



Huntingdonshire District Council and Cambridge City Council

CCTV Shared Service

Annual Report 2014/15 **(For the period 1st July 2014 to 31st March 2015)**

August 2015

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1. Introduction

The Crime and Disorder Act 1998 enables Local Authorities to establish Public Space CCTV systems with the specific aim of sharing information and working with other agencies such as the police to help reduce crime and anti-social behaviour within the local area and to reduce the local populations perceived fear of crime and anti-social behaviour and to deliver a safer environment for people who live, work and visit our cities and towns and encourage commercial growth.

The situation has changed significantly since 1998 and in particular the reduction in police resources has made CCTV even more important in helping in the fight against crime because used properly it can assist the police and other agencies to deploy their resources much more effectively.

The CCTV Shared Service has the following objectives which are published in the service Code of Practice:

- Deter and assist in the detection of crime and anti-social behaviour;
- Reduce the fear of crime and anti-social behaviour;
- Improve public protection;
- Improve the safety and security of residents, visitors and the business community who use the facilities covered by the CCTV scheme;
- Facilitate the apprehension and prosecution of offenders in both crime and public order offences;
- Deter vandalism;
- Discourage anti-social behaviour, including alcohol and drug related issues;
- Enhance generally the environment and thereby improve the enjoyment of Huntingdonshire District's and Cambridge City's facilities by all who use them and by creating a safe environment encourage economic growth.

2. Governance

The Governance arrangement set up in the Shared Service Agreement have been implemented and a Management and Members' Board have both become operational, with clear terms of reference and a business plan being established. The work of these boards has been concerned with:

- managing the set-up costs and initial management and budget arrangements,
- establishing performance indicators for the service,
- working on a Service Plan and
- discussing the options for delivering additional value from the services.

3. Key Highlights of the Reporting Year

It has been a busy year with the preparation for and establishment of the Huntingdonshire District Council and Cambridge City Council Shared CCTV Service. Following 18 months of preparations two key target dates were successfully met.

- 2nd June 2014 when all Cambridge's cameras and Out of Hours call services transferred to the Huntingdon CCTV control room and began being operated from both locations, and

- 1st July when the CCTV staff from Cambridge transferred to Huntingdon and the Cambridge control room closed down.

The majority of the year has been dedicated delivering well integrated service operations . By and large this has been delivered successfully with a few minor issues centred on training and administration. These will be resolved before December 2015.

The other key area of work has investigated developing the service on a more commercial basis, looking in particular at the potential for additional services we could offer and identifying a potential customer base. A great deal of this work has been delivered by the CCTV Business Development Officer and the first phase of the project, to develop a Business Case is close to completion.

4. Financial Performance

The CCTV shared service started operations in July 2014. The original Business Case expected additional start-up costs in the first year of the shared service £168,400 to cover the costs of establishing a single CCTV monitoring facility, transferring information and systems, and transition costs, with savings being made in the second and subsequent years.

In practice, additional start-up cost to each of the partners of £20,000 resulted from higher than expected transition costs and unexpected additional costs relating to the control room set up. However since the service has been established, the predicted savings for each authority from 2015/16 onwards has increased by £4,000 to £67,000 per annum.

The table below summarises the financial data for the shared service:

	2014/15 Business Case £,000	2014/15 Adjusted Business Case £,000	2014/15 Final Outturn £,000	2015/16 Budget £,000
Operational Employee Costs	402	335	300	336
Operational Running Costs	184	138	169	220
Start-Up Costs	148	168	211	1
Additional Cost/ Saving per Partner	41	43	63	(67)

** The adjusted business case being the operating year of the Shared Service from 1st July 2014

5. Operations

During this reporting period the CCTV Control Room has been involved in **2,501** incidents. **1,634** were crime related and a further **867** were non-crime welfare related. The crime related incidents resulted in **357** arrests at the time of the incident although there may have been further arrests or follow up investigations in subsequent Police operations.

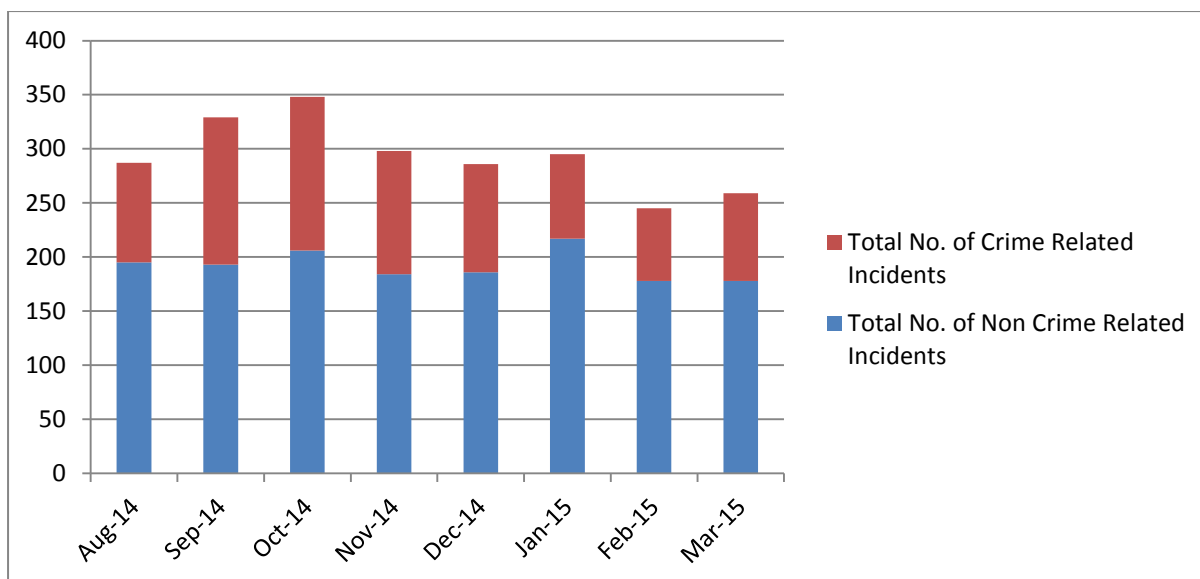


Figure 1: Incidents 1st August 2014 to 31st March 2015

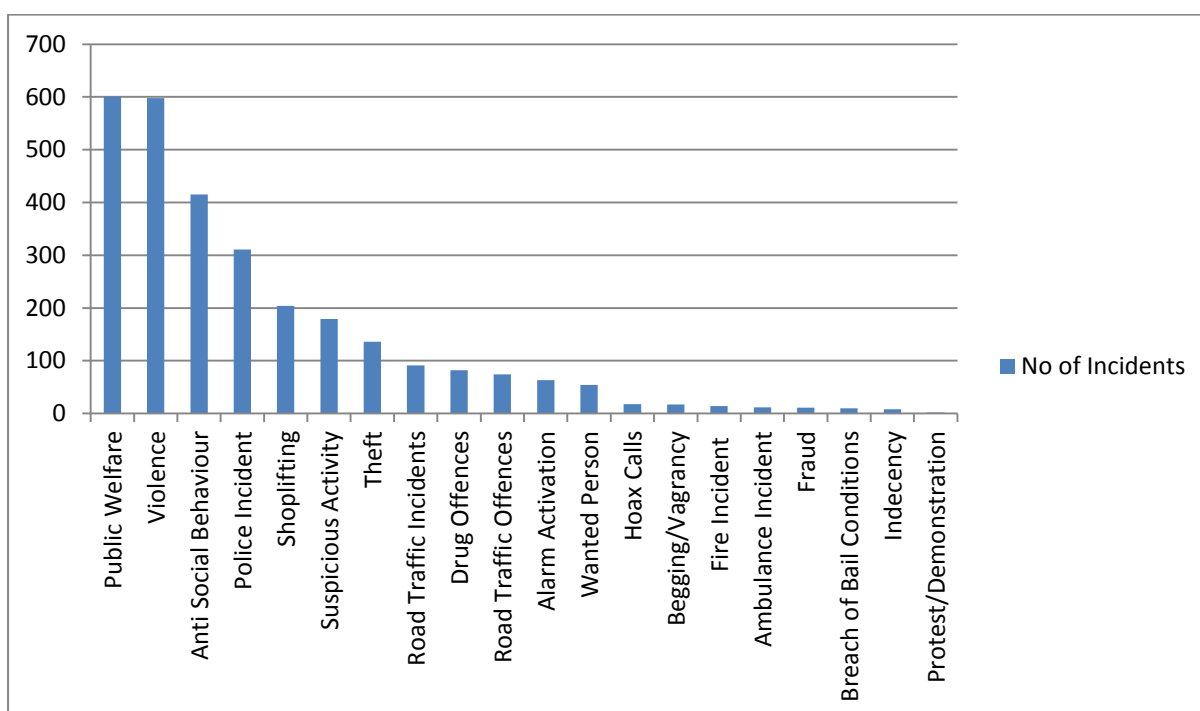


Figure 2: Incidents by Category 1st April 2014 to 31st March 2015

The types of incident involving CCTV have covered the full spectrum of crime from people at risk and shop lifting through to rape and murder. Many of the key events have been highlighted in the quarterly published 'Bird's Eye View' newsletter.

6. Regulation of Investigatory Powers Act (RIPA)

There have been three RIPA Operations this year all instigated by the Police and all within Huntingdonshire. Two were drugs related and the third was in connection with a 'cold case review' into a murder which happened over twenty years ago and has resulted in one arrest.

7. Out of Hours Service

There have been a total of **1,721** Out of Hours calls this year. The average call takes about **7** minutes to deal with (including follow up administration) and the service takes up about **18%** of the team's work load. Initial complaints from staff at Cambridge City Council resulted from staff in the Control Room that were inexperienced in using the Out of Hours systems. These issues were put right quickly and the service is now working effectively. At a meeting recently with all the Out of Hours Noise Officers, no current major areas of concern were reported. However, Cambridge's Noise Officers have indicated a process that will save a lot of administrative time in future, and access to this is now being investigated.

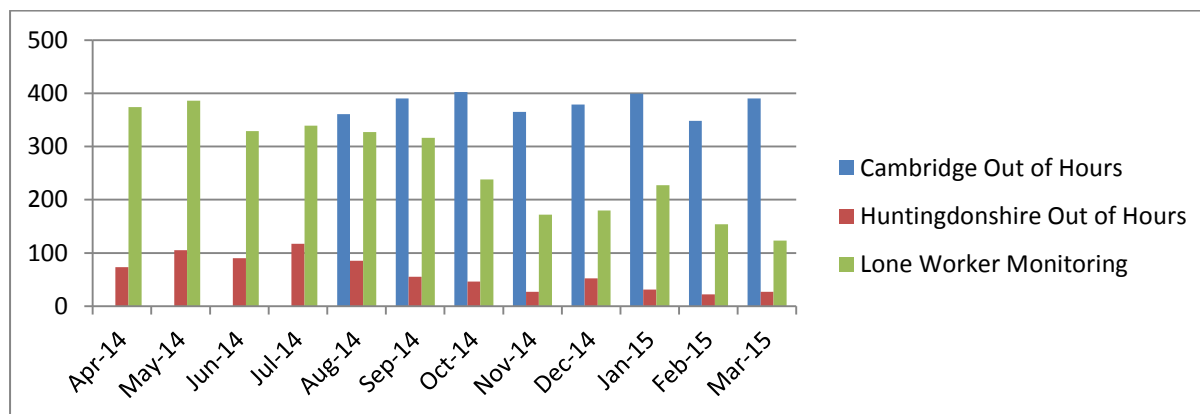


Figure 3: Out of Hours Calls 1st April 2014 to 31st March 2015

Note

- Data for Cambridge City Council is only available from the commencement of the Shared Service on 1st June 2014

8. Cambridgeshire Constabulary

The CCTV team's working relationship with the Officers and PCSOs of Cambridgeshire Constabulary is excellent. Closer liaison with Sector Inspectors could ensure that they make maximum use of the CCTV facilities to help them deploy their resources more effectively. Monthly one to one meetings are envisaged to discuss these issues. Relations with Force Headquarters continue with all Cambridgeshire's CCTV Managers and the police meeting on a quarterly basis.

Our plans to stream viewings and evidence to the police has now progressed and we expect the new system to be up and running by the end of October 2015. Initially it will be rolled out to Cambridge as a trial and if successful will subsequently be rolled out to Stevenage and then across Huntingdonshire. It will certainly make life easier for Investigating Police Officers, reducing travel time and improving access to data.

9. Publicity

CCTV has continued to be featured on Channel 5's 'Caught on Camera' programme and the two Operators involved have shown CCTV in a very good light. The 'Birds Eye View' newsletter is well received and we had some positive publicity both at the CCTV User Group's Annual Conference and in the Professional Security Magazine (an Industry wide publication) which focused on Cambridge's internal CCTV policy.

This policy is gathering quite some momentum, with around 800 organisations requesting or being sent a version of the policy as well as the Surveillance Camera Commissioner, whose Head of Policy has asked if he can visit. So the public profile of the service is increasing, but there is still more to do.

10. Staffing

There were a number of staff shortages over the last year due mainly to long term sickness and vacant posts. All of these issues have now been resolved and the team is at full strength and meeting its commitments.

11. Equipment

Whilst the main equipment is fully operational with normal maintenance resolving any problem the performance of Wi-Fi communication links for cameras in Cambridge needs to be improved. This system which operates across the three free (un-licensed) frequencies has been operating well until about three months ago when we noticed some loss of performance, with several cameras dropping out of the system intermittently. Detailed investigation has revealed the problem was being caused by a massive increase in users, using the same free frequencies as the CCTV system around the colleges which has affected our transmissions.

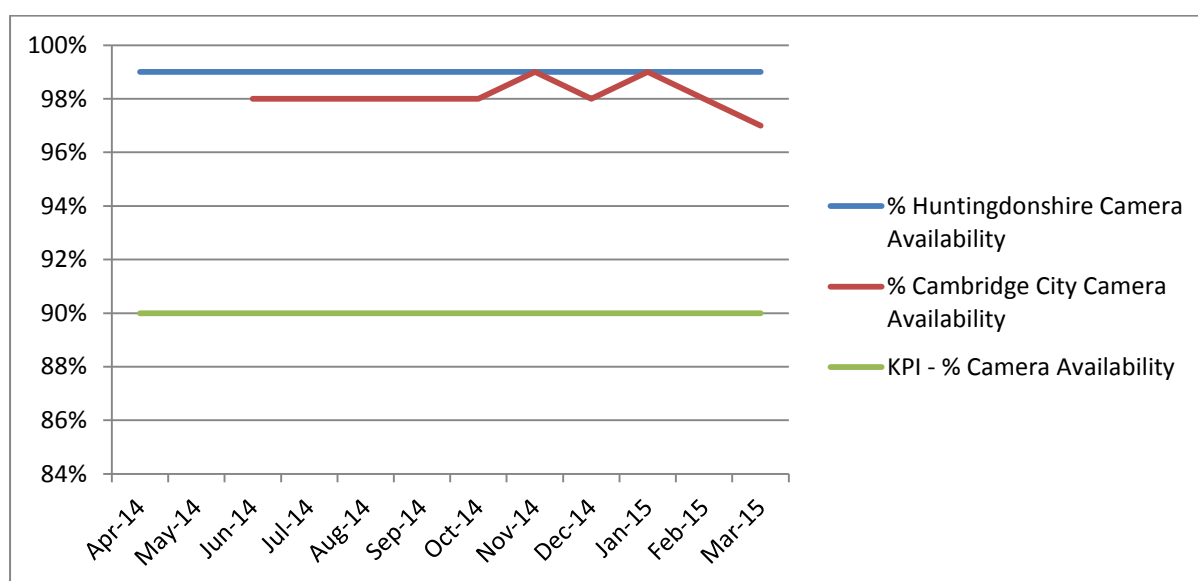


Figure 4 : Camera Availability 1st April 2015 - 31st March 2015

Note:

- Drop in camera availability coincides with introduction of free Wi-Fi in Cambridge and increase use during University term time.
- Data for Cambridge City Council is only available from the commencement of the Shared Service on 1st June 2014

12. Re-Deployable CCTV (RCCTV)

Cambridge City Council has six mobile CCTV cameras that can be deployed within the boundaries of the City of Cambridge.

Deployment decisions for these cameras are taken in consultation with the Leader of Cambridge City Council.

RCCTV has been deployed to 30 locations around Cambridge during this reporting period. There have been a few difficulties siting some of Cambridge City Council's RCCTV cameras to meet deployment requests on a number of occasions, following Cambridgeshire County Council's lamppost replacement programme.

High level discussions are resolving difficulties.

13. Action for the year 2015 – 2016

a. Finance and Commercialisation

The primary objectives are to deliver high quality, affordable services within budget and to achieve further savings through economies of scale and more efficient working.

In the medium term the service aims to utilise 'zero based budget' principles to realise any further savings from the Shared Service, and then to explore different ways to commercialise the service, with the initial aim of delivering a self-financing cctv monitoring solution to the two Council's.

b. Cambridge City Wi-Fi system

The Cambridge City CCTV system will be moved out of the free public access frequencies. The new operating frequencies will be free to but will have no public access. This will resolve the situation. Action is now being taken to arrange the upgrade of the wireless system in Cambridge

c. Redeployable CCTV Cameras

New lighter Redeployable CCTV cameras will be purchased. They will be less than half the weight of the current cameras and will operate on a 4G system making them more reliable and able to deploy anywhere in the city. This will add to their potential value as a resource which can be rented out to generate income.

d. Huntingdonshire Wi-Fi Systems

The move to a wireless system in Huntingdonshire should be completed within the financial year 2015-2016 which will contribute towards further saving in the future

e. Camera Upgrade

The CCTV cameras in Huntingdon, Godmanchester and St Ives are due for replacement in the financial year 2015-2016 and will be co-ordinated to coincide with the introduction of the Wi-Fi system to save additional expenditure on camera alterations later.

14. Summary

The first year of the Shared Service has been successful from both operational and financial perspectives. Initial problems have largely been resolved with more work required relating to training, Operational Procedures and the standardisation of procedures. Partnership working is constructive, and there is the opportunity to enhance communications with local Sector Police Inspectors and to review our Key Performance Indicators and management information. A Commercial Plan is being prepared that can help to generate new business and enable CCTV to move towards a Zero Based Budget.

Martin Beaumont
CCTV Manager
August 2015