

NEWCASTLE-UNDER-LYME BOROUGH COUNCIL

EXECUTIVE MANAGEMENT TEAM'S REPORT TO CABINET

Date: 16th March 2016

1. **HEADING** CCTV monitoring provision
- Submitted by:** Joanne Halliday
- Portfolio:** Safer Communities
- Ward(s) affected:** Primarily the town centre

Purpose of the Report

To outline the current position with regard to the paid (and volunteer) monitoring of the closed-circuit television (CCTV) service that serves the town centre and to seek a decision in respect of the forthcoming award of contract in this regard.

Recommendations

- (a) **To authorise the Executive Director for Regeneration and Development in conjunction with the Portfolio Holder for Safer Communities to award the contract for the paid monitoring of the core CCTV service to the company submitting the best tender.**
- (b) **To ask officers to report back, as may be necessary, on the outcome of partner discussions for the volunteer management of the additional CCTV monitoring.**

Reasons

To review progress in tendering for the paid (core) CCTV monitoring service and the process for awarding the contract. To note the ongoing review of the volunteer monitoring services.

1. **Background**

- 1.1 The Council operates a CCTV system focused on the town centre, the active monitoring takes place through a paid (core) service which is supplemented by a volunteer service. CCTV is recognised as a beneficial service as the recordings can be used by the Police to take action against criminal activity and is acknowledged to be a deterrent to potential crime. The paid (core) service operates on the days and at the times that are considered to be of highest risk from a crime and disorder perspective.

2. **Issues**

- 2.1 The paid (core) service is contracted out and in line with financial regulations and standing orders an open competitive tendering process is being undertaken to procure the most appropriate service provider. It is anticipated that the tenders will provide the Council with options to deliver some financial efficiencies. The deadline for tender is the end of February and a verbal update on the outcome can be given at the Cabinet meeting.
- 2.2 Since its inception in 2011 the volunteer CCTV monitoring has been operated and managed by Partnerships Against Business Crime (PABC). This organisation has undergone recent changes to the management structure resulting in the transfer of some responsibilities to Partnership Against Business Crime in Staffordshire (PABCIS). At the time of writing discussions have been taking place with the Business Improvement District and the Police to

consider the future of the volunteer service in the expectation that this service can be taken forward through a collaborative partnership approach.

3. **Options Considered**

- 3.1 Tenders have been requested for the paid monitoring service on the basis of a menu approach which should give the Council a degree of flexibility on what elements of the service to procure within the available budget. Whilst with regard to the supplementary monitoring service provided by the volunteer arrangement the Council and its partners are not in a position to conclude on the future service delivery approach at this time.

4. **Proposal and Reasons for Preferred Solution**

- 4.1 It is proposed to award the paid monitoring service to the provider who provides the best tender. With regard to the volunteer service it would be most appropriate for the Council to continue to facilitate the current partnership discussions to determine the most efficient service delivery arrangement going forward.

5. **Outcomes Linked to Corporate Priorities**

- 5.1 The provision of a monitored CCTV service contributes to the Corporate priority of a clean, safe and sustainable borough.

6. **Legal and Statutory Implications**

- 6.1 The Council has an adopted CCTV Policy and must operate the CCTV service in Surveillance Commissioner code of practice which states:

Surveillance camera system operators should consider any approved operational technical and competency standards relevant to a system and its purpose and work to meet and maintain those standards.

It is important that both the paid and any volunteer monitoring is conducted properly and that operators are appropriately trained.

7. **Equality Impact Assessment**

- 7.1 The CCTV Policy outlines the purpose of the use of the CCTV and that it cannot be used to target indiscriminately. Reduction in town centre crime will support all visitors, residents and businesses.

8. **Financial and Resource Implications**

- 8.1 The costs of the paid CCTV monitoring service are provided for within existing revenue budgets at about £38,000 and it is anticipated that savings could be generated through the procurement process. There are no direct financial implications arising from the volunteer-led supplementary monitoring arrangement.

9. **Major Risks**

- 9.1 There is a risk that if the Council does not facilitate the volunteer management service then this will reduce the time that the CCTV is actively monitored.

10. **Key Decision Information**

10.1 The cost of the paid service over the period of the contract is likely to exceed £50,000 therefore this is a key decision.

11. **Earlier Cabinet/Committee Resolutions**

11.1 None.

12. **List of Appendices**

12.1 None.

13. **Background Papers**

13.1 Copies of the CCTV tendering documentation are available on request.