



Appendix 2

CCTV Partnership

**April
2018**



**Medium
Assurance**

Purpose & Scope of Review

As part of the Council's 'Cutting Our Cloth' review of efficiencies in response to significant financial pressures during the austerity measures, the Task & Finish Group identified potential savings were possible by changing the delivery method of the CCTV function. Following discussions with the three main Town Councils (Rhyl, Rhuddlan and Prestatyn) that the CCTV service covered, and North Wales Police (NWP), it was agreed the way forward was to form a partnership with Denbighshire County Council (DCC) as the lead partner.

Denbighshire CCTV Partnership began on the 1 April 2016 and after the initial 12 month trial period, the CCTV Partnership Board agreed to extend the Partnership for a further 12 months. The CCTV Partnership Board acknowledged that the initial model adopted was not fit for purpose and after reviewing several systems has entered into a Service Level Agreement (SLA) with Cheshire West and Chester Council (CWAC) to carry out the monitoring of the CCTV cameras from their control room in Chester on a reactive 24/7 basis. It is hoped that the new SLA between the CCTV Partnership Board and CWAC should be signed and operational by the 1st April 2018.

The purpose of this review is to provide assurance that the Council has robust governance and contract management arrangements in place to manage risks, monitor performance, service quality and reporting performance regularly to the relevant Scrutiny Committee.

The scope of our review was as follows:

- Are we clear about our overall expectations of the Partnership?
- Do these expectations align with the Council's corporate priorities?
- How well do we understand the financial commitment and risks flowing from the Partnership?
- How do we ensure that the governance arrangements in the Provider are sound and that those with an active role receive adequate training and advice?
- How will we safeguard our interests, such as assets and other resources linked to the Partnership?
- How will we know how well the Partnership is doing, through our scrutiny of both operational and financial performance?

Audit Opinion

From our review, we can conclude that the Alternative Service Providers (ASP) contract between the Council and the CCTV Partnership Board is working well providing CCTV monitoring on a reactive basis from Rhyl Police Station. The Council's Partnership Scrutiny Committee has been receiving a report from the CCTV Partnership approximately every six months on the activities, performance, finances and monitoring of the CCTV Partnership which has provided assurance that the aim and objectives of the partnership are being met.

However, we have identified a number of minor issues:

- A risk register has not been completed;
- NWP should provide a quarterly updates to the Partnership Board that include major criminal activities within the CCTV areas;
- The Alternative Service Provider Framework requires that an annual financial and performance report goes to Corporate Governance Committee. While this has not happened yet, the risk is minimal given the regular reporting to Partnership Scrutiny Committee which fulfils this requirement.
- The Chief Internal Auditor, Head of Finance and Head of Legal, HR & Democratic Services is reviewing the type of arrangements the ASP Framework applies to, and the reporting requirements that it sets out to ensure it is reasonable and prompts for effective scrutiny.
- There should be a section within the draft SLA with CWAC around performance targets/monitoring to ensure the CCTV Partnership can monitor the level of service being provided.

Overall, we found that the CCTV Partnership Board has appropriate systems in place to ensure that information is shared between the partners through the quarterly board meetings that are taking place. The board is made up of a Town Community Councillor from each of the three town councils, a DCC councillor, a representative from North Wales Police (NWP) and two officer from DCC. The Public Protection Manager provided minutes for the last few Partnership Board meetings and the minutes confirmed suitable discussions were taking place around key financial and monitoring arrangements.

The CCTV Partnership Board has been proactive in looking at ways to improve the service currently being provided and feel the new SLA will provide NWP with the ability to ring CWAC control room and request assistance in tracking an incident These new arrangements have been presented to DCC's Partnership Scrutiny

Committee which is responsible for ensuring all external Partnership arrangements comply with the Council's corporate aims and objectives.

The CCTV Partnership Board has discussed and agreed annual contributions from the three Town Council's and NWP and these contributions have been paid to DCC for both financial years 2016/17 and 2017/18. The Partnership has identified that the server is many times beyond its serviceable life and together with the requirement to upgrade the telephone system and provide a line from Rhyl to Chester have completed a Prudential Borrowing request and submitted it to the Strategic Investment Group. This will ensure the service can operate efficiently and demonstrates the financial commitment the Partnership are committing to over the next seven years.

Based on the scope of our review, we are able to confirm suitable governance arrangements are in place, appropriate controls around the day to day running of the CCTV service are present, but the review has noted improvements could be made to the way NWP report information to the Partnership Board and the introduction of a risk register would improve the way the service manages risk today and in the future with risks being identified early and appropriate action taken. In conclusion, we provide medium assurance on the area reviewed.

 **Moderate** - Minor weaknesses in management of risks

 and/or controls but no risk to achievement of objectives.

Action Plan

Audit Review of: CCTV Partnership

Date: April 2018

Corporate Risk/Issue Severity Key	
0	Critical – Significant issues to be brought to the attention of SLT, CET, Cabinet Lead Members and Corporate Governance Committee
0	Major – Corporate, strategic and/or cross-service issues potentially requiring wider discussion at SLT and/or CET
3	Moderate – Operational issues that are containable at service level

Risk Issue 1	The CCTV Partnership does not have a risk register so it was unclear whether all potential risks were being considered and managed.		
Background Detail	Our review of the CCTV Partnership has confirmed no risk register had been completed and maintained by the Partnership. A risk register is used to record all risks that the service faces and provides the partnership with an overview of the potential risks and what action the Partnership needs to take to avoid/minimise a risk.		
Action (Ref)	Agreed Management Action	Responsibility	Deadline
1.1	The Denbighshire CCTV Partnership will develop and agree a risk register for the partnership and keep it under review on a regular basis.	Head of Planning and Public Protection	31/7/18

Risk Issue 2	The CCTV Partnership Board is not being kept informed of all NWP incidents happening within the CCTV areas of Denbighshire.		
Background Detail	<p>Since the partnership was set up, there has been an increase in major crime within the areas covered by the CCTV Partnership. North Wales Police (NWP) are currently just reporting on minor crime in the CCTV areas which has stayed roughly the same since the Partnership was set up.</p> <p>However, from articles in the press, it appears major crime has increased, but the Partnership Board have not been informed. In order for the service to be effective, NWP need to provide the Partnership with quarterly stats on all crimes within the CCTV area.</p>		
Action (Ref)	Agreed Management Action	Responsibility	Deadline

2.1	Agree with NWP a method of them providing the CCTV Partnership Board with a crime update on a quarterly basis. One option could be for NWP to provide an update at each quarterly Board meeting.	Head of Planning and Public Protection / NWP	31/7/18
-----	--	--	---------

Risk Issue 3	The draft Service Level Agreement (SLA) between the Partnership Board and Cheshire West and Chester Council (CWAC) does not include any performance targets that CWAC can be measured against.		
Background Detail	Before agreeing the draft Service Level Agreement (SLA) with Cheshire West and Chester Council (CWAC), the Partnership Board must ensure appropriate targets are in place to measure CWAC's performance. By not including suitable performance targets into the SLA, the Partnership will struggle to monitor how well CWAC is delivering the contract.		
Action (Ref)	Agreed Management Action	Responsibility	Deadline
3.1	The Board will consult with all partners and CWAC to agree a set of suitable performance indicators and measures to be incorporated into the SLA and monitored on a regular basis.	Head of Planning and Public Protection	31/7/18

Report Recipients

- Head of Planning & Public Protection
- Corporate Director: Economic & Community Ambition
- Scrutiny Co-Ordinator
- Chair – Performance Scrutiny Committee
- Lead Member for Finance, Corporate Plan & Performance
- Corporate Governance Committee
- Strategic Planning & Performance Officer

Internal Audit Team

Bob Chowdhury	Senior Auditor	Bob.chowdhury@denbighshire.gov.uk
---------------	----------------	-----------------------------------

Key Dates

Review commenced	October 2017
Review completed	February 2018
Reported to Corporate Governance Committee	25 April 2018

Appendix 1 – Assurance Definition

Assurance Rating (based on areas reviewed)		
High Assurance	High Assurance	Risks and controls well managed and objectives being achieved.
Medium Assurance	Medium Assurance	Minor weaknesses in management of risks and/or controls but no risk to achievement of objectives.
Low Assurance	Low Assurance	Significant weaknesses in management of risks and/or controls that put achievement of objectives at risk.
No Assurance	No Assurance	Fundamental weaknesses in management of risks and/or controls that will lead to failure to achieve objectives.