

BARNSELY METROPOLITAN BOROUGH COUNCIL

This matter is a Key Decision within the Council's definition and has been included in the relevant Forward Plan

REPORT OF THE EXECUTIVE DIRECTOR OF COMMUNITIES TO CABINET ON 23 JANUARY 2019

Town Centre CCTV Upgrade

1. PURPOSE OF REPORT

- 1.1 This report seeks to obtain approval for the Town Centre CCTV system upgrade, including all recording, networking and monitoring of the Town Centre system.

2. RECOMMENDATIONS

- 2.1 **It is recommended that the CCTV upgrade is approved as the current system is now old, failing and provides limited functionality in order to support the development of the Town Centre.**
- 2.2 **It is recommended that the capital expenditure is approved for the upgrade of this system.**

3. INTRODUCTION

- 3.1 The Town Centre CCTV system consists of 43 cameras and is currently in excess of 15 years old¹. It is made up of old, analogue cameras that provide limited functionality, obsolete recording equipment and provides poor quality images that often do not provide clear identification when required.
- 3.2 Barnsley Council pay an annual fee of £23,082 to South Yorkshire Police for the maintenance of the current equipment. South Yorkshire Police sub-contract this work to a CCTV maintenance provider on behalf of the Council. Any works outside of standard maintenance is paid for in addition to this by Barnsley Council, including network repairs.
- 3.3 South Yorkshire Police monitor the CCTV system, free of charge within their control room which is based in Doncaster Council's Civic Building. It is monitored alongside Rotherham Council's and Doncaster Council's CCTV, therefore only 1/3rd of the time is spent monitoring Barnsley's cameras.
- 3.4 The control room in Doncaster utilises a closed platform video monitoring system which is no longer supported and does not allow for modern CCTV cameras to be connected into it with ease. Parts for this system are no longer available.

¹ For the purpose of this report, the Town Centre CCTV system includes the additional public space cameras installed at Grimethorpe. This is due to them being connected to the main recording system.

- 3.5 The current cameras within the system offer a limited field of view and rely on operator input to identify and monitor on-going incidents. Each camera only covers the direction in which it is facing offering approximately 45 degrees of coverage from each column location at any given time.
- 3.6 Modern technology allows for High Definition quality equipment to be installed offering wider coverage and the ability for analytics in order to support the development of Barnsley into a 'Smart City'
- 3.7 Better coverage can be provided by the installation of new, modern technology and this will require less user input yet provide a better offer.
- 3.8 An open platform video management system can be installed in Barnsley, separate to the Police which will allow the connection of other systems outside of the Public Space in the future, this could include Council owned buildings and re-deployable cameras where possible.

4. PROPOSAL AND JUSTIFICATION

- 4.1 It is proposed that Barnsley Council upgrade the current CCTV system with modern technology therefore allowing for better coverage with less human intervention.
- 4.2 As part of the upgrade, Barnsley Council will change all 43 camera's and the 6 Grimethorpe Cameras to a High Definition solution that records 360 degrees around each column 24hours per day, 7 days per week. This allows for full coverage around each location without any user intervention in comparison with the current 45 degree coverage.
- 4.3 At each column location there will also be a second, high definition camera installed that allows full pan, tilt and zoom functionality. This can be operator controlled or can be intelligently and automatically controlled utilising video feeds from the 360 degree camera.
- 4.4 In order to upgrade the cameras, the recording system will need to be upgraded. This means that South Yorkshire Police will be unable to monitor the cameras until their Doncaster control room is upgraded or a suitable reviewing client is installed within their control room as part of this project. This is subject to wider discussions currently being held with South Yorkshire Police at a force wide level.
- 4.5 The proposed system will be built and developed to a standard that doesn't require an operator. The quality of recorded images will be high definition therefore allowing for excellent quality retrospective viewing. The quality will be good enough for the identification of offenders when required.
- 4.6 Monitoring stations will be installed within key locations of Barnsley Police Station, including the Duty Inspector and Duty Sergeants Office for pro-active viewing during key periods of time for the purposes of detection and prevention of crime. This method will allow for a general overview of the Town Centre when required.

- 4.7 The opportunity to install review workstations will be considered within the Police Station to allow for authorised staff to review footage when required, therefore allowing for prompt downloading of incidents when required by authorised officers for the purpose of prevention and detection of crime.
- 4.8 Monitoring stations will be installed within secure areas of Council buildings such as a specific room in Westgate or the Emergency Planning room. This will provide resilience for authorised officers to view live and recorded footage.
- 4.9 Optional monitoring stations could be considered in the future at locations such as the CCTV room within the Glass Works, however this is dependent on connectivity into the building which is currently being established as part of the public realm works.
- 4.10 Analytics software installed on the cameras will only be viewable by authorised Council Officers and this will be restricted in order to maintain system security.
- 4.11 The proposed system will provide better coverage despite being potentially un-staffed by operators for a period of time in-line with point 4.4 above. Owing to the proposed technology each current camera location will automatically increase its coverage by 75% without any form of user intervention.
- 4.12 The new system will allow for the interconnectivity of other systems, including Urban Traffic Control, Lightbox and Glasswork CCTV system.

5. CONSIDERATION OF ALTERNATIVE APPROACHES

- 5.1 The alternative approaches suitable for this project have been considered and are documented as follows:
- 5.2 Alternative approach 1: Barnsley Council to upgrade the current CCTV equipment to operate as a stand-alone system with no active monitoring by any method. This upgrade would simply capture images recorded from the CCTV equipment and would be reviewed retrospectively following incidents by authorised persons.
- 5.3 Alternative approach 2: Barnsley Council to upgrade the current CCTV equipment and build a local control room within Barnsley. This would allow for 24/7 monitoring of the CCTV system however this would incur significant staff costs. Having 24/7 monitoring would not increase productivity from the upgraded system due to its constant 360 degree coverage.
- 5.4 Alternative approach 3: Barnsley Council to turn off the CCTV system in its entirety and have no CCTV system.
- 5.5 Alternative approach 4: Do nothing. The current model would continue to operate as it is, although this is not viable in the long-term as the system will become increasingly obsolete and difficult/impossible to maintain. This would ultimately result in the loss of a CCTV system for the town.

6. IMPLICATIONS FOR LOCAL PEOPLE/SERVICE USERS

- 6.2 Whilst the upgrade takes place, there will be implications for local people due to a reduction in the CCTV coverage in the Town Centre. It is proposed the installation of a new system would take a period of 3 months. The reduction in coverage would be ad-hoc as the upgrade process takes place throughout the installation period.
- 6.3 Following the upgrade of the system there are no negative implications, however there are a number of positive outcomes in so far as the Town Centre will be better protected with a wide range of video recorded locations.
- 6.4 South Yorkshire Police are currently carrying out a force wide review of CCTV, as such this may have implications to the monitoring or reviewing of CCTV systems however this is unknown at this stage. Any negative implications as a result of this review have been mitigated by the fact the proposed system can operate without any user intervention and still provide better cover than the current system in more detail.

7. FINANCIAL IMPLICATIONS

- 7.1 The financial implications of this project have been considered and approved for submission to Cabinet by the Capital Oversight Board.
- 7.2 Consequently £0.700m has been set aside from the Council's Capital Programme pending formal approval of project spend by Cabinet.
- 7.3 The approximate upgrade costs of the project are currently estimated to be below that level at £0.661m. It is however proposed that the balance (£0.039m) is retained for this project as a contingency to ensure reasonable cost variances can be accommodated within Cabinet approval.
- 7.4 Due to the nature of the project the contingency is considered appropriate in order to cover off unforeseen issues such as connection restrictions, collapsed network ducts or failed fibre networking.
- 7.5 Any increase above this level (considered unlikely) would be reported back into Cabinet for further consideration.
- 7.6 Per paragraph 3.2 the Authority currently pay for standard CCTV system maintenance including network repair work – no additional revenue costs are anticipated as a result of the transition to the new system.
- 7.7 The procurement process of this project will be conducted utilising the Council Procurement Service and the specification will form part of a Tender process. The timeline in relation to this is as follows:
- February 2019 – Tender Process Start
 - April 2019 – Contract Award Date
 - June 2019 – Work Commences on site
 - March 2020 – Work completion and system in full operation. .

8. EMPLOYEE IMPLICATIONS

- 8.1 Due to the current maintenance being managed by South Yorkshire Police, Barnsley Council do not currently provide any resources to manage the maintenance or CCTV however this may change in-line with the proposed upgrade.
- 8.2 The upgraded system and its subsequent maintenance contractors will be managed directly by Barnsley Council. This means there will be a requirement for a Council Service and Council Officer to be responsible for the system and its on-going maintenance.
- 8.3 Currently 8.2 is satisfied by South Yorkshire Police having a designated contract monitoring officer, consideration is to be applied whether this officer continues to manage the contract on behalf of Barnsley Council.
- 8.3 It is not envisaged this requires a full-time post and it is believed it can form part of the duties of another role, however there will be administrative requirements aligned to this, including the contacting and meeting of contractors as required coupled with an understanding of the Barnsley CCTV network.

9. LEGAL IMPLICATIONS

- 9.1 The agreed Service Level Agreement with South Yorkshire Police has been terminated with the required 12 month's notice. As such all maintenance provided by South Yorkshire Police will cease in December 2019. This was necessary to ensure we didn't continue to face maintenance costs for an obsolete system from December 2019.
- 9.2 The system will be developed and built to ensure it operates within the Information Commissioners Code of Practice for Public Space CCTV.
- 9.3 There will be a comprehensive Data Protection Impact Assessment completed for the new system and this will be maintained by Barnsley Council. Additionally the relevant privacy notices would be developed and utilized.
- 9.4 All signage will be updated at the same point as any upgrade, this will ensure that it is all compliant with the relevant legislation.

10. CUSTOMER AND DIGITAL IMPLICATIONS

- 10.1 The majority of people support the use of CCTV within Public Spaces in order to create safer environments.
- 10.2 In order to consider any customer implications a full Data Protection Impact Assessment will be completed in-line with the Surveillance Commissioners requirements. It is recognised that a potential unforeseen consequence could be raised public expectation in respect of improved behavior as a result of the new system.

- 10.3 All installed equipment will serve a specific purpose and will be there to deal effectively with the prevention and detection of crime. Customers within the public space environment have a low level of privacy expectation however this will be reviewed as part of the assessment identified in 10.2 above. It should also be noted that this is a replacement programme of existing provision.
- 10.2 The implementation of a smart CCTV solution provides an excellent platform for providing positive customer and digital feedback. The development of the CCTV system assists with creating a smart city environment which will create a positive customer environment.

11. COMMUNICATIONS IMPLICATIONS

- 11.1 There may be negative feedback about the period of time where the system is not actively monitored by the Police control room. Work is being carried out with South Yorkshire Police to ensure any periods where the system is not covered are minimised and opportunities to further develop the joint working is maximised.
- 11.2 Any negative feedback can be covered by the fact the upgraded system actually provides a wider coverage than the current system and provides high quality images of a 75% wider area around each camera location.
- 11.3 The upgraded CCTV system is a positive step forward in the development of a Safer Barnsley and Safer Town Centre. The utilisation of modern technology to create safer environments is maximised by the use of smart technology and provides the ability to form part of a wider solution.
- 11.4 The development of the proposed system allows for positive communication messages to be relayed to visitors, businesses and potential investors. The investment in a smart, high quality system demonstrates the Council's ambition to create a safe environment for people to live, work and visit.

12. CONSULTATIONS

- 12.1 The following have been consulted with throughout the development of this project:
- a. Barnsley Council - Senior Management Team
 - b. Barnsley Council - Town Centre Management Team
 - c. Barnsley Council - Town Centre regeneration Team
 - d. Barnsley Council - Urban Traffic Control Team
 - e. South Yorkshire Police – CCTV Control Room Management
 - f. South Yorkshire Police – Building Manager (Doncaster)
 - g. South Yorkshire Police – District Management
 - h. Barnsley Council – Health and Safety Department
 - i. Barnsley Council – Risk & Compliance Department

13. THE CORPORATE PLAN AND THE COUNCIL'S PERFORMANCE MANAGEMENT FRAMEWORK

- 13.1 ***Thriving & Vibrant Economy:***
By developing the Town Centre CCTV solution it will enable the communities that live, work and visit the Town to feel safer. The increased safety measures offered

by utilising modern equipment will help develop a vibrant town centre. Additionally the optionality relating to increased use of analytics within the CCTV cameras allows for the development of the Town based on real-time data captured by the cameras.

13.2 ***Strong & Resilient Communities:***

The development of the Town Centre CCTV solution supports the development of the Town Centre community and strengthens the support offered in the Town in terms of providing a safe environment for people to live, work and visit.

13.3 ***Innovation***

The Council will be utilising the upgraded CCTV equipment to innovate and create new methods of working based on analytics. The system will be future proofed and will allow for a wide range of analytical systems to be adopted such as demographic advertising, people counting and more. The opportunities relating to this are endless and our in-house expertise will be used to develop analytical software products from time to time.

14. REDUCTION OF CRIME AND DISORDER

14.1 CCTV forms a large part of the reduction in Crime and Disorder, however in order to have maximum impact within this specific topic the recorded footage needs to be of useable quality.

14.2 Whilst CCTV does not offer a physical barrier or limit people from certain areas it does form a situational crime prevention solution however this can only be achieved by the successful use of recorded data. For successful use the recorded data must meet the evidential criteria required and as such, this upgrade will support this.

14.3 The use of 'Horn Speakers' on some locations can also provide opportunity for integrated analytics therefore further developing the situational prevention offered by CCTV, additionally it also improves the ability to respond in emergencies or relay any important safety messages during events such as Tour de Yorkshire.

14.4 CCTV does not resolve all issues relating to Crime and Disorder however provides an additional ability for evidence gathering to support other enforcement related work.

14.5 Many offenders view CCTV systems as an occupational hazard, as such the development of high quality recording systems and cameras further enhances this hazard and allows for successful outcomes from witnessed events.

15. RISK MANAGEMENT ISSUES

15.1 The upgraded CCTV system will provide additional support for risk management within the Town Centre. The analytics within the system can be developed to identify vehicles within pedestrian areas and protect specific areas by alerting people in a range of ways to significant risks.

15.2 The upgrade of the solution will be project managed by the contractor and mitigation methods will be applied in order to ensure there is no total, system outage during the upgrade by undertaking installation works of new cameras on a rolling basis.

16. HEALTH, SAFETY AND EMERGENCY RESILIENCE ISSUES

- 6.1 The upgraded CCTV system will provide 75% more coverage per current camera location, as such this will have an impact on Health, Safety and Emergency Resilience.
- 16.2 The Health and Safety of those visiting the areas covered by this system would be further protected, the Council would also be protected against claims processed due to the high quality imagery available to prove or disprove any potential claims.
- 16.3 The Town Centre hosts a number of key events where thousands of people attend, currently there is no local method of monitoring the event via CCTV, however the development of this system would allow for the remote monitoring from an event control in order to further safeguard.

17. COMPATIBILITY WITH THE EUROPEAN CONVENTION ON HUMAN RIGHTS

- 17.1 Public Space CCTV systems, which this report refers to are installed to ensure there are no breaches or infringements against Human Rights. All Public Space CCTV systems are installed overtly and those frequenting a Town Centre environment have a low level of expectancy in relation to privacy due to the number of people around them and the addition of CCTV from a range of premises.

18. GLOSSARY

CCTV – Closed-Circuit Television

19. LIST OF APPENDICES

Appendix A – Financial Implications
Appendix B – Business Case

20. BACKGROUND PAPERS

Business Case

Background papers available upon request from the report author.

If you would like to inspect background papers for this report, please email governance@barnsley.gov.uk so that appropriate arrangements can be made

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