

# **COMMUNITY SAFETY AND COMMUNITY SERVICES SCRUTINY COMMITTEE**

**THURSDAY 17<sup>TH</sup> JANUARY, 2013**

**AT 6.00PM  
IN COMMITTEE ROOM 2  
AT THE COUNCIL HOUSE  
DUDLEY**

**If you (or anyone you know) is attending the meeting and requires assistance to access the venue and/or its facilities, could you please contact Democratic Services in advance and we will do our best to help you**

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## **IMPORTANT NOTICE**

### **MEETINGS IN DUDLEY COUNCIL HOUSE**

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Thank you for your co-operation.

Your ref:

Our ref:  
17/01/13/KFE

Please ask for:  
Kim Fellows

Telephone No.  
(01384) 815242

9th January, 2013

Dear Member

**Meeting of the Community Safety and Community Services Scrutiny Committee.**

You are requested to attend a meeting of the Community Safety and Community Services Scrutiny Committee to be held on Thursday 17<sup>th</sup> January, 2013 at 6pm in Committee Room 2 at the Council House, Dudley to consider the business set out in the Agenda below.

The agenda and public reports are available on the Council's Website [www.dudley.gov.uk](http://www.dudley.gov.uk) and follow the links to Councillors in Dudley and Committee Management Information System.

Yours sincerely



Director of Corporate Resources

**A G E N D A**

1. APOLOGIES FOR ABSENCE

To receive apologies for absence from the meeting.

2. APPOINTMENT OF SUBSTITUTE MEMBERS

To report the appointment of any substitute members serving for this meeting of the Committee.

3. DECLARATIONS OF INTEREST

To receive Declarations of Interest in accordance with the Members' Code of Conduct.

4. MINUTES

To approve as a correct record and sign the Minutes of the meeting of the Committee held on 1st November, 2012.

5. PUBLIC FORUM

6. CLOSED CIRCUIT TELEVISION (CCTV) IN THE DUDLEY BOROUGH (PAGES 1 – 16)

To consider a report of the Director of Corporate Resources.

7. TO CONSIDER WHETHER TO REQUEST THE ATTENDANCE OF ANY SAFE AND SOUND BOARD MEMBER OR THE PROVISION OF ANY INFORMATION AT A FUTURE MEETING IN RELATION TO THE COMMUNITY SAFETY AND COMMUNITY SERVICES SCRUTINY COMMITTEE WORK PROGRAMME.

8. TO ANSWER QUESTIONS UNDER COUNCIL PROCEDURE 11.8 (IF ANY).

AND QUESTIONS ON INFORMATION ITEMS AVAILABLE ON THE COMMITTEE MANAGEMENT INFORMATION SYSTEM.

Members are asked to e-mail Kim Fellows, at the address shown on the agenda cover, at least three working days before the meeting details of any questions they would wish to raise ON THE INFORMATION ITEMS.

This will enable responses to questions to be circulated prior to the meeting.

To: All Members of the Community Safety and Community Services Scrutiny Committee, namely:

Branwood	Burston	Caunt	Cotterill	K Finch
Harley	Kettle	J Martin	Nicholls	Perks
Russell				

**COMMUNITY SAFETY**  
**AND COMMUNITY SERVICES SCRUTINY COMMITTEE**

Thursday, 1st November, 2012 at 6.00 p.m.  
in Committee Room 2, The Council House, Dudley

**PRESENT:-**

Councillor Kettle (Chair)  
Councillor Branwood (Vice-Chair)  
Councillors Burston, Caunt, Cowell, K Finch, Harley, Ms Nicholls and Perks.

**OFFICERS**

Assistant Director of Corporate Resources (Customer Services), (Directorate of Corporate Resources), (Lead Officer to the Committee), The Drugs and Alcohol Team Manager, (Chief Executive's Directorate), The Health Reform Programme Lead, (Directorate of Adult, Community and Housing Services) Assistant Director, Quality and Partnership and Troubled Families Co-ordinator (All Directorate of Children's Services), Head of Accountancy, Principal Solicitor and Miss K Fellows, (Directorate of Corporate Resources).

18. **APOLOGIES FOR ABSENCE**

Apologies for absence from the meeting were submitted on behalf of Councillors Cotterill and Russell.

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19. **APPOINTMENT OF SUBSTITUTE MEMBERS**

It was reported that Councillor Cowell had been appointed as a substitute Member for Councillor Cotterill for this meeting of the Committee only.

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20. **DECLARATIONS OF INTEREST**

No Member made a declaration of interest in accordance with the Members' Code of Conduct in respect of any matter to be considered at the meeting.

21. MINUTES

RESOLVED

That the Minutes of the meeting of the Committee held on 6<sup>th</sup> September 2012, be approved as a correct record and signed.

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22. PUBLIC FORUM

No matters were raised under this Agenda item.

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23. REVENUE BUDGET STRATEGY 2013/14

A joint report of Officers was submitted on the proposed Revenue Budget Strategy for 2013/14 and on the Medium Term Financial Strategy.

In presenting the report submitted, the Head of Accountancy specifically referred to Appendix A to the report submitted stating that this outlined the proposed savings in line with the terms of reference of the Committee.

Arising from the presentation of the report and Appendix A to the report submitted, Members asked questions and raised concerns as follows:-

- The continuation of spending pressures especially those that related to dementia sufferers and those with learning disabilities and the lack of investment that would be available although the number of sufferers and those with learning disabilities were rising, the proposed investments were not increasing during the next three years.
- Whether the Council were preparing for the above increased numbers.
- The possibility of the Council entering into partnerships with other Councils in order to continue to provide services.
- How the posts included in the savings in the Directorate of Adult, Community and Housing Services, Quality and Commissioning were spread across the service areas and concerns in relation to increasing fee income targets for the finance section in respect of their work with the Court of Protection on behalf of people who lacked capacity.

- Where the increase in income from CCTV would come from.
- A query was raised in relation to Dudley Council Plus efficiency savings.

In responding to Members questions, the Health Reform Programme Lead advised that in relation to the increasing dementia sufferers and those with learning disabilities, priorities and additional legislative requirements such as personalisation had to be implemented and the increasing numbers would be reviewed year on year.

He also reported on the Public Health functions transferring from the Primary Care Trust to Dudley Council as from 1<sup>st</sup> April, 2013 and the policy intention was that Councils with new responsibilities for health improvement would encourage people to keep themselves well and so avoid the need for service in the Dudley Borough.

The Health Reform Programme Lead undertook to provide Members with figures relating to the increased number of adults with learning disabilities and those with dementia.

He stated that in relation to the proposed savings for the Directorate of Adult, Community and Housing Services the Quality and Commissioning Division had been remodelling and realigning the commissioning of services and work had been undertaken in relation to the commissioning of ICT Services.

It was also reported that the way that the Adult Social Care Finance Team provided services was coming into line with the practices in other Authorities in so far as the income provision for care services was concerned.

The Health Reform Programme Lead stated that Reports had been submitted to Cabinet during preceding years in order to support changes in Community Centres in order that they became even more independent where that was required including in Administration services in order to improve and update the service and it was hoped that this would achieve greater control over the services provided.

In relation to the 9.5 posts referred to in the report submitted, it was reported that those would need to be identified and would fall within the areas of the services outlined above.

The Health Reform Programme Lead reported that the administration of the affairs of those who lacked capacity were dealt with by the Office of the Public Guardian which had been created some years ago and a change in the Council's practices in relation to this administration was required which would bring the Council in line with practices elsewhere.

In relation to the income streams from CCTV, the Assistant Director of Corporate Resources, (Customer Services) reported that the Council now provided CCTV services to Stourbridge Bus Station with bus station images being monitored on behalf of Centro.

He also reported that contracts for a new queuing system and new payment kiosks had been entered into at Dudley Council Plus which had generated further income for the Authority.

In responding to a further question from a Member the Assistant Director of Corporate Resources, (Customer Services) stated that there were now less than two Council employees directly employed on CCTV work.

Members also raised concerns in relation to the amount of reserves outlined in the report submitted.

A motion was also proposed and seconded and agreed at the meeting.

#### RESOLVED

- (1) That arising from consideration of the information contained in the report and Appendix A to the report submitted on the Cabinet's Revenue Budget Strategy proposals for 2013/14 and Medium Term Financial Strategy the Cabinet be informed that Members of the Committee do not accept the budget proposals contained in the report submitted for the following reasons:-
  - (a) The unrealistic pressure figures for years two and three on pressure areas.
  - (b) The lack of detailed explanation of the savings at this meeting.

#### 24. "TROUBLED FAMILIES" IN DUDLEY

A report of the Chief Executive was submitted on an initiative of the Department for Communities and Local Government in respect of Troubled Families and its implementation in Dudley.

Arising from the presentation of the report submitted by the Health Reform Programme Lead Members asked questions and Officers responded as follows:-

The Assistant Director of Quality and Partnership stated that the definition "families with children on the edge of care" related to those children who were the subject of a Child Protection Plan and it was currently unclear as to how the payment by results referred to in the report submitted would become payable.

The Troubled Families Co-ordinator advised that the Troubled Families Programme Framework stated that payment by results would become payable should work with troubled families result in those families who were receiving benefits no longer having to claim these with those children who were not previously attending school moving back into education and a reduction in crime and anti social behaviour due to work conducted under the programme. He also stated that payment by results would become payable by the Council ensuring that those children who remained at home were residing in a safe home environment.

The Assistant Director of Quality and Partnership referred to the Council's Community Intervention Project which was operated by Children's Services under the management of the Assistant Director for Children and Families stating that those employed to work with troubled families would form part of this service, with an assertive and robust approach being taken to deal with that part of the service and all staff working together to address the problems of troubled families with new staff dealing with the more challenging work of the service. It was sincerely hoped that the service would make a difference and the enormity of the challenge was accepted.

He stated that some of the families would require staff to work with them over the whole three year period of the project which would result in some families being carried over to subsequent years of the project.

In relation to prioritising families he reported that there was in place an Organisation Group, linking each family to the three criteria referred to and that initially the family would need to satisfy all three criteria in order that intervention work could be commenced however it was hoped that families meeting two and following this one of the criteria would be provided with intervention work.

In relation to funding the project, the Health Reform Programme Lead reported that it was a three year funded project and details in relation to the funding stream once the three year period had elapsed had not been provided by Central Government.

The Assistant Director of Quality and Partnership further reported that the funding was non ring fenced and could be carried over from year one to years two and three of the project.

It was reported that the Project had initially been funded by the Department for Communities and Local Government and the Department for Work and Pensions and it was the intention of the Council to investigate whether some of the funding could be provided to other partners to work with troubled families effectively in order to improve the lives of those families, however no final decision had been made in relation to the above possibility.

In responding to a further question from a Member the Assistant Director of Quality and Partnership advised that the new posts would initially be offered on a one year fixed contract basis.

In relation to sanctions in order to ensure that those families identified engaged and worked with the key worker allocated to the family he advised that although there would be sanctions available through the Court system as far as offenders were concerned no further sanctions had been identified, although it was accepted that there would need to be a degree of negotiation with those families identified.

Members expressed support for the project with the sincere hope that it would make a difference to those families identified.

The Health Reform Programme Lead thanked Members for their appreciation and support in relation to the project.

In responding to a question from a Member in relation to the posts being offered the Assistant Director of Quality and Partnership advised that a former Police Officer, Career Soldier and Parenting Support Worker all of whom had past experience working with families had been identified for the posts advertised.

The Chair requested that information be distributed to Members relating to the percentage of troubled families identified in comparison with the number of households in the Dudley Borough.

The Chair wished Officers luck and success with the project.

**RESOLVED**

- (1) That the information contained in the report, and Appendix to the report, submitted on the Department for Communities and Local Government Troubled Families initiative and its implementation in Dudley, be noted.
- (2) That Members comments referred to above, be noted.

25. TO CONSIDER WHETHER TO REQUEST THE ATTENDANCE OF ANY SAFE AND SOUND BOARD MEMBER OR THE PROVISION OF ANY INFORMATION AT A FUTURE MEETING IN RELATION TO THE COMMUNITY SAFETY AND COMMUNITY SERVICES SCRUTINY COMMITTEE WORK PROGRAMME.

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Following discussion on this issue it was:

RESOLVED

That the attendance of any Safe and Sound Board Member or the provision of any information at the next meeting be not pursued.

The meeting ended at 7.15pm.

CHAIRMAN

**Community Safety and Community Services Scrutiny Committee**  
**– 17<sup>th</sup> January 2013**

**Report of the Director of Corporate Resources**

**Closed Circuit Television (CCTV) in the Dudley Borough**

**Purpose of Report**

1. To provide Scrutiny Committee with (a) details of the outcome of an internal review of the Council's CCTV arrangements and (b) an update regarding new requirements arising out of the Protection of Freedoms Act.

**Background**

2. A previous report to the Committee provided an overview of the Council's CCTV responsibilities within the Borough, and made reference to the Protection of Freedoms Bill and its implication in relation to CCTV. For the benefit of the Committee, the main points of the original report (updated as required) are summarised in paragraphs 3 to 10 below.
3. CCTV was reportedly introduced in the 1970s and is defined as a TV system in which signals are not publicly distributed but are monitored primarily for surveillance and security purposes
4. CCTV usually has the following aims and objectives:-
  - To help reduce the fear of crime
  - To help deter crime
  - To help detect crime and provide evidential material for court proceedings;
  - To assist in the overall management of the Dudley Borough Town Centres;
  - To enhance community safety, assist in developing the economic well being to the Dudley Borough area and encourage greater use of the town centres and shopping malls etc
  - To assist in traffic management
  - To assist in supporting civil proceedings
5. Within Dudley Borough the development of the CCTV infrastructure was largely shaped by the Government programme of town centre CCTV funding during the 1990's. There were a range of bidding rounds that enabled the Council to successfully receive funding to establish CCTV in the Borough principal towns, following the submission of appropriate information on aspects such as levels of reported crime, proposed coverage, costs etc. As a result of this national allocation, the Council reached agreement with the Police to establish a venue for the CCTV monitoring station at Sedgley police station, together with practical arrangements such as the holding of video records and alerting emergency services in the event of

incidents. The contract for monitoring the CCTV images was subject to competitive tendering and was awarded to the Legion (now OCS) Group.

6. The original report identified that there were around 750 Council owned CCTV cameras (excluding schools) situated in a wide variety of Council buildings and locations including offices, halls, car parks, public spaces, blocks of flats, depots, etc.

### **The CCTV Control Room at Sedgley**

7. The Council's CCTV control room is located in premises at the rear of Sedgley Police station and is operational 24 hours a day, 365 days a year. Two members of staff ('operators') are on duty at all times. It is here that the images from 187 cameras are pro-actively monitored and recorded.
8. Of the 187 cameras, 52 are Dudley borough 'public space' cameras; 13 are monitored on behalf of DACHS on the Highfields Housing Estate at Halesowen; 8 cover the public car parks on Stafford Street Dudley, Andrew Road, Halesowen and Bank Street, Brierley Hill; 5 are monitored on behalf of the Healthy Hub sites; 6 are monitored on behalf of the Castlegate retail/leisure park; 71 are monitored on behalf of Centro at Dudley and Stourbridge bus stations (where we also respond to activations of a total of 15 emergency help points at both bus stations); there are 23 Wolverhampton Urban Traffic cameras (we are able to view the images and record them by agreement) and finally there are 9 security cameras situated in and around Sedgley Police station. A map indicating the locations of the cameras will be available at the committee meeting.
9. A limited number of the images are also relayed to other locations in the borough for various purposes. Up to two images are constantly relayed 24 hours a day to the local Divisional Police Control Room at Halesowen Police Station. Images can also be relayed to DUE Lister Road Depot and Mary Stevens Park for traffic monitoring and management purposes, up to four images can be relayed to the Disaster and Contingency Management suite at Himley Hall (a facility that was invaluable during the two EDL demonstrations).
10. Whilst the Council has responsibility for the CCTV service, the control room operators are employed by OCS Group. All staffing issues relating to recruitment; disciplinary procedures; pay; hours of work; leave etc are a matter for OCS Group, not the Council.
11. Control room operators are licensed by the Security Industry Authority (SIA) for the activity of monitoring public space surveillance (i.e. CCTV). Operators are trained in the use of equipment, observation techniques, Dudley Council procedures / record keeping, report procedures and action on incidents, evidence handling, etc. There is a supervisor and a deputy supervisor both of whom work shifts alongside colleagues.

### **Disclosure**

12. Access to and disclosure of images is restricted and controlled by legislation, this ensures that the rights of the individual are preserved and evidence remains admissible.

## **Police Usage of DMBC CCTV Images**

13. A Police representative will be attending the Scrutiny Committee Meeting to respond to any questions members may have.

## **The Review**

14. The report was prepared by the Council's Head of Audit Services, who will be attending the Scrutiny Committee Meeting. His report is attached as appendix A. In summary, the current CCTV arrangements have worked reasonably well to date, the service is much appreciated by partners such as the police, but there is scope for efficiency improvements to be made.
15. Further to the report:
  - a) the Council will improve our CCTV administrative processes. For example, Housing have agreed to put in place a programme of work to assess all of the systems under their control in accordance with the Council's CCTV checklist. This will include ensuring that appropriate signage is in place and correct procedures are followed.
  - b) a new Information Governance Officer for schools has been appointed. As part of her ongoing work programme she will be visiting all schools in the Borough, ascertaining whether they have a CCTV installation and if they have, ensuring that the CCTV checklist is completed and systems are registered with the Information Commissioner as appropriate.
  - c) an audit-led value for money review of the current CCTV arrangements (including schools) will be undertaken with a view to realising efficiency savings and an action / improvement plan will be developed by Corporate Board for consideration.

## **The Protection of Freedoms Act**

16. The Protection of Freedoms Act became law in 2012. It required the appointment of a CCTV Surveillance Commissioner. The Act gives the public more power to challenge the use of surveillance cameras by the police and local authorities through the creation of a new Code of Practice.
17. The theory is that the Code of Practice, still being drafted, will be designed to encourage greater transparency in the use of CCTV and Automatic Number Plate Recognition (ANPR) and, as well as ensuring these systems are being used proportionately, will provide coherent guidance for police forces and local authorities to increase image quality and boost the chances of catching criminals. The new Commissioner will represent the interests of the public, ensuring police and local authorities use surveillance camera systems responsibly and follow the Code of Practice that is due to be agreed in April 2013.
18. The CCTV Commissioner is currently only responsible for technology employed in state owned public places, covering less than 5% of the cameras in the country. However, it has been suggested that this remit is due to be widened to include schools and hospitals eventually, as well as shopping centres.

## **Finance**

19. The 2012/13 net operational budget for the Sedgley Control Room and the cameras it monitors is £114,600. This takes into account monitoring income received from external organisations. The vast majority of expenditure incurred relates to Control Room external staffing costs.
20. With few external funding opportunities, the costs associated with maintaining and modernising our CCTV infrastructure, including the repair and replacement of camera parts and control room equipment, presents a challenge at this time of capital funding shortages.
21. It is relevant to note that the Government funded Community Safety Partnership allocation reduced from £314,000 in 2010/11, to £250,000 in 2011/12 and then to £153,000 this year. With effect from 1/4/13, all Home Office funding streams that were previously received by the Local Authority will be received by the new Police and Crime Commissioner. As such, Dudley's 2013/14 allocation is not currently known.

## **Law**

22. Section 111 of the Local Government Act 1972 enables the Council to do anything which is to facilitate or is conducive or incidental to the discharge of its functions.

The Localism Act provides a general power of competence to local authorities, which enables the Council to do anything that individuals generally may do, subject to certain limitations set out in the Act.

Other legislation includes:

The Crime and Disorder Act 1998 and subsequent amendments;

The Criminal Procedures and Investigations Act 1996;

The Data Protection Act 1998;

The Human Rights Act 1998;

The Regulation of Investigatory Powers Act 2000

The Police Reform Act 2002:

The Police and Justice Act 2006 & subsequent regulations

## **Equality Impact**

23. This report is in accordance with the council's equality policy.
24. To ensure that control room operators are clear about their responsibilities and to ensure that the law is complied with the 'Dudley MBC CCTV Operational Procedural Manual' clearly sets out the procedures that operators must follow.

## **Recommendation**

25. It is recommended that the committee note and comment upon the information contained in this report.



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Philip Tart  
Director of Corporate Resources

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List of Background papers:

[Dudley MBC \(in partnership with West Midlands Police\) Code of Practice for the Operation of CCTV.](#)

[Dudley MBC CCTV Operational Procedural Manual](#)

[Report to Community Safety and Community Services Scrutiny Committee 3/11/11](#)

**Appendix A**

**SUBJECT: CCTV Strategy Review**

**Head of Audit Services  
21<sup>st</sup> November 2012**

## **BACKGROUND**

1. A report was presented by the Director of Corporate Resources to the Community Safety & Community Services Scrutiny Committee in November 2011 providing an overview of the Council's CCTV responsibilities, with a particular focus on the role of the CCTV Control Room in Sedgley.
2. Concerns were raised by Members over the number of cameras included at the Report i.e.750 excluding schools.
3. It was recommended that further information surrounding the new amended requirements arising out of the Protection of Freedoms Bill and the findings of the internal CCTV review should be reported to a future Scrutiny Committee meeting.
4. This report examines the findings of the internal review of CCTV together with the latest position regarding the Protection of Freedoms Bill.

## **FINDINGS**

### **HISTORY**

5. In discussions with officers, a number mentioned the impact of a series of incidents [e.g. Dunblane, St Lukes Primary and "7/7"] increasing concerns over security of public buildings and the public fear of crime/terrorism. These all led to an increase in the number of CCTV cameras installed.
6. During research it was noted that a National Police CCTV Strategy was produced in 2007 and a West Midlands CCTV Strategy produced around the same time. We were unable to locate any more recent documents.
7. We have also been unable to find a documented Dudley MBC CCTV Strategy. It appears that a number of locations who have installed CCTV have done so on their own without recourse to a corporate contract, specification, etc. A few have had input from Security Consultants, attached to Corporate Property.
8. It appears that Dudley MBC "strategy" was initially based around the availability of Home Office grants for public scene cameras as part of an initiative to prevent and detect crime. This also resulted in the location of a central control station currently based at Sedgley Police Station to facilitate monitoring and recording of images. The control centre is overseen by a Manager within Corporate Resources who has a range of other duties. For the purposes of this report they will be referred to as the CCTV Manager.
9. A number of the grants were capital one off allocations with no real revenue budget to handle on going maintenance and replacement regimes.

## **CAMERA NUMBERS AND LOCATIONS**

Using the background papers for the Community Safety report from Nov 2011, we have checked on the current numbers of cameras and the numbers appear to have increased slightly. We also asked for details of schools using CCTV and identified 32 sites. The information is summarised below which shows there are over 1100 cameras installed at 130 locations within Dudley Borough.

<b>CCTV Users</b>	<b>Number of Cameras</b>	<b>Number of Locations</b>	<b>Maintenance By / Body Responsible</b>
DACHS	378	56	Baydale
DUE	330	27	Various
DCR	45	7	Various
DCS	8	4	Various
Bus Stations	71	2	Centro
Castle Gate	6	1	Castle Gate
Urban TC	23	1	W'ton UTC
Schools	293	15	Various
Schools		17	Information awaited
Totals	1156	130	

Notes – The cameras involved in Healthy Hubs, UTC and public space have been classified as three locations.

10. The information requested from schools included the split between cameras filming inside buildings and those covering external areas. An assessment was then made of the other locations using CCTV and we estimate the split is approximately 60% internal monitoring and 40% external i.e. close to 700 of the 1120 cameras monitoring internal areas of buildings.
11. It does seem relevant to consider the split between internal and external cameras as the latter could have more implications from a privacy impact assessment perspective if the camera coverage includes private property i.e. houses or land.
12. From enquiries to a few sites it is evident that staffing levels in schools, museums and the like prevent them from having staff roaming spaces to prevent and detect crime or anti social behaviour, or monitor in real time images being filmed. This is one of the reasons for large numbers of cameras at some sites.

## **PURPOSE OF EQUIPMENT**

13. It seems that all security CCTV is organised for the prevention and detection of crime and anti social behaviour. There are some traffic management cameras operating in the Borough to aid traffic management. The report to Scrutiny Committee included the following aims and objectives for CCTV to :-
  - a. Help reduce the fear of crime
  - b. Help deter crime
  - c. Help detect crime and provide evidential material for court proceedings
  - d. Assist in the overall management of the Dudley Borough Town Centre
  - e. Enhance community safety, assist in developing the economic well being to the Dudley Borough area and encourage greater use of the town centres and shopping centres etc
  - f. Assist in traffic management
  - g. Assist in supporting civil proceedings
14. CCTV [and CCTV Control Centres] can also be used for a variety of other purposes e.g.
  - a. Reduce, deter and detect anti social behaviour e.g. fly tipping, bullying incidents in schools
  - b. Assist in making traffic crossings safe for the public and our staff
  - c. Monitor/verify intruder/fire alarm activations and provide a response to the activations
  - d. Provide additional protection for lone workers by physically checking on staff remotely at agreed times
  - e. Handle out of office hours telephone calls
  - f. Integration with Telecare type service
15. One of the most important overall purposes for CCTV is to be a part of a multi disciplinary approach to one of the key objectives of the Council, as laid out in the Council Plan 2013 i.e.

“Community Safety – Dudley Borough where people are safe, and feel safe enjoying a sense of freedom from crime and anti social behaviour.”

## **PARTNERSHIPS**

16. Discussions with various officers and the Partnership Manager from the Police indicated that there are already a number of partnerships in place, some income generating and some revolve around crime reduction and/or traffic management e.g.
  - a. Community Safety & Crime Reduction / Joint Activities Group
  - b. Police
  - c. Dudley Borough Business Crime Partnership
  - d. Urban Traffic Control centres
  - e. Centro – Bus Stations
  - f. Castle Gate Retail Park

It was noted that the Police seem to appreciate the information and help they receive from the Control Centre

17. During the research for this review a copy of the 2002 Dudley MBC & West Midlands Police Code of Practice was found and it provides detail on how the system should be operated but also makes suggestions e.g.
  - a. A copy of the Code of Practice should be published on the web site
  - b. An Annual Report should be published
  - c. Periodic assessment of the CCTV system which should include assessments of the :-
    - i. Impact upon crime, not just areas covered by cameras
    - ii. Incidents monitored by the system
    - iii. Impact on town centre business
    - iv. Areas without cameras
    - v. Views and opinions of the public
    - vi. Operation of the Code of Practice
    - vii. Whether the purposes for which the system was established are still relevant
    - viii. Cost effectiveness

We did not see evidence of all of the above.

18. Logically there are other public bodies in Dudley Borough using CCTV but we made no enquiries on these albeit there could be scope for partnership working with bodies such as colleges, hospitals, etc.

### **PURCHASE OF EQUIPMENT**

19. The 130 sites can be broken down into more discreet groups to reflect operational areas. For example one officer has responsibility for the museum CCTV operations so museums could be considered “one operational location” this impacts on the arrangements for procurement, kit specification, maintenance, etc. The same can be said for the large number of the DACHS Housing sites being managed from Forge House in terms of new installations and maintenance arrangements. The various locations appear to have arranged their own procurement, maintenance, etc. There was limited evidence of a corporate approach to procurement, specifications, maintenance, etc.
20. Each of the schools spoken to seems to be operating on a stand alone basis so they are making their own procurement judgments and carrying out the associated procurement process.
21. The Security Consultancy function within Corporate Property used to have two officers but one left some time ago and has not been replaced due to budgetary constraints. The remaining officer has had some involvement in CCTV and has been involved in some sites to the extent of offering advice or

overseeing specification, procurement, etc and facilitating more standardised arrangements.

22. Enquiries to selected sites representing the majority of non schools locations identified the following :-

Location	Number of Cameras	Annual Maintenance [£]	Repairs & New Equipment 2012/13 [£]
DC+	19	1150	Nil
Public Space & Control Centre	187	17,000	16,000 [budget]
Housing	321	Nil	17,767
Stourbridge Town Hall	16	746	8,375
Museums	128	Nil	3,568
Dudley Leisure Centre	6	653	Nil
Public Car Parks	105	Nil	2,000
Lister Road Depot	12	Nil	2,386

It is difficult to compare the figures as the age and location of each camera differs.

23. Wolverhampton City Council CCTV operations also includes a Control Centre which incorporates Urban Traffic Control [UTC] cameras. They provide a service to Dudley and monitor the 23 traffic cameras located in Dudley Borough.
24. There are also number of smaller CCTV systems for specific stand alone operations e.g.
- a. Community Safety funded body worn cameras and 4 mobile cameras for the Police which are used, monitored, etc, independently of Dudley MBC.
  - b. Traffic Management operate covert cameras installed inside Lollipop signs which are operated by Crossing Staff.
25. The latest offering of CCTV for IT Services Data Centre has been sourced via our own in house Electrical & Mechanical staff with communication links organised by IT Services and camera/system specifications provided by our own Security Consultant. These services were also utilised for the Dudley Council Plus offices.

### **SEDGLEY CONTROL CENTRE**

26. It was noted during discussions that the Sedgley Police Station is no longer a significant operational base for the Police and apart from a Neighbourhood Police Team the site is staffed by volunteers. That level of use may be behind the Police being reluctant to renew a lease for the Control Centre.

27. There is a budget of £17,000 for maintenance of the Control Centre and Public Space cameras. Centro organise maintenance of their own cameras as do Castle Gate. The CCTV Manager also has a small budget of £16,000 to pay for replacement equipment if any needs updating, replacing, etc.
28. The images from the cameras are monitored at the CCTV control room by SIA licensed and suitably qualified staff supplied under contract by OCS Group. There are eight operators in total who work a day shift and a night shift 24 hours a day, seven days a week. There are two supervisors who form part of the team of eight. All activities in connection with the monitoring and sharing information with the Police are carried out in accordance with the Dudley Borough CCTV Operational Procedural Manual.
29. The Control Centre has dedicated performance management data for Centro operations but not all other locations. They have the ability to prepare management information on camera data off their computer system [VTAS] if required.
30. The Control Centre currently monitors images from 187 cameras and these are :-

<b>Location[s]</b>	<b>Cameras</b>	<b>Percentage [%]</b>
Sedgley Control Centre	9	5
Bus Stations	71	38
Town Centres	52	28
DUE Car Parks	8	4
DACHS Housing	13	7
Castle Gate Park	6	3
Healthy Hubs	5	3
UTC	23	12
Totals	187	100

31. A privacy zone check on existing cameras is done on each shift to ensure that any screen blocking areas are maintained. These prevent pan and zoom being used on private residential properties.
32. No operational impact assessments or privacy impact assessments are carried out post installation. The Information Commissioner guidance suggests these should be done at least annually.
33. Linked to Dudley Borough Business Crime Reduction partnership, Control Centre staff operate the base radio station for passing information between shops, security guards and appropriate crime reduction staff to share intelligence about persons committing crime. It was indicated this scheme could be extended to other Town Centres.
34. The provision of images is largely restricted to requests from the Police.

35. Control Room income totalling £157,700 per annum is received for the monitoring of systems. The income received offsets costs of approximately £272,300 per annum.
36. Whilst the Bus Station use emergency “Help” buttons, these are not generally available elsewhere where cameras are used. Research suggests this could be used at designated points for the public to use more generally to summon emergency help and get the attention of the CCTV Operators. Some Councils have introduced a service whereby the public can text the Control Centre to pass on any suspicions about activity in CCTV designated areas.
37. Certain camera images can also be viewed by Police at their Halesowen Control Room. There is also a link with the Emergency Control Centre at Himley Hall.

Wolverhampton City Council CCTV operations also includes a Control Centre which incorporates Urban Traffic Control (UTC) cameras. They provide a service to Dudley and monitor 23 traffic cameras located in Dudley Borough.

## **GOVERNANCE**

38. The Protection of Freedom Bill was enacted in 2012. It includes reference to the appointment of a CCTV Surveillance Commissioner who would be required to produce a code of practice. These actions are still to take place at the time of writing this report.
39. Dudley MBC holds a registration with the Information Commissioners Office [ICO] for all Data Protection issues so we do not need to register each location with the ICO. Schools do however have to register as they are separate entities. The registration is not overly complex and in some cases just involves notifying the ICO so that their general DPA registration recognises the addition of CCTV.
40. Each location using CCTV should complete an Information Governance CCTV Checklist and forward to the Information Governance Team, and resources are being directed to ensuring these are completed.
41. The Dudley MBC web site gives some information on the use of CCTV.

## **RESOURCES**

42. The Authority has a limited central record of all cameras, security systems, etc.
43. We now have one Security Consultant and a CCTV Manager.
44. Funding appears to have historically been found via the Home Office and working within the framework of Community Safety groups such as Crime Reduction, Borough Business Crime Partnership and Joint Activities Group.

45. Funding sources from the Home Office have dried up for any major new installations. The Community Safety Team and their input at Crime Reduction Group have provided funds for some new equipment updates e.g. digitalisation. A wide range of revenue budgets covers the costs incurred by CCTV users albeit some capital schemes may have included security equipment.
46. The major expenditure on CCTV seems to be the costs associated with the Control Centre and associated cameras. Current expenditure on other CCTV operations in non School locations appears to be largely limited to repairing existing equipment and provision of new equipment if monies become available.
47. Finance is an issue as regards any significant requirements for replacement equipment, maintenance. At the present time the CCTV Manager has a small allocation each year for replacement of equipment but no strategic plan for replacement of equipment nor any financing identified for a replacement programme.
48. Part of the CCTV Control Centre costs are met by income generating work for Centro, DUE and DACHS. This could be increased if other options for monitoring were explored such as schools, council alarm systems, CCTV monitored by the private sector, more monitoring of private sector clients systems. Additional services may include key holding and use of CCTV for remote patrolling of sites rather than employing private sector security guards.

## **CONCLUSIONS**

49. There is no formal CCTV strategy covering all locations
50. The current position as regards locations, specifications, maintenance arrangements, etc, has been largely influenced by local managers and suppliers without recourse to corporate specifications or resources.
51. The procurement of equipment, maintenance and monitoring [including alarms] has not been done via a corporate contract.
52. There is scope for a more effective, efficient and economic set up for CCTV in terms of standardised equipment specifications, contracts, maintenance and monitoring. Whilst it is difficult to quantify all costs and income in economic terms, it is envisaged that there is scope for ensuring the CCTV operations are operating at the very least on a break even cost basis.
53. Our in-house security consultant has been involved in providing advice to around 20% of locations.
54. The Sedgley Control Centre operational manual and general operation appears good.

55. The Control Centre may not have a medium to long term future in its current location. There may be a need to locate an alternative site and the Police have indicated they would co-operate in locating suitable premises.
56. There are in house resources within IT Services, Corporate Property and DUE to provide in house solutions to equipment specification, installation and maintenance.
57. The Authority has a large property portfolio which incorporates a significant number of CCTV Systems and alarm installations. There is no significant link up between fire or intruder systems and CCTV.
58. There is limited communication between CCTV users.
59. CCTV has not caused any problems in its current configuration in terms of damaged reputation through abuse of recording images.

## **RECOMMENDATIONS**

60. Dudley MBC should prepare a CCTV Strategy which aims to bring together, and cover, all CCTV operations to consolidate governance, specifications and maintenance with a view to creating a more comprehensive and consistent set of arrangements. The strategy should cover :-
  - a. Objective of systems
  - b. Legislative compliance standards
  - c. Governance requirements and compliance standards as regards Dudley MBC, Home Office, Information Commissioners Office and CCTV Surveillance Commissioner
  - d. Operating procedures requirements
  - e. Communication standards for public interaction
  - f. Partnership working details and requirements in respect of :-
    - i. Police [including their responsibilities and input]
    - ii. Other CCTV users in Dudley MBC [including Schools]
    - iii. Other public bodies using CCTV in the Borough
    - iv. Private sector organisations using CCTV in the Borough
    - v. Crime reduction agencies and organisations
    - vi. CCTV User Group [to be organised]
  - g. Linkage to Corporate Security Strategy and associated activities
  - h. Financial and technical resource plans
  - i. Performance management requirements for large and small systems, and links to other crime statistics
  - j. Operating effectiveness, and privacy, impact assessments
  - k. Business Plan requirements
  - l. Annual Performance Report requirements covering incident reporting, operational effectiveness and privacy impact assessment results
61. An action plan should be prepared to ensure that CCTV sites comply with corporate security requirements regarding the installation, maintenance and monitoring of CCTV and alarms.

The exercise could also link with Corporate Security Strategy requirements whereby each site has to complete a security checklist which helps facilitate the creation of a security plan for each site.

62. The significant property portfolio requires dedicated resources to manage CCTV and security advice & support in a proactive and reactive manner.
63. Various plans should be drawn up to facilitate :-
  - a. Financial e.g. for replacing equipment
  - b. Operational e.g. the location of the Control Centre and cameras
  - c. Technical e.g. equipment specification, technology development monitoring and the capacity of the Control Centre to take on more commercial approaches such as monitoring alarms, key holding and UTC camera communication links and monitoring
64. A test site should be selected to establish the Control Centre for monitoring intruder and fire alarms rather than ADT. This should ideally also include access by the Control Centre to CCTV cameras so they can confirm intruders, fires, anti social behaviour. Should also consider including speakers attached to selected cameras to allow the Control Centre to inform people that they are being recorded and should leave the site before the Police are called.
65. Following on from ground work to establish current systems and, creation of draft CCTV Strategy, a Corporate CCTV User Group should be set up to ensure a corporate approach to CCTV.
66. Develop a better communication strategy with the public [and potential partners] so that information is published on the internet to increase public confidence and knowledge of CCTV systems in the Borough. Additional information would include a code of practice, details of camera locations, an annual report on CCTV operations and effectiveness, etc.
67. Implementing these recommendations will have significant resource implications for Dudley MBC. If the Council does not feel confident in finding sufficient resources to implement the recommendations of this report it may be worth considering outsourcing CCTV. However, there would still be a need to prepare the strategy, plans, specifications, etc, necessary to outsource.

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21<sup>st</sup> November 2012