

Surrey Heath Borough Council

Executive

15 March 2022

CCTV Review

Portfolio	Support & Safeguarding – Cllr Shaun Garrett
Strategic Director/ Head of Service	Louise Livingston – Head of HR, Performance & Communications
Report Author	Jayne Boitout – Community Partnership Officer
Key Decision	Yes
Date Portfolio Holder Signed off the Report	9 February 2022
Wards Affected	Camberley Town Centre and other Wards with CCTV provision

Summary and purpose

To note and review the outcomes of the existing CCTV review in Camberley Town Centre undertaken over the last 6 months.

Recommendation

The Executive is advised to RESOLVE that

- (i) a 'CCTV Management Group' to implement a consistent approach in connecting all Council teams involved in this area be established;
- (ii) the outcome of the CCTV in Focus audit carried out in 2021 relating to the Camberley Town Centre and Old Dean monitored CCTV system and for the above group outlined in a) to develop a short and medium term plans to meet the ICO governance requirements, based upon the local community and business requirements by optimising all resource available without cost to the Council be noted; and
- (iii) the terms of reference for this group as outlined in Annex A be agreed.

1. Background and Supporting Information

Existing Service

- 1.1 The Council introduced CCTV in Camberley in 1997 with further additions in 2002 and 2010. The existing specification includes 30 CCTV cameras located in Camberley town centre, and two monitoring the shops in the Old Dean. Surrey Heath entered into an agreement with Woking BC around 20 years ago relating to the monitoring service from a control room originally located within the Police station, and from December 2020 this relocated into the Peacocks shopping centre (Woking).
- 1.2 The Council has a statutory responsibility as part of the Crime and Disorder Act 1998 where Section 17 requires that has a duty to consider crime and disorder implications and places a responsibility upon the Council in conjunction with partners to mitigate risk and actuality of crime by utilising various options. Historically CCTV is a useful tool in discouraging and detecting crime and disorder and satisfies the statutory responsibility.
- 1.3 The long standing agreement with Woking BC is funded annually by the Council at a cost of £36,031.93 + VAT. At the present time the costs for the period starting 1st April 2022, are not confirmed and are subject to further negotiation.
- 1.4 The existing CCTV equipment is owned by the Council which incurs on-going annual costs: maintenance charges from Emcor of £10,336.92 + VAT and Virgin line rental costs of £9249.70 + VAT.

CCTV Audit – July 2021

- 1.5 Late in July 2021 the existing monitored CCTV system located in Camberley Town centre was audited by 'CCTV in Focus' who are a specialised independent company, which was previously approved by the Executive in April 2021.
- 1.6 A summary of their findings is as set out below:
 - a) Due to the age of the system being up to 20 years old, the original operational requirements of the CCTV system design are not available and this coupled with the changing landscape of Camberley town centre over that time, has resulted in some camera locations no being longer fit for purpose, and some other camera locations are obscured.
 - b) The cameras are dated but remain operational and can be effective when combined with CCTV operators at Woking. The Council have an option to replace cameras on an individual basis when they stop working or it is uneconomical to repair when possible. The existing service works on an analogue platform, where the new generation of equipment is digital.
 - c) The server for the system is located at Surrey Heath House and this again is dated a concern was raised of cost implications should this fail. This potentially could be an operational risk, but EMCOR the contractors responsible for maintenance advise that a replacement would not be required as an alteration to the connection of the system would retain the imagery transmission, with no impact to the service.

- d) For a updated 'operation requirement' to be undertaken for each CCTV camera and then the whole system together to ensure of compliance of CIO regulations.

Further detailed information is available as a background item.

Other Considering Factors:

- 1.7 As a result of further research it has shown that other Council departments own and operate independent a range of CCTV operations which includes: parking services, Camberley theatre and the green space team. If agreed, the Council's overarching approach will see the introduction of an CCTV Management Group to ensure a consistency in approach for both monitored and unmonitored services, and the management group will collaboratively work towards the implementation a new Council CCTV policy which will include updates in the standard operating procedures, privacy risk for each camera and a register of cameras, and ensures that the Council fulfil its obligations from the Surveillance Code of Practice.
- 1.8 As part of this review the Town centre business stakeholders were consulted to seek their views and these are outlined within Annex B.
- 1.9 The perception is that CCTV is designed to help prevent and detect crime. It can reassure the public about community safety, and as such It is located in public places to provide evidence to relevant enforcement agencies. Camberley town centre is working hard to recover from the pandemic and the Council can contribute to this by ensuring all reasonable community safety measures are taken.
- 1.10 In 2018, Surrey Police introduced a new CCTV Strategy, which seeks to maintain access to CCTV's across the whole of the County. The funding formula is calculated on a sliding scale basis which has not seen this Council receive any income from accessing the Surrey Heath service operated via Woking. On average Surrey Police access information approximately 100 per year. The Management Group can review income options, to offset operating costs.

2. Proposal and Alternative Options

- 2.1 The Executive has the option to:
 - 2.1.1 To approve the options outlined in the recommendation.
 - 2.1.2 Not to approve the options outlined in the recommendation.
 - 2.1.3 Approve some of the options outlined in 1 the recommendation.
- 2.2 It is suggested to approve as set out in the recommendation.

3. Contribution to the Council's Five-Year Strategy

- 3.1 As part of Health and Quality of Life, with the aim Building strong communities and connections with a sense of place and strong community identity, fostering a sense of respect and consideration between neighbours and communities.

4. Resource Implications

- 4.1 Staff resources will be required to maintain and manage this service, ensuring full compliance but this will be from existing resource.

5. Section 151 Officer Comments:

- 5.1 There are no additional budget implications from this report.

6. Legal and Governance Issues

- 6.1 The Terms of Reference for the CCTV Management Group are attached at Annex A.

7. Monitoring Officer Comments:

- 7.1 It will be necessary for the Monitoring Officer to work with the CCTV Management Group to ensure compliance with data protection laws in terms of achieving the Group's key objectives.

Annexes

Annex A - Terms of Reference

Annex B - for survey results of town centre businesses

Background Papers
CCTV in Focus Audit.