REPORT TO EXECUTIVE

PORTFOLIO AREA: COMMUNITY ACTIVITIES

Date of Meeting:	25th November 2002		
Public			
Key Decision:	Yes	Recorded in Forward Plan:	Yes/No
Inside/Outside Policy Framework			

Title: CCTV MONITORING / BID FOR BUDGET INCREASE

Report of: Director of Environment & Development

Report reference: EN133/02

Summary:

Due to the increased number of CCTV cameras being monitored it has become apparent that additional staff resources are required at certain times to operate the CCTV Control Room. This report provides details of the work carried out and outlines options for funding additional staff resources.

Recommendations - It is recommended that:

a. Members consider the options for funding set out in Section 1.6 to enable control room manning levels to be increased.

b. A review of the Shop Watch / Pub Watch scheme be undertaken to assess its true benefits and effectiveness.

Contact Officer: Keith Poole   **Ext:** 7470

Cctv monitoring / BID FOR BUDGET INCREASE

1. BACKGROUND INFORMATION AND OPTIONS

1. The CCTV system operated by Carlisle City Council has developed quickly over recent years funded in large part by Home Office grants. The system at present consists of the cameras listed below:-

Location	Camera Type	No. of Cameras
Car Parks	PTZ	8
City Centre	PTZ	6
City Centre East	PTZ	13
Raffles	PTZ	3
Petteril Bank	PTZ	2
Brampton	PTZ	3
Longtown	PTZ	2
Irishgate Bridge	Fixed	6
Millennium Gallery	Fixed	7
Currock	PTZ	1
Civic Centre	Fixed	4
Total		56

Camera Type - PTZ - Pan, Tilt and Zoom
- Fixed - Fixed Camera

1.2 The above cameras are monitored 24 hours a day, seven days a week by a rota of operatives. However, with the increased number of cameras in operation it is becoming extremely difficult at certain times of the day for the single operative to effectively monitor the system. In addition to the monitoring of the CCTV system the operative also co-ordinates the Shop Watch and Pub Watch systems which maintain a radio link between all shops and pubs in the scheme.

3. In order to improve the monitoring of CCTV it is considered necessary for double manning at certain times of the day. An analysis of the times when incidents occur show that the following periods are when most incidents occur:-

   a. Thursday/Friday/Saturday Evenings from 6pm to 2am
   b. Monday to Saturday from 10am to 6pm

It is suggested that double manning be introduced for the hours shown above.

Option a) above is estimated to cost £14,500 annually and is considered to be most important area for implementation.

Option b) is estimated to cost £23,500 annually to implement.

3. An opportunity has also been taken to analyse the activity which takes place in the control room between the 12 midnight and 8am shift to form a view as to whether the control room should be manned during these quiet hours. If the control room was to be closed during low risk hours on Sunday/Monday/Tuesday the potential saving would be £11,000. However the table below clearly shows incidents during October 2002, are occurring every night and other months are similar. In addition to monitoring the CCTV, the staff employed overnight undertake some administration duties which their busier colleagues during the rest of the day cannot undertake. This involves such activities as collating incident reports, preparing video tapes for use and maintaining tape records.

CCTV Incidents (12 midnight to 8am) October 2002						
	No. of Incidents					Average No. of Incidents
Tues	3	11	7	4	1	5.2
Wed	3	5	8	4	3	4.6
Thurs	6	9	8	4		6.8
Fri	8	7	6	8		7.3
Sat	15	11	12	15		13.3
Sun	12	13	12	16		13.3
Mon	6	4	4	5		4.8

Sun/Mon/Tues Low Risk days

Wed/Thurs Medium Risk days

<u>Fri/Sat</u> High Risk days

In view of the above information it is considered prudent to maintain full 24 hr operation of the control room.

4. Shop Watch/Pub Watch

a. The Shop Watch scheme presently has 70 members in the scheme, each of which pays £5 per week to rent a radio, or £315 to purchase outright to the scheme organiser. There is also a £100 joining fee for the scheme. The Pub Watch scheme presently has 44 members each of which pays £7.50 weekly to rent a radio to the scheme organiser.

The City Council receives no payment for its working associated with the Shop Watch and Pub Watch schemes either to co-ordinate the radio's or the associated work to co-ordinate the CCTV to monitor shoplifters etc. Both these schemes are co-ordinated by the Police.

b. An examination of the incidents log for the CCTV Control Room shows that during 2001/02 the CCTV operators dealt with a total of 2512 incidents. Of this total 1077 (43%) incidents were as a result of radio calls from Pubs/Shops/Clubs in the Pub Watch and Shop Watch schemes. In addition, many of the other incidents would have involved our operators observing incidents which then resulted in them contacting members of the schemes to warn them of ongoing incidents. Of the incidents dealt with 86% were located in the City Centre or Botchergate areas.

It is suggested that it is opportune to undertake a review of the Pub Watch / Shop Watch scheme. This review can examine the benefits of the scheme and the true costs which are incurred by the scheme members and the City Council.

3. Options for Funding

In order to fund the additional monitoring in the CCTV Control Room estimated to cost £38,000 the following options are suggested.

1. Revenue Bids for Additional Funding

To submit revenue bids to increase the manning levels for the options set out in Section 1 – 3.

a. £14,500 to increase monitoring on Thurs/Fri/Sat from 6pm to 2am.

b. £23,800 to increase monitoring Monday to Saturday from 10am to 6pm.

1. One off Bid for Pilot Scheme

To submit a one-off bid for £38,000 to enable manning levels to be increased to those set out in Section 1 – 3 for a period of 1 year. This pilot scheme to be then reviewed in conjunction with the review of the Pub Watch / Shop Watch Scheme.

1. CONSULTATION

1. Consultation to date

Consultation has taken place with the City Council Community Safety Co-ordinator and his comments are given in Section 6. The CCTV operators have been consulted on their experience and problems in operating the system.

2. Consultation proposed

It is proposed that consultation take place with the Shop Watch / Pub Watch co-ordinators and members and also with Cumbria Police.

1. STAFFING/RESOURCES COMMENTS

1. The bid is for additional staff resources in the CCTV Control Room which it is estimated will incur costs of £38,000.

1. CITY TREASURERS COMMENTS

4.1 The bid will need to be considered as part of the budget process.

0. Legal comments

1. N/A

0. CORPORATE COMMENTS
1. This proposal will assist the Council in achieving its corporate objective to reduce the number of recorded crimes per 1000 population and will contribute to feelings of safety and reassurance among residents. In addition to this the Carlisle and Eden Crime and Disorder Reduction Partnership acknowledges that the City Council control room has contributed significantly to the way offending is monitored and detected.

0. RISK MANAGEMENT ASSESSMENT
1. If adequate monitoring of the CCTV system is not carried out incidents may occur which are not observed or are not fully pursued. This could result in financial loss or injury to victims.

8. equality issues

8.1 N/A

9.0 ENVIRONMENTAL IMPLICATIONS

  1. N/A

10. crime & disorder implications

  0. The CCTV Initiative has proved very successful in supporting the Crime and Disorder Initiatives in the City. At the present time with the increased number of cameras to be monitored the single operator is having difficulty in making the most effective use of the system. If additional monitoring resources were to be provided then even more effective assistance could be provided to the Police.

10. RECOMMENDATIONS - It is recommended that:

  0. Members consider the options for funding set out in Section 1.6 to enable control room manning levels to be increased.

  2. A review of the Shop Watch / Pub Watch scheme be undertaken to assess its true benefits and effectiveness.

10. REASONS FOR RECOMMENDATIONS

  1. The increasing number of CCTV cameras to be monitored now results in a situation where additional staff resources are required to effectively carry out the monitoring. The recommendations outline two ways of funding the additional resources.