

**Agenda Item No:** 15  
**Report To:** Cabinet  
**Date of Meeting:** 13 September 2018  
**Report Title:** Public Space CCTV upgrade  
**Report Author & Job Title:** Gareth Recht, Monitoring Centre Team Leader  
**Portfolio Holder** Cllr. Bradford – Portfolio Holder for Community Safety and  
**Portfolio Holder for:** Wellbeing



**Summary:** This report addresses the upgrade of our public space CCTV cameras, back-office equipment and changes to transmission arrangements. The report identifies additional funding requirements associated with a move to a fully digital (Internet Protocol (IP)) enabled network incorporating the Kent Public Service Network (KPSN).

**Key Decision:** YES

**Significantly Affected Wards:** Ashford and Tenterden Town Centre Wards

**Recommendations:** **The Cabinet is asked to approve an additional capital investment of £260,000 to replace the Ashford and Tenterden public space CCTV cameras, associated back office equipment and update transmission arrangements.**

**Policy Overview:** Public space CCTV systems are designed to help prevent and detect crime. They provide vital evidence to relevant enforcement agencies, support public order, prevent antisocial behaviour and nuisance, provide reassurance to our community and promote economic wellbeing. The project underpins the council's enforcement, wellbeing and economic development aspirations.

**Financial Implications:** Member have previously agreed a budget of £250,000, of which £200,000 is available for the project. Members are asked to approve an additional budget of £260,000 for the completion of the project.

There will be on-going revenue savings of approximately £30,000 per year.

**Legal Implications** The project represents an extension to the council's existing KPSN contract.

The monitoring service is operated in accordance with the Information Commissioner's Officer data protection code of practice for surveillance cameras and personal information and the Surveillance Camera Commissioner code of practice. Public space cameras are operated overtly and have relevant signage. Each camera is subject to a Privacy Impact Assessment (PIA) and any privacy issues are identified and mitigated.

The system being proposed will consider 'data protection by design and by default' in order to comply with the GDPR's fundamental principles and requirements and forms part of the focus on accountability.

**Equalities Impact Assessment** The service is not changing from a policy or procedural perspective and therefore an Equalities Impact Assessment is not required. The level of coverage for all people within Ashford and Tenterden remains the same.

**Other Material Implications:** The new system will be easier to operate for staff and any necessary training will be provided as part of the project.

Use of the KPSN will enhance our emergency planning and business continuity arrangements as the camera images can easily be viewed remotely. This will give us the flexibility to operate across the county.

**Exempt from Publication:** No

**Background Papers:** None

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## Report Title: Public Space CCTV Upgrade

### Introduction and Background

1. Our public space CCTV cameras are in need of an urgent upgrade to ensure they continue to be fit for purpose. Some manufacturers of the equipment being used have ceased trading, so sourcing parts and undertaking maintenance is proving to be very challenging. Most equipment is over 15 years old and its quality is inferior, particularly when compared to current standards.
2. The connectivity arrangement used to link the CCTV site to the monitoring centre is outdated and costly to run.
3. In March 2016, Council approved a capital sum of £250,000 for the replacement of the public space CCTV cameras in Ashford and Tenterden and the introduction of a single operating platform. The work to procure and install the operating platform is complete and cost £50,000.
4. Work on this project since implementing the single operating platform has identified additional technological and business opportunities to be considered before we proceed. A key opportunity is the ability to utilise the Kent Public Services Network (KPSN).
5. It is crucial that we continue to provide a CCTV service. CCTV plays an important role in making our streets safer, tackling crime and anti-social behaviour and reducing fear in our local communities. As our night-time economy develops, public space CCTV becomes increasingly important.
6. Whether a public space is comfortable and presents itself well i.e. has a good image, is key to its success. Comfort includes perceptions about safety and we know from the recent resident survey that 82% of respondents identified the level of crime as the most important factor in making an area a good place to live. Looking at data just relating to Ashford Town we find that improving levels of crime was ranked second highest in importance. This underpins the importance of our monitoring service.

### Proposal

#### *Digital BT (Redcare) solution*

7. The proposal is to replace all 82 public space CCTV cameras in Ashford and Tenterden with digital (IP) cameras. The cameras proposed have powerful optical zoom and accurate pan/tilt/ zoom performance. They have technology that allows the cameras to perform in variable lighting conditions including the use of infrared technology and filters to deal with direct sunlight and glare.

8. Connectivity will be via BT (Redcare) incorporating the KPSN. Further information on the KPSN is provided at Appendix 1. The benefits of a digital network integrating with the KPSN are as follows:
  - No infrastructure in the monitoring centre, just a suite of IP enabled equipment.
  - Enhanced security profile. All data is encapsulated in Virtual Routing and Forwarding Technology.
  - Ability to monitor cameras from alternative locations thereby supporting business continuity and emergency planning responses. Control software can be loaded onto PCs and easily and securely operated from alternative locations.
  - Shared camera streams and ability to easily provide access to camera streams to any partner on the network.
  - Use of the KPSN will support further collaboration with other public sector organisations and possible development of a Local Full Fibre Network (LFFN) for Ashford. More information on LFFN Programme is provided at Appendix 2.
9. As part of the KPSN contract we would have access to a dedicated regional CCTV engineering team, certified IT/networking engineers, regionally based project managers, dedicated service delivery managers, continuous service improvement through innovation, collaboration and experience, regular on-site review meetings and monthly reporting.
10. Solution architects are still finalising the exact system design, including the possible use of some wireless CCTV for specific camera locations. This would involve linking clusters of cameras together and then taking a single KPSN circuit from each cluster for transmission back to the monitoring centre, thereby potentially reducing operating costs.
11. New camera brought onto the monitoring system could utilise wireless technology.

## **Implications and Risk Assessment**

12. The changes have no staff implications beyond the need to learn how to operate the new cameras and back office equipment. The new equipment will be easier to operate. The project includes providing any necessary training.
13. There are no material planning implications. The camera locations and design fall within General Permitted Development Order 2015, part 2 S.F.1 and F2. The Planning department are fully aware of the project and have been consulted over camera design and locations.
14. The cameras will become assets of the council. The new equipment and technology are more energy-efficient compared with our current equipment. It

is estimated that this could be by as much as 20% based on the currently proposed cameras.

15. The installation of new CCTV cameras will improve the quality of images supplied to relevant enforcement agencies and thus support crime prevention and detection.
16. The recommended solution is through KPSN that is utilised by other public services including the local authorities, schools and health service. Use of the KPSN would potentially enable the council to provide monitoring services to both existing and new KPSN sites. The KPSN is currently supporting CCTV monitoring for over 6,000 clients in Kent.
17. Use of the KPSN will enhance our emergency planning and business continuity arrangements as the camera images can easily be viewed remotely and transferred to other monitoring centres linked to the KPSN. This gives us the flexibility to operate across the county.
18. There is potential for the KPSN to transfer onto a Local Full Fibre Net (LFFN).
19. If steps are not taken to upgrade our current public space cameras and back office equipment, there is a significant risk that our public space monitoring system will fail. This would have significant community safety implications.

## **Consultation Planned or Undertaken**

20. Informal consultation has taken place with relevant stakeholders including Tenterden Town Council, Kent Police and other council departments.

## **Other Options Considered**

21. Other options considered are as follows:

### ***Analogue solution***

This option would involve replacing existing analogue cameras with new analogue cameras and the replacement of outdated back office equipment to support the new cameras. Additional capital expenditure of approximately £75,000 would be required if this option were chosen. While this is certainly a less costly option, it has significant disadvantages e.g. reduced business opportunities, ongoing and expensive transmission costs and reduced flexibility compared to digital technology. The procurement route for this option would be lengthened with implementation pushed beyond the current financial year.

### ***Digital BT solution (no KPSN)***

This is an option procured entirely through BT as our current network providers. It would involve replacing the existing analogue cameras with digital cameras, back office equipment replacement and transfer to an IP network. This option would require additional capital investment of

approximately £220,000. Disadvantages include higher ongoing transmission costs, loss of advantages associated with a KPSN collaboration and implementation pushed beyond the current financial year.

## **Reasons for Supporting the Option Recommended**

22. The option recommended provides not only a modern monitoring solution but, through integration with the KPSN, provides some major regional infrastructure opportunities. The system can be purchased as part of the existing KPSN agreement. We believe the opportunity to attract public and private sector monitoring contracts will be enhanced. The additional flexibility of being able to monitor from alternative locations is a considerable advantage. A further advantage is that the council would be able to explore moving towards a LFFN at a future date. Finally, the operating costs would be reduced providing a payback period that is not matched by the alternative options.
23. The option recommended will be the least disruptive in implementation terms and avoid the need for new power and connection cabinets for each camera location. The new system can be installed this financial year.

## **Next Steps in Process**

24. The next steps, assuming the recommendation is agreed, are to finalise the system solution including the exact camera specification for each location. This will happen quickly and include any necessary liaison with key stakeholders. The intention is to replace the Tenterden Town Centre cameras (and related back office equipment) by the end of December 2018. Ashford Town Centre will then follow with completion by the end of March 2019.

## **Conclusion**

25. Cabinet are requested to support the recommendation of an additional £260,000 investment to update the monitoring centre in providing a quality CCTV monitoring service to residents, visitors and businesses in the borough.

## **Portfolio Holder's Views**

26. CCTV continues to underpin community safety throughout the Borough. It assists the prevention of crime and reinforces public confidence within our communities. Improving the connectivity of our in-house Monitoring Centre, by joining the KPSN network, will not only secure an up-to-date platform for the operation of CCTV within our Borough, it will also reduce ongoing connection costs and enable the Centre to expand its offering to over 6,000 other sites in Kent currently on the system. The move to KPSN has my full support and that of my officers.

***Councillor Brad Bradford***

## Contact and Email

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## **Appendix 1 - Kent Public Service Network (KPSN)**

The KPSN is a regional Public Service Network providing high quality connectivity to all areas of Kent and Medway.

It is a not-for-profit partnership governed by over 24 partner organisations including Kent County Council, Medway Council as well as numerous Borough and District Councils, and health organisations across Kent. The network also has some private and third sector partners. There are currently over 1,500 sites serving over 37,000 users.

These organisations are joined together through a secure private infrastructure so that they can connect, communicate and exchange data across the regional network with the necessary security protocols. This enables shared service delivery through a complete infrastructure that is compliant with central government standards and supports collaborative projects across the partnership at a reduced cost.

KPSN has increased ICT capacity, resilience and security to deliver faster, more accessible, and better public services to residents, overcoming technological barriers to collaboration.

Currently the KPSN is managed by Capita.

## **Appendix 2 – Local Full Fibre Network (LFFN) Programme**

The Local Full Fibre Networks (LFFN) programme is designed to stimulate commercial investment in full fibre networks in both rural and urban locations across the whole of the UK.

The LFFN Challenge Fund is a government capital grant programme of up to £200m with £190m remaining for competitive waves, to help deliver the fastest and most reliable digital communications network availability. Local bodies who can harness public sector connectivity and aggregate private sector demand to stimulate the market to build new and extend existing fibre networks in their local areas can apply to the Challenge Fund.

The aim is to help local bodies deliver projects that can meet the objectives of the LFFN programme:

- Stimulate more commercial investment to deliver more gigabit-capable connectivity
- Directly maximise the availability and benefit of gigabit-capable broadband services to public sector, business and residential users
- Improve commercial investment conditions in local areas.

More information is provided at <https://www.gov.uk/guidance/local-full-fibre-networks-programme>