

## Overview and Scrutiny Commission

Date: 15<sup>th</sup> November 2016

**Wards:** All

**Subject:** **CCTV: Update report on progress of implementation of CCTV Steering Group recommendations.**

**Lead officers:** **Chris Lee (Director of Environment and Regeneration)**

**Lead members:** Councillor Edith Macauley Cabinet Member for Community Safety, Engagement and Equalities

**Contact officers:** Paul Walshe (Head of Parking and CCTV)/John Hill (Public Protection)

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**Recommendation:** That Members discuss and comment on the progress with implementation of the CCTV Steering Group recommendations.

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### 1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

1.1 To provide the Overview and Scrutiny Commission with a further update following the presentation of a report originally presented to the Commission on the 25 March 2015, which detailed the CCTV steering group's recommendations and the progress made by officers in delivering changes required as a result of the review of the Public Realm CCTV function which was carried out in 2014.

1.2 The Public Realm CCTV is based in the Council's CCTV suite on the 1<sup>st</sup> floor of Civic Centre. Officers currently provide a 24 hour/7 days per week service monitoring the Council's 270 CCTV cameras. This service is resourced by 8 staff plus a team leader working a 24/7 shift pattern. The staff are in direct contact with the police by monitoring the police airways. They provide live images to the police central control room as well as recordings and statements in the form of evidence packs. They are also responsible for monitoring the town link (retailers) 2 way radio system which is also used by the Circle Housing Merton Priory (CHMP) wardens to monitor locally based in the housing estates and by Council officers in the CCTV suite at Civic Centre. .

The original review of the Public Space CCTV function was carried out in 2014 and was the first comprehensive review of the service since its implementation in 1994. Since 1994 the service had expanded from an original coverage of 8 cameras to a total of 270 CCTV cameras in 2014.

### 2. DETAILS

2.1 The 2015 report to the Commission is attached as appendix 1. Key to that report was a table of 46 recommendations to be implemented in order to bring about improvement to the provision of CCTV services.

2.2 Of those 46 recommendations 27 have been completed as identified by the green traffic light with 14 on amber which will be completed by the end of the 2016 2017 financial year. The 5 recommendations with no traffic light was due to no action was taken and not needed. An update on progress against each of these recommendations is attached as appendix 2 of this report.

2.3 In addition set out below is a summary of some of the key service transformation milestones reached since the beginning of 2015:

- In January 2015 the transfer of the Public Realm CCTV service from Safer Merton to the Public Protection division took place with the team merging with Parking Services and responsibility for overall service delivery transferring to the Parking & CCTV Services Manager
- The original review identified a weakness in the overall management of the CCTV team in that there was no single point of contact responsible for managing day to day service issues and staff. A need to recruit a permanent manager of the CCTV service was recommended. Accordingly a decision was made to reorganise the management duties of the CCTV team in order to provide day to day management of CCTV staff and separate management of the technical specifications of the service involving the promotion of the service and the scoping of capacity to manage and deliver CCTV service for business within the borough. The creation of this new managerial focus was achieved by adjustment to the roles and responsibilities of existing service managers in parking as opposed to the creation of two entirely new managerial positions. The new management structure was implemented in July 2015 and delivered a saving of over 30K per annum to the existing salary budgets.
- The investment of £600k of capital funds to improve the CCTV suite and the Public Space infrastructure this is on going with the remaining capital fund spend programmed for use in the 2016 2017 financial year. The areas of spend are referred to in the updates of the recommendations v Version 3 in the attached appendices.

2.4 As well as the transformation milestones achieved, it is also worth noting some of the key successes achieved by the use of the CCTV system in the past year:

- Use of CCTV system to assist Police in tackling drug dealing, apprehending and arresting the offenders and recovering drugs;
- CCTV operatives have assisted the Police in tracking individual who had carried out bike thefts. This led to arrest, prosecution and recovery of stolen items;
- CCTV operatives tracking perpetrators of knife crime in two separate incidents leading Police to arrest and prosecution;
- CCTV footage and tacking used to assist Police in arresting perpetrator of domestic violence;
- Assisting in tracking and leading police to perpetrators of a number of different crimes such as “hit & run”, theft from persons, and violent assaults;
- In recognition of this work the team has been recognised by the Met Police award scheme for contributions by local authorities in assisting Police in tackling crime.
- The good work and achievements of the team has also been recognised and resulted in the security departments of a national government asking to visit and observe the control room in action.

- 3. ALTERNATIVE OPTIONS**  
None for the purpose of this report
- 4. CONSULTATION UNDERTAKEN**  
4.1 None for the purpose of this report
- 5. TIMETABLE**  
5.1 NA
- 6. FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS**  
6.1 None for the purposes of this report
- 7. LEGAL AND STATUTORY IMPLICATIONS**  
7.1 None for the purpose of this report
- 8. CRIME AND DISORDER IMPLICATIONS**  
8.1 The upgrades to the existing equipment will provide a more reliable and efficient service which will help to reduce incidents of crime, which is being funded by a capital investment with the spend programmed to be completed in the 2016 2017 financial year
- 9. HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS**  
9.1 None for the purposes of this report.
- 10. RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS**  
10.1 The improvements identified will lead to a better management of the risks and safety across the borough.
- 11. APPENDICES**  
11.1 Appendix 1 : Copy of report to O&S Commission March 25<sup>th</sup> 2015.  
Appendix 2 : Schedule of progress against each of the original recommendations.
- 12. BACKGROUND PAPERS**  
12.1 None for the purpose of this report

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