

THURSDAY, 30 NOVEMBER 2017

**REPORT OF THE PORTFOLIO HOLDER FOR COMMUNITIES****TAMWORTH BOROUGH COUNCIL CCTV RESILIENCE AND DEVELOPMENT****PURPOSE**

To understand the current status of Tamworth Borough Council CCTV system and approve further actions to ensure future resilience and development.

**RECOMMENDATIONS**

That Members endorse the findings of this report and recommend that Officers, in consultation with the Portfolio Holder for Communities, explore the options available to provide a resilient and fit for purpose CCTV operation in Tamworth, noting this may:-

- Require capital investment for upgrades
- Require consideration of a new operational model for the provision of CCTV
- Consider future maintenance of ongoing system based on current investment on a planned basis and recognising those limitations

It is further recommended that Cabinet refer this to Infrastructure and Growth Scrutiny Committee in order to seek views on any proposals that come out of this options appraisal.

**EXECUTIVE SUMMARY****Current Equipment**

The audit of the CCTV system has highlighted the fact that the current Synectics analogue operating system is obsolete, and that parts of the digital system will become unsupported in the near future.

Synectics announced the end-of-life (EOL) of all its analogue product portfolio from 31st May 2016 and from this date, recommended the purchase of spare parts to provide reassurance against critical analogue equipment failure.

A major component of the TBC CCTV system is camera control (telemetry) and video switching (the monitor wall and desk monitors) and this functionality is achieved using Synectics analogue equipment, the failure of which represents a significant risk to the day-to-day operation of the service.

Tamworth Borough Council system is not in immediate danger of failure as spares are available at this time, but there is a need for targeted investments to ensure business criticalities in the medium term. The recommendations from the report are as follows:-

Synectics Analogue Matrix and Telemetry Control Interfaces	This control equipment is at the heart of the TBC CCTV scheme and its failure poses a significant risk to the continuity of the CCTV monitoring service. Plans to replace this hardware should be put in place as soon as possible but should form part of a wider system design review and not an insular or knee-jerk decision
Vicon Kollektor Pro Digital Recording Servers	The digital recording hardware is another significantly important component of the TBC CCTV scheme and a planned upgrade or replacement of this hardware should form part of the wider design review of the CCTV monitoring scheme.
Vicon KTX4 Video Encoding Servers	The replacement of these obsolete encoders should form part of any future upgrade plans.
Wireless Network	Review of current wireless network design to consolidate the use of unlicensed 5GHz equipment and move to licensed V-Band and EBand equipment. Shared wireless links with TBC IT Dept should be included in the design review to look at reducing costs and/or increasing capacity.
Existing Analogue Cameras	The existing analogue camera technology is still capable of meeting the original operational requirement (OR) in relation to public-space CCTV monitoring and there is no pressing need to unnecessarily upgrade camera technology to high-definition (HD) or otherwise unless the OR for a specific location(s) changes. The upgrade of analogue cameras to HD without any thought can have an adverse effect on other elements of the scheme, such as the wireless network and digital recording storage. Where necessary, cameras that do need to be upgraded should be replaced on a planned programme of works over a pre-determined amount of time.

## Maintenance

In general, the consultant's report recognises that reactive service and support provided by the current contractor for all current maintenance contracts reflects a good level of service and feedback from the CCTV operators suggests that there are no major issues in terms of response to system faults and call-outs and that, on most occasions, the issue is resolved within an acceptable timeframe.

It has been identified, however that the routine maintenance of the system does not appear to be scheduled and planned in a manner which may allow for some issues to be missed. The consultant recommends that for a system of this size and nature there should be a tailor-made specification for service and maintenance of CCTV and associated systems to ensure that our own requirements are being fully met. This specification should be KPI-based (key performance indicators) for response and fix times and include genuine penalty costs for poor supplier performance.

Current maintenance costs amount to £35,000 per annum across the Council and it is necessary to review and potentially tender for the provision of this service based upon the report.

It is recognised, however, that whilst the equipment is well maintained, due to the fact that the infrastructure and control equipment is outdated, with a mix of analogue and digital cameras and processors a £15K per year capital budget will only cover minimal replacement of cameras and is insufficient to ensure replacement of obsolete equipment.

## **Privacy Zones**

A number of the analogue cameras were reported as requiring some enhanced privacy zones on them. Some of these cameras may not have the capability to have privacy masking zones placed on them due to technology and will need replacing.

Both the Information Commissioner's Office (ICO) and the Surveillance Camera Commissioner (SCC) refer to the twelve (12) 'Guiding Principles' in their respective codes of practice and principles 2 and 3 have particular relevance to privacy:

- "Principle 2 - The use of a surveillance camera system must take into account its effect on individuals and their privacy, with regular reviews to ensure its use remains justified."
- "Principle 3 - There must be as much transparency in the use of a surveillance camera system as possible, including a published contact point for access to information and complaints."

All aspects of this are currently being addressed in order to ensure current equipment and signage is appropriate in order to ensure compliance with these principles. An interim measure is also in place, with some cameras being temporarily switched off as part of this review or restriction in movement undertaken.

The sub-sections of guiding principles also make specific reference to need for privacy impact assessment (PIA) process to be put in place and for this PIA to not only be part of the review process for new camera systems but also part of the review process for justifying the use of existing camera.

The current location and numbers of cameras may not be appropriate for the ongoing needs of the town – there have been new developments around the cameras and significant impact from trees which have since grown and there may be areas which may benefit from provision.

This principle will form part of the review of both current camera locations and has resulted in some cameras already being removed. Seeking a new location and moving fixed cameras does, require substantial capital investment.

Immediate privacy concerns have been addressed to ensure compliance with the code of practice.

### **Remote Sites**

There are several remote sites that are currently not directly included within the main TBC CCTV scheme and, if connected and integrated directly with the main CCTV system hardware, each site could provide an additional capability for enhanced coverage and public-space monitoring.

### **Marmion House**

The existing CCTV system at Marmion House currently utilises Adpro (now Xtralis) FastTrace digital recording and video transmission hardware connected over ADSL broadband to the CCTV control room and uses Adpro Video Central Gold software for remote viewing and control of the cameras.

There are some proposals for revenue savings by connecting the CCTV control room via existing wireless connections.

Furthermore, it is recommended that the digital recording platform at Marmion House is replaced with new to allow for direct integration into the control system currently being used in the CCTV control room – i.e. ViconNet

### **Tamworth Castle**

The CCTV system at Tamworth Castle is currently a standalone system based on the use of American Dynamics hardware installed by ADT.

The system uses a number of static IP dome cameras and several network switches installed around the castle as collection points for groups of local cameras before being connected to a digital recorder in the basement of the castle.

The CCTV system is registered separately with ICO and as such, the site responsible for the control of its own data and is not part of the larger TBC public-space scheme. However, there is a lack of visible signage around the site which should be present to state the need for the use of CCTV and reflect the necessary contact details of data controller in order to be fully compliant with the ICO and Data Protection Act.

To ensure full compliance and consistency with Council policies and practices, it is recommended that the Tamworth Castle CCTV system is integrated directly with the main TBC CCTV scheme via the use of suitable compatible hardware and a wireless link to Marmion House, and this be considered as part of the options appraisal process.

### **Phil Dix House**

The new CCTV system, installed at this site as part of the recent refurbishment to the Tamworth Enterprise Centre, will be linked (via wireless link to nearby camera

location) into the main Council CCTV scheme to allow for remote monitoring via freely available software.

To ensure full compliance and consistency with Council policies and practices, suitable signage is to be installed around the site to be fully compliant with the ICO and DPA.

As part of a future way-forward approach, the CCTV hardware installed at the site should be considered for direct integration into the main TBC CCTV scheme to allow for more pro-active monitoring.

### **Amington Depot**

The site is currently linked to the CCTV control room for monitoring and will need to be considered for any future enhancements to the system.

### **Eringden Flats**

The site is currently linked to the CCTV control room for recording purposes. Tamworth Borough Council Landlord Services are currently looking at options for additional CCTV coverage at this location and this will form part of the review, including additional revenue budgets.

### **Mobile Deployable Cameras**

The Council do not currently have access to mobile deployable cameras which could be used to address short term concerns or anti-social behaviour issues with community safety partners. The report recommends consideration as to their usage and to work in partnership with Staffordshire County Council lighting contractors to use available lampposts and infrastructure to make use of new technology.

## **OPTIONS CONSIDERED**

Significant capital investment by Tamworth Borough Council to upgrade operating system, cameras and control room

Do nothing and update cameras and control room as they exist at present

Consider new models of working

## **RESOURCE IMPLICATIONS**

The options appraisal on the future of the service will need to consider all the financial implications of each option explored.

The current ongoing revenue costs to the Council are estimated at £453,000 per year however, not all costs would be saved should an alternative delivery model be selected. An amount of £65,000 relates to internal support costs and would still need to be met by the council. There are no contributions from partners and the service is not statutory.

The 2017/18 approved capital programme includes an amount of £15,000 per year for the continued investment in the system, which enables replacement of cameras and upgrades where necessary to existing lines.

The cost of additional signage required as outlined above will be met from existing resources.

## **LEGAL/RISK IMPLICATIONS BACKGROUND**

The public CCTV system must be compliant with the Information Commissioner's Office (ICO) and the Surveillance Camera Commissioner (SCC) twelve (12) 'Guiding Principles'

## **SUSTAINABILITY IMPLICATIONS**

To form part of future review reports

## **BACKGROUND INFORMATION**

The public CCTV system in Tamworth was installed in the 1990s in response to public safety issues with Home Officer funding and as part of the contribution to work in partnership for the reduction of crime and disorder.

The control room is based in the town centre within a secure location in Ankerside, has around 76 cameras and is manned 24 hours per day 365 days per year.

The current ongoing revenue costs to the Council are £453,000 per year. There are no contributions from partners and the service is not statutory.

The system has suffered through lack of ongoing substantial investment and is a mix of digital and analogue cameras, wireless, fibre and optical infrastructure and an aging control room.

The continued investment in the system is £15,000 per year, through the approved capital programme which enables replacement of cameras and upgrades where necessary to existing lines.

In 2016 the Information Commissioner introduced Codes of Practice for CCTV systems, including privacy impact assessment, community impact assessments and requires compliance by all authorities.

In order to ensure compliance and ongoing resilience, in January 2017 the Council procured the services of the CCTV consultant to provide a report on the condition and future options for the development of the public CCTV system in Tamworth.

The report requested several options:-

- Complete a full inventory of current CCTV cameras (both IP and radio-link) and associated network equipment to include locations and IT set up including control room assets and recording equipment. Report is required to highlight any special concerns with regard to sight lines and privacy impact

- Provide a complete analysis of the current CCTV system's maintenance contracts – all cameras, network and recording system.
- Conduct a capability and limitations report of CCTV assets and determine the capacity of equipment in terms of anticipated future maintenance and likely ongoing operating options
- Review current operational policy and processes against current ICO Code of Practice and make appropriate recommendation to ensure compliance
- An analysis of upgrading options and development of a future plan to improve current standards of CCTV coverage, recording, operation and viewing systems to enable re-tendering exercise. This must include (but not exclusive) :-
  - Options for re-location of control room
  - Use of remote and mobile camera solutions
  - Solutions to combine all current systems to one monitoring location
  - Options for more operator efficiency savings
  - Review current plans redevelopment of sites with existing cameras at Wilnecote and the Kerria and town centre Creative Quarter (around Assembly Rooms)
- Provide information to form the basis and recommendation for the Council to undertake a tendering exercise for any operational upgrade for the future
- Provide guidance and recommendations on the use of the most appropriate mobile camera technology and associated equipment to allow the Council to make recommendations to Staffordshire County Council lighting contractor for their use at identified hotspots and for future re-deployment for the purposes of public safety/crime detection as necessary and to enable a tendering process for their purchase

## **REPORT AUTHOR**

## **LIST OF BACKGROUND PAPERS**

## **APPENDICES**

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