that the council's reputation could be adversely affected as a result of public complaints about the lack of CCTV coverage in certain locations.	Director of Environment	July 2017	3	2	6	Accept	Clear communications strategy and public engagement to mitigate risk.	July 2017	Licensing Team Leader	
Explanatory notes											

Impact – an assessment of the impact if the risk occurs on a scale of 1-5 (1 being least impact and 5 being major or critical)

Likelihood – how likely is it that the risk will occur on a scale of 1-6

(1 being almost impossible, 2 is very low, 3 is low, 4 significant, 5 high and 6 a very high probability)

Control - Either: Reduce / Accept / Transfer to 3rd party / Close