

Report To: Performance Scrutiny Committee

Date of Meeting: 24th October 2013

Lead Member / Officer: Lead Member for Public Realm

Report Author: Head of Planning and Public Protection/
Public Protection Manager

Title: Denbighshire CCTV and Out of Hours Calls Service

1. What is the report about?

- 1.1 To consult with Members on a range of options for modernising, upgrading and improving the Council's CCTV and Out of Hours contact team.

2. What is the reason for making this report?

- 2.1 At its meeting in April, Members specifically requested an update report, on the progress that has been made with proposals to develop the Council's CCTV and Out of Hours Calls function.

3. What are the Recommendations?

- That Members:
- 3.1 note and comment on the contents of this report, support the proposed initiatives and agree the need for Officers to undertake a detailed business case analysis on each of the proposals; and
- 3.2 determine whether it would be appropriate for the Committee to consider an update report on progress in 6 months' time.

4. Report details

- 4.1 The Council's CCTV system and Out of Hours calls centre is operated and managed by the Planning and Public Protection Service. It is located in Rhyl Police Station.
- 4.2 The provision of a public space CCTV service is a major contribution towards Denbighshire's responsibilities under the Crime and Disorder Act 1998, and is highly regarded by the Community Safety Partnership (particularly North Wales Police), Enforcement Officers within the Council and Members as providing an excellent and essential service. However the public space CCTV is limited to Rhyl, Prestatyn and a limited part of Rhuddlan i.e. it is not a Council wide service.
- 4.3 The primary purpose of the system is to support the Community Safety Partnership's approach to reduce both the level of crime and fear of crime, to

provide a safe public environment for the benefit of those who reside, visit and work in the area.

- 4.4 Council Officers staff the CCTV control room, working shifts to provide 24 hour cover, 7 days a week, 365 days per year. Because of this 24/7 operation the responsibility also includes acting as the Council's CRM (single point of contact) outside normal office hours (e.g. the team take all calls for the Council from the public during evening/night, weekends, public holidays etc).
- 4.5 Members will be aware that a long running feasibility project for a single CCTV control room for North Wales was only recently concluded. The findings being that it was not a project the Region wanted to pursue, Officers and the Lead Member of the Council agreed with that conclusion. Given the Regional Project is not to proceed Officers and Members are eager to see how the Council's CCTV/Out of Hours Calls team can be developed to offer a wider service and become more efficient. This must be done against the backdrop of the Council's Medium Term Financial Plan which has given the CCTV/Out of Hours Calls team a target of reducing its budget by a third (from the 10/11 budget level of £341k) by the financial year 2014/15. Therefore by 2014/15 the budget should be reduced from £341k to £228k per annum (i.e. a net saving of £113k). £50k of that saving has already been delivered, leaving £63k still to be found, over the next 18 months.
- 4.6 A list of proposals on how to possibly transform the functions of the team and still deliver the savings has been drawn up by Officers and before progressing to more detailed business case analysis on each of the options the views of Members are sought.
- 4.7 All proposals are attached as Appendix 1 and are built on the precept of maintaining a 24/7 operation for both CCTV and the Council's Out of Hours Call centre.
- 4.8 Subject to the views of Members, all the proposals contained in Appendix 1 will be explored further by undertaking a detailed business case analysis on each. This work will include Officers from across the Council, but specifically Public Protection, Property, Leisure, Education, Highways, Housing and Finance.

5. How does the decision contribute to the Corporate Priorities?

- 5.1 The operation of a CCTV and Out of Hours Calls service directly contributes towards the corporate priorities of protecting the vulnerable within our communities, keeping our streets clean and tidy and bringing the Council closer to the community.

6. What will it cost and how will it affect other services?

6.1 There are no direct costs associated with this report. Any future budget implications will be assessed via the detailed business case analysis for each option. Dependent on the conclusions of the details business case analysis there may be wider implications, but they will need to be considered at that time.

7. What are the main conclusions of the Equality Impact Assessment? (EqIA) undertaken on the decision? The completed EqIA template should be attached as an appendix to the report.

7.1 The potential impact of the options has been EIA assessed. Any decision to progress with any of the previously mentioned proposals will need to be assessed for equality impact, as part of the detailed business case analysis.

8. What consultations have been carried out with Scrutiny and others?

8.1 None, at this stage, although it is accepted that a number of the proposed options will require extensive consultation prior to implementation.

9. Chief Finance Officer Statement

9.1 The business case needs to reflect the proposed future CCTV savings and the impact of the reduction in budget. At this stage there are no further financial implications.

10. What risks are there and is there anything we can do to reduce them?

10.1 There are no risks associated with this report.

11. Power to make the Decision

11.1 No formal decision is required.

11.2 Article 6.3.2(c) of the Council's Constitution stipulates that Scrutiny can "consider any matter affecting the area or its inhabitants", and Article 6.3.3(a) states that Scrutiny can "assist the Council and the Cabinet in the development of its budget and policy framework..."

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