

	<b>REPORT TO SAFER &amp; STRONGER COMMUNITIES SCRUTINY COMMITTEE TO BE HELD ON 16 JANUARY 2013</b>	
	<b>Topic</b>	<b>CCTV &amp; Coastcall Annual Report</b>
	<b>Task Group</b>	<b>CCTV Steering Group</b>
<b>Corporate Priority Aim 3 – Creating Healthy and Vibrant Communities</b>	<b>Cabinet Portfolio Holder</b>	<b>Cllr Bill Chatt Cabinet Member for Public Health and Housing</b>

**REPORT OF THE HEAD OF ENVIRONMENTAL SERVICES – 13/021**  
**WARDS AFFECTED: ALL**

**SUBJECT: CCTV & COASTCALL ANNUAL REPORT**

**REASON(S) REPORT REQUESTED:**

To note the performance of the Monitoring Control Centre.

**PURPOSE OF REPORT:**

- 1) To provide Members with an overview of the operation and performance of the CCTV & Coastcall service provided through the Councils Control Centre.

**RISK ISSUES:** none

**1. INTRODUCTION**

- 1.1 This report provides members with an overview of the performance of the CCTV and Coastcall monitoring services provided by the Council. Performance statistics and information in relation to the operation of these services can be found in **Appendix A**.

## **2. CORPORATE AIMS & PURPOSE OF SCHEME**

- 2.1 The provision of these services contributes toward the delivery of the Councils corporate aims, including;
1. Aim 1 – Safe and Healthy
    - Safer Communities
    - Protecting and Improving Health for all
  2. Aim 2 – Prosperous
    - Strong and Diverse Economy
  3. Aim 4 – Quality Environments
    - Cleaner Street and Open Spaces

## **3. BACKGROUND**

- 3.1 The Council took over the monitoring of the CCTV system in Scarborough, Whitby and Filey in 2003. The service had, since 1995, been monitored by North Yorkshire Police. The provision of a CCTV monitoring service is not a statutory function of the Council, it is a discretionary activity that supports our objective to develop safer and stronger communities. It is estimated that nationally 80% of Councils operate and contribute to the provision of CCTV services.
- 3.2 There are currently 57 Council owned CCTV cameras in the Borough. The majority of these cameras are located in the Scarborough town centre however there are also a number of cameras in Whitby and Filey. This includes 2 new cameras installed in 2012 in the Barrowcliff estate. These are situated in Colescliffe Road and Gallows Close play area.
- 3.3 The monitoring of these cameras is undertaken via a purpose built control centre in the Town Hall. The Centre started operating in late November 2003. It provides a 24 hour, 7 days a week monitoring service, 365 days a year.
- 3.4 Services provided by the Council in relation to CCTV monitoring are approved to the Silver Guarding Scheme standard by the National Security Inspectorate (NSI). The NSI also provide an on-going audit of services delivered.
- 3.5 Via its control centre, the Council also provides a monitoring service for the Coastcall service provided by Yorkshire Coast Homes (YCH). Coastcall is a community alarm and warden service provided for their tenants and for private households. This service provides over 2800 emergency alarms within the Borough. The monitoring of emergency calls to this service, as well as support in installing and testing equipment is provided by the Council through the control centre. This service has been provided since the transfer of the housing stock to YCH in 2003/4 in accordance with the terms of a Service Level Agreement.
- 3.6 In addition to CCTV and Coastcall monitoring, the control centre provides the Councils emergency out of hours call line. Through this line the centre helps co-ordinate the Councils response to any out of hours emergency incident.

The centre also provides the out of hours emergency repairs call line for YCH tenants.

- 3.7 The service continues to work closely with 'Pub' and 'Shop' Watch, the Night Marshalls and the Street Angels. In addition a strong working partnership has been formed between the CCTV Centre staff and North Yorkshire Police. It is clear that North Yorkshire Police place great value on the importance of CCTV in helping to reduce anti-social behaviour and reduce crime. Indeed, between April 2011 and March 2012, the work of the centre enabled 634 arrests to be made by Police and a further 549 DVDs of CCTV footage was used by the Police to help them with their enquiries. Footage was supplied by the centre for the criminal proceedings against James Allen who has now been convicted of 2 murders and imprisoned for 37 years.
- 3.8 The CCTV service also supports North Yorkshire County Council to provide an integrated transport system for the Borough. CCTV cameras are used for traffic monitoring purposes and equipment relating to the operation of traffic lights within the Borough also operates from the Centre.
- 3.9 A CCTV steering group meets four times a year and acts as a sounding board in the decision making process for issues such as new camera locations. The steering group is chaired by the Leader of the Council and is attended by representatives from Castle Ward, Whitby and Filey, the Scarborough Anti Theft Group Coordinator, North Yorkshire Police and Safer Communities.

#### **4.0 ASSESSMENT**

- 4.1 The CCTV service continues to make a significant impact in helping tackle crime. A full breakdown of statistics in relation to the services performed by the call centre can be found in **Appendix A** of this report.
- 4.2 Headlines to note are:
- 2209 incidents were captured on CCTV in 2011/12 and a further 1679 up to the end of December 2012. These have helped toward a total of 634 arrests being made in 2011/12 and 637 arrests up to the end of December 2012.
  - In 2011/12 549 DVD recordings of incidents were provided to the Police to assist them with their enquiries and 390 have been given to December 2012.
  - CCTV footage supplied by the centre in 2012 was used in connection with the investigation of the convicted double murderer James Allen.
  - NSI accreditation of the centre was maintained. This means that on audit the Councils centre was found to meet the standards required and reflects the high level of service provided by the centre and its staff
- 4.3 In addition to CCTV, in 2011/12 the control centre handled 1485 out of hours including 1225 calls for YCH and a further 260 out of hours emergency calls for the Council. A further 1150 calls have been taken up to the end of December 2012.

- 4.4 A full breakdown of statistics in relation to the Coastcall monitoring service can be found in the **Appendix A** of this report.
- 4.5 Within the centre, there are currently a team of seven monitoring operators (with one post currently vacant) and two senior monitoring operators staff the centre working on a shift basis. The centre is covered by two, 12 hour shifts every 24 hours with a minimum of two operators per shift. The centre is operational 356 days each year. The control centre supervisor is present in the monitoring centre during normal office hours.
- 4.6 Within each shift, one operator monitors the CCTV cameras whilst the other handles the calls from the Coastcall alarms and the out of hours calls. Each operator is multi-functional and able to switch between Coastcall and CCTV depending on workload.
- 4.7 The total operating cost of all elements of the Control Centre service is in the region of £555,000 a year, however these costs are offset via income received from YCH (£111,000) and NYCC (£81,000). Net operating cost to the Council is £333,000 a year. The majority of these costs, around £288,000 relate to staffing costs.

## **5.0 FUTURE ISSUES**

### **5.1 Efficiency Savings**

- 5.1.1 Throughout 2012 Officers have been investigating a range of opportunities to make efficiency savings within the centre including an exploration of the opportunity of 'single manning' at the quiet periods in relation to the delivery of all services.
- 5.1.2 Whilst given the scale of the Councils future savings requirements single manning may be an option forced on the Council in future years however this approach has, to date, not been taken forward.
- 5.1.3 Efficiencies are however planned via the changing of certain roles within the centre and through proposed changes to shift rotas. These changes are being taken forward to ensure flexible cover arrangements are in place and to reduce the reliance on the need to make overtime payments. Staff are currently being consulted on these proposals.

### **5.2 Coast Call Contract Renewal**

- 5.2.1 The existing service level agreement with YCH regarding Coastcall is also up for renewal. YCH have advised officers that they will be looking to commence a value for money evaluation of future options regarding monitoring arrangements. This will include the consideration of options to take the monitoring service 'in-house' or to test the market through a full tender process. They have offered no firm timescale for the completion of this exercise. It is not known at this stage whether Transfer of Undertakings for Protection of Employment (TUPE) would apply to staff affected by either of

these scenarios however this would be the case if additional jobs were needed by the new service provider as a result of the transfer.

- 5.2.2 It is clear therefore that there is no certainty in relation to the future delivery of the Coastcall monitoring service by the Council. Should YCH decide to go down the tender route then effectively the Council will need to decide whether to competitively tender.
- 5.2.3 Should the control centre no longer be required to provide a Coastcall monitoring service then the service could potentially be adapted to operate within the constraints of the reduce funding available to it. Whilst no full evaluation of this option has been made this approach would inevitably require significant savings to be made through staff redundancy, changes to contracted hours, rotas and work patterns. In this scenario, single manning will inevitably become the service norm however, that said, the work requirement on staff employment within the centre would effectively halve with the loss of the Coastcall monitoring element. Officers on duty within the centre would be solely tasked with CCTV monitoring and the manning of the Councils out of hours line.

### **5.3 External Funding Opportunities and the potential to outsource delivery.**

- 5.3.1 Nationally it is clear that there has been significant debate in recent years between Councils and Police Authorities as to who should be paying for CCTV services.
- 5.3.2 Within the North Yorkshire context it is understood that the Police do not make any funding contribution to Councils regarding the provision of CCTV.
- 5.3.3 At the local level the Police historically ran a limited CCTV monitoring service from the Police station. The Council agreed back in 1995 to take on this service as part of its wider contribution to the overall community safety agenda.
- 5.3.4 Given current funding pressures discussions have been held with the Police with regard to future funding for this service. The Police have advised that they themselves, following the Comprehensive Spending Review, face significant financial challenges. It is understood that the Police Authority anticipates that it is required to save £28.4M over the next four years and they themselves are undertaking a radical efficiency programme to meet that funding gap. Given this position they have advised that they are unlikely to be in a position to make any form of financial contribution to the Council and that future spending commitments are, at any rate, uncertain with the recent election of the Police and Crime Commissioner.
- 5.3.5 A Further option that has been pursued in 2012 has been the potential for the centre to draw in income from private sector business and security monitoring. Currently Councils are unable to compete for private sector work (e.g. services delivered for a profit) due to the legal constraints primarily covered by the 2003 Local Government Act and the by the Localism Act 2011. The

central premise of this legislation with regarding to Councils competing for business within the private sector is that, if Councils want to trade in the market place, they need to establish a “wholly owned Council company to do so”. These rules are intended to ensure that private sector business is not warped by the involvement of the public sector or through the use of public sector subsidy to provide market advantage.

5.3.6 Therefore for the Council to draw in private sector work in relation to CCTV monitoring (and effectively compete with private sector providers) it would need to create a private company to do this. A business case around this approach would need to be worked up and agreed. If this was done, this company would itself need to compete with other potential providers to undertake the current CCTV monitoring work undertaken by the Council.

5.3.7 To get round this issue a number of Councils appear to be looking at the option of outsourcing the delivery of CCTV services and some Councils have already adopted this approach (for example Bexley Council). This approach could potentially offer a number of key advantages to the Council including reduced cost, along with the introduction of a commercial element to service provision that the Council is unable to provide itself.

5.3.8 Again the implications of this approach have not as yet been explored in any detail and a shift in approach along these lines is likely to have significant up-front capital implications. However feasibility work around this along market testing of this as an option could be explored.

#### **5.4 Enhanced Joint working with other LAs**

5.4.1 In 2010/11 Jacobs consultants were commissioned by all the Councils across North Yorkshire to consider potential joint working options in relation to CCTV. This work was undertaken as an outcome of the creation of a ‘collaboration group’ that was set up between the Councils to look at potential joint working opportunities.

5.4.2 A number of options were considered within that consultants report including options for a merging of services and the creation of a single monitoring centre. Overall the consultants reported little appetite for joint working within that report. The report was considered by the North Yorkshire and York Leaders Board in 2011. That board rejected the majority of the recommendations made within that report however agreed to the need to take forward enhanced joint working where this would bring in added value for example, the sharing of good practice and the joint procurement of maintenance contracts and other work.

5.4.3 One of the difficulties highlighted through that work is that Scarborough has little commonality with the rest of North Yorkshire in relation to CCTV services. Within the County, whilst most LAs have historically had some form of CCTV service albeit on a very small scale, these services are generally a lesser priority. It is understood that CCTV services in Craven and Selby are no-longer being provided and that the service in Ryedale has all but been

wound down. Within the North Yorkshire context Scarborough and Harrogate Councils are the main providers of CCTV services. Because of this there was little appetite for more radical joint working opportunities being taken up.

## **6.0 IMPLICATIONS**

### **6.1 (a) Policy**

There are no policy implications that arise from this report.

### **6.2 (b) Financial**

No implications

### **6.3 (C) Legal**

No implications

## **7. ACTION PLAN**

### **7.1 None**



**Andy Skelton**  
**Head of Environmental Services**

**Authors:** **Andrew Rowe (Housing Manager) and Carole Wood (Control Centre Supervisor)**

Telephone No: 01723 383598

Fax No: 08701913997

E-mail address: [andrew.rowe@scarborough.gov.uk](mailto:andrew.rowe@scarborough.gov.uk) and [carole.wood@scarborough.gov.uk](mailto:carole.wood@scarborough.gov.uk)

**Background Papers:**

None

IF YOU HAVE ANY QUERIES ABOUT THIS REPORT OR WISH TO INSPECT ANY OF THE BACKGROUND PAPERS PLEASE CONTACT CAROLE WOOD ON 01723 383597 e-mail [carole.wood@scarborough.gov.uk](mailto:carole.wood@scarborough.gov.uk)

## APPENDIX 1 - Performance Statistics

### CCTV

	Number of Incidents	Number of Arrests Made at Scene	Number of Review Requests Received	Number of Review Requests Where Evidential DVDs Supplied
<b>Apr - Jun 2011</b>	583	200	179	138
<b>Jul - Sep 2011</b>	661	148	201	155
<b>Oct - Dec 2011</b>	536	106	175	137
<b>Jan - Mar 2012</b>	429	180	169	119
<b>Total</b>	<b>2209</b>	<b>634</b>	<b>724</b>	<b>549</b>
<b>Apr - Jun 2012</b>	513	185	188	143
<b>Jul - Sep 2012</b>	580	265	218	143
<b>Oct - Dec 2012</b>	586	187	179	104
<b>TOTAL</b>	<b>1679</b>	<b>637</b>	<b>585</b>	<b>390</b>

- The figures shown above are the most up-to-date from the system at the current time and show a period of 21 complete months of data collection from April 2011. As Members will note In 2011/12 CCTV played an active part in monitoring 2209 incidents, contributing to over 634 arrests being made. The operators dealt with 724 reviews from the police with 549 of those resulting in DVD recordings being provided to the Police.
- Whilst the number of incidents above may seem quite high in relation to the number of requests from the police or the number of DVDs supplied, it should be noted that the operators also provide a valuable service to other partners assisting with the monitoring of suspicious or well known persons of note, possible thefts, drunken and other anti social behaviour that do not always end in the police being alerted or an arrest being made.

## COASTCALL

Quarter	Total Calls	Calls answered within 1 minute	Calls answered within 3 minutes
<b>Apr - Jun 2011</b>	17777	17739 (99.8%)	17776 (100%)
<b>Jul - Sep 2011</b>	19342	19298 (99.8%)	19340 (100%)
<b>Oct - Dec 2011</b>	18648	18615 (99.8%)	18644 (100%)
<b>Jan - Mar 2012</b>	17879	17829 (99.7%)	17879 (100%)
<b>Total</b>	73646	73481 (99.8%)	73639 (100%)
<b>Apr - Jun 2012</b>	19000	18929 (99.6%)	18996 (100%)
<b>Jul - Sep 2012</b>	18144	18085 (99.7%)	18140 (100%)
<b>Oct - Dec 2012</b>	18562	18506 (99.7%)	18561 (100%)
<b>TOTAL</b>	55706	55520 (99.7%)	55697 (100%)

- The Telecare Services Association (TSA) has issued guidelines on the performance when dealing with all calls. They are as follows:-  
98.5% of all alarm calls to be answered within 1 minute and  
99% of all alarm calls with 3 minutes
- Members will note that the TSA guidelines were adhered to with regard to calls answered within 1 and 3 minutes.
- For the most urgent cases the breakdown of the number of calls received is shown below.

	2011/12	April – Dec 2012
<b>Ambulance Request</b>	134	114
<b>Doctor Request</b>	47	49
<b>Fire Brigade Request</b>	7	3
<b>Smoke Alarm Activated</b>	3531	2339
<b>Police request</b>	21	10
<b>Prescriptions to collect</b>	36	54
<b>Resident Fallen – call out needed</b>	840	735
<b>Error by resident / resident ok</b>	3438	6583
<b>Information from resident</b>	2092	1403

## OUT OF HOURS CALLS

	<b>Total SBC calls</b>	<b>Total YCH calls</b>
<b>Apr - Jun 2011</b>	87	289
<b>Jul - Sep 2011</b>	76	244
<b>Oct - Dec 2011</b>	62	333
<b>Jan - March 2012</b>	35	359
<b>Totals</b>	<b>260</b>	<b>1225</b>
<b>Apr - Jun 2012</b>	63 (incl 28 dogs)	290
<b>Jul - Sep 2012</b>	79 (incl 53 dogs)	248
<b>Oct - Dec 2012</b>	50 incl 50 dogs)	420
<b>Total</b>	<b>192 (incl 131 dogs)</b>	<b>958</b>

- From April 2011 the Highways Agency agreement with North Yorkshire County Council ceased to exist and all out of hours calls for highway issues are now dealt with by the police and North Yorkshire County Council thereby reducing the number of calls received by the centre.
- Of the calls received between April 2011 and March 2012, 134 related to requests for the Councils Dog Warden Service.

### **Customer Satisfaction Survey**

In 2011/12 a satisfaction survey was carried out by the Council with some of the Coastcall users. In total 907 surveys were sent out, 450 in November 2011 and 457 in January 2012. A total of 545 completed surveys were returned equating to a response rate of 60.09%. The results are as follows.

	<b>Excellent</b>	<b>Good</b>	<b>OK</b>	<b>Poor</b>	<b>Very poor</b>
Speed of response	63.2%	32.6%	3%	0.6%	0.6%
Knowledge of Operator	55.6%	38%	5.4%	1%	-
Helpfulness & politeness of Operator	67.8%	29.7%	1.6%	0.6%	0.3%