



North Devon Council

Report Date: 6 February 2023

Topic: North Devon CCTV Hub charges

Report by: Place Manager (Town Centres)

1. INTRODUCTION

1.1. The purpose of the report is to provide members with an update on the North Devon CCTV hub and set the charges for the 2023/24 financial year.

2. RECOMMENDATIONS

2.1. Strategy and Resources note the progress made on the implementation of the North Devon CCTV Hub.

2.2. Strategy and Resources recommends to Full Council to set the fees by the elements outlined in section 4.14 to 4.17.

3. REASONS FOR RECOMMENDATIONS

3.1. The fees charged for services provided by the Council are comparable to other Councils offering similar services and is in line with the Medium Term Financial Strategy.

4. REPORT

4.1 The objectives of providing a CCTV service as set out in the Council's CCTV code of practice (updated June 2017) are:

- 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 Barnstaple Town Centre
- To enhance community safety, assist in developing the economic well-being of the Barnstaple area and encourage greater use of the Town Centre
- To assist the other Local Authority departments in their enforcement and regulatory functions within the Barnstaple area
- To assist in traffic management
- To assist in supporting civil proceedings which will help detect crime

4.3 The cameras are actively monitored during the following hours:

Monday – Wednesday	08:00 – 00:00
Thursday – Friday	08:00 – 04:00
Saturday	08:00 – 05:00
Sunday	08:00 – 00:00

4.4 During the unmanned hours the cameras are recording and images kept for 28 days.

4.5 The control room is manned on a shift basis with one operative being present at any one time. Staff are contractually bound to comply with all aspects of CCTV code of practice and the Council's procedural / operational guidelines.

4.6 The CCTV operators have the benefit of a Police radio. This arrangement allows the CCTV operators to contact the Police to alert them to situations which they might be unaware of, or the Police to contact the CCTV control room asking them to monitor incidents. There is an excellent relationship with the Police who visit the control room regularly to review footage.

4.7 The CCTV service supports the Barnstaple Against Retail Crime (BARC) and the Barnstaple Against Night-time Disorder (BAND) radio schemes. These schemes are particularly important in the rapid detection and identification of crimes such as shoplifting and drunk, disorderly behaviour and vulnerable persons.

4.8 In 2019, following a thorough review, consideration of options and offer of funding from the Office Police Crime Commissioner, Council resolved to upgrade the CCTV infrastructure and control room to provide onsite monitoring and hub potential. This involved:

- Upgrading the existing BT fibre infrastructure to a fully wireless IP system throughout Barnstaple
- Upgrading of cameras to be IP compatible with the new wireless infrastructure
- Upgrading of control room (recording equipment, monitors)
- Upgrade of system at Ilfracombe
- Annual maintenance

4.9 This upgrade is now complete and has delivered a high quality, modern, resilient CCTV system that can be integrated into a network of CCTV systems across Devon and Cornwall and therefore greater protection to our residents, businesses and visitors.

- 4.10 The pandemic did delay the delivery of the upgrade but it is now complete and additional cameras in Barnstaple, Green Lanes and Ilfracombe have been integrated into the system.
- 4.11 Funding for further cameras including a mobile camera that can be deployed at hotspots has been secured from the Safer Streets Funding awarded to North Devon Council for 2022/23 and 2023/24 years.
- 4.12 There is capacity in the control room to integrate approximately another 70 cameras (at any one time) before additional staffing would be required.
- 4.13 The upgrade gives NDC the ability to provide a flexible CCTV monitoring service for towns / parishes within the Local Police Authority who wish to have a CCTV system and also create an additional income for the service. Conversations are ongoing with several towns.
- 4.14 In 2019 NDC set the monitoring cost at a rate of 40p per hour per camera. This cost was been calculated based on the actual current cost to NDC and is in line with other charges by other control rooms such as Tolvaddon. The monitoring cost it is proposed to increase by 5% for 2023/24, in line with the Councils other fees and charges, and be set at a rate of 42p per hour per camera.
- 4.15 Conversations with other towns / parishes has shown that the option to pay a retainer to NDC for data transfer costs and the recordings reviewed if required (within the 28 day retention period) is preferred so there is a need to set a fee for that option. The proposed charges are a one off connection fee of £500 to get the 2 systems integrated and then a £100 per month retainer for the following service: data to be transmitted to the hub where it will be recorded but only viewed by authorised personnel if an incident occurs and then deleted after 28 days if not required
- 4.16 The service offer and associated costs are set out in the Northern Devon CCTV hub specification (appendix A).
- 4.17 There is a risk that in the current climate CCTV provision is not a priority for towns and parishes however expressions of interest are still being received.



5. RESOURCE IMPLICATIONS

5.1. The original report in 2019 set a target of £40,000 income, whilst this hasn't been realised to date, setting the new charges will enable new contracts to be sought.

6. EQUALITIES ASSESSMENT

There are not equality implications anticipated as a result of this report.

7. ENVIRONMENTAL ASSESSMENT

There are no environmental implications arising from the proposals within this report

8. CORPORATE PRIORITIES

The CCTV hub provides an income stream to the Council and contributes to the regeneration and economic development of Places; ensuring that residents and visitors feel safe.

9. CONSTITUTIONAL CONTEXT

9.1. Article of Part 3 Annexe 1 paragraph 1 (d)

9.2. Delegated power

10. STATEMENT OF CONFIDENTIALITY

This report contains no confidential information or exempt information under the provisions of Schedule 12A of 1972 Act.

11. BACKGROUND PAPERS

The following background papers were used in the preparation of this report:

Strategy and Resources 2 September 2019

(The background papers are available for inspection and kept by the author of the report).

12. STATEMENT OF INTERNAL ADVICE

The author (below) confirms that advice has been taken from all appropriate Councillors and Officers:

H. Harrington Place Manager (Town Centre)

Jon Triggs, Director of Resources and Deputy Chief Executive