



Havering
LONDON BOROUGH

**CRIME AND DISORDER OVERVIEW AND SCRUTINY
COMMITTEE
5 October 2021**

Subject Heading:	Crime and Disorder Overview and Scrutiny Committee CCTV Update Report
SLT Lead:	Barry Francis Interim Director of Neighbourhoods
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Policy context:	The report provides an update on the CCTV Programme Refresh
Financial summary:	There are no direct financial implications arising from this report.

The subject matter of this report deals with the following Council Objectives

Communities making Havering	[x]
Places making Havering	[x]
Opportunities making Havering	[]
Connections making Havering	[]

SUMMARY

The report provides information on the delay in the roll out of the CCTV Refresh programme, proposed new timescale and review of the technical and premises requirements for the new CCTV Control Room.

RECOMMENDATIONS

That the Crime and Disorder Overview and Scrutiny Committee;

- notes the contents of the report

REPORT DETAIL

1. Delayed progression of the CCTV Refresh Programme

- 1.1 There has been a two-month delay in the anticipated programme roll out of the CCTV Refresh Project to date, predominantly due to a change in Lead Officer in June, following recruitment to the permanent role of Head of Enforcement and Safety.
- 1.2 More recently, additional time has been spent reviewing the proposed programme of works and content of the project proposal, so that any additional medium and long-term revenue savings can be identified.
- 1.3 As expected, the most significant costs related to the refresh of the Council's CCTV systems and planned transfer to digital infrastructure are the groundworks required for installation of fibre optic cabling. Original plans for this element of the CCTV works programme were based on BT or another similar external contractor undertaking this work.
- 1.4 However, officers are currently investigating whether there are opportunities for groundworks to be undertaken as part of the planned Highways Programme across the Borough. If this is possible, it is anticipated that there will be an opportunity to significantly reduce the cost of this work from the CCTV Capital allocation. This will however be dependent on there being alignment in where fibre cabling is required and where Highways works are planned.
- 1.5 In addition, the CCTV Refresh needs to take note of the planned Digital Infrastructure work being led by the Council's Digital Steering Group, which is proposing that the Council enters into one or more wayleave agreements in respect of fibre optic roll out across the Council's housing estates.
- 1.6 Therefore, bearing in mind the time needed to align all of these elements, it is estimated that the programme roll-out of the CCTV refresh will commence in November.
- 1.7 In the meantime, a CCTV Project Management Group has been set up and will be working on a range of immediate CCTV improvements and interventions, to upgrade elements of the system where these can be built in to the wider refresh.
- 1.8 In addition, a wide range of audit and assessment work has already been undertaken across the Borough, including a detailed assessment of cameras

in Council Housing areas. This is now being matched with local crime and ASB intelligence data to identify where new cameras and systems need to be located.

2. CCTV Control Room and other Requirements

Extensive work has also been undertaken to identify requirements for the Council's new CCTV Control Room and options for re-location from Mercury House, including investigation and assessment of potential co-location options with other local authorities and premises options within the Borough.

The following information provides an overview of the requirements for the new Havering CCTV Control Room and an overview on potential locations. However, the site for re-location of the CCTV Control Room continues to be considered as part of the Council's Asset Rationalisation programme.

The following section provides the overview of requirements for a CCTV Control Room and logistics relating to this.

2.1 All surveillance camera Control Centres are required to be secure with restricted access. This is to ensure;

- that data is and remains secure;
- the privacy of data subjects is protected; and,
- the integrity of all evidence obtained via the cameras.

This requirement is reinforced by the Surveillance Camera Code of Practice (Principle 7) for access to retained images and that information should be restricted, and (Principle 9) appropriate security measures are in place to safeguard against unauthorised access and use.

2.2 The current Havering CCTV Control Room is a secure location currently located in Mercury House and is operational 24 hours a day, 365 days a year. Staffing levels usually consist of one or two CCTV Operators and the room will often be visited by Police Officers attending to review and collect camera footage or during Police operations.

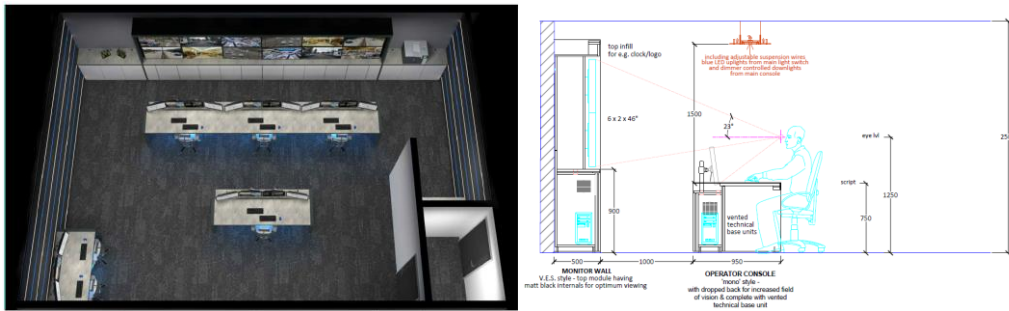
2.3 All of the equipment used to receive, record, monitor and operate the cameras is located in the Control Room and on the roof of Mercury House.

2.4 The proposal to decommission Mercury House will require the relocation of the Control Room and all associated equipment.

2.5 Whilst it may be possible to leave the wireless transmission equipment on the roof of Mercury House this would require a wayleave with the building owner to ensure access for maintenance and repairs. This will also likely cause difficulties if the building is renovated and particularly if access is required during any building works. There may also be on-going revenue costs associated to any such agreement.

2.6 There are specific ergonomic recommendations for Control Rooms that will optimise the space and subsequent performance of the Operators. The images below indicate a typical and preferred layout for a CCTV Control

Room with consideration of the standards for Control Room design, BS11064 Ergonomic Design of Control Centres.



2.7 It is important that welfare facilities, kitchen and toilet, are also within the secure Control Room area. This enables staff to retain awareness of the cameras and radio systems, which is particularly important if staff have paid breaks or work alone and are required to remain available to respond should an incident occur. The Havering Control Room currently has 5 Radio Links with the Police, night-time licensees in Romford, Hornchurch and Upminster and Shopping Centre staff.

2.8 The location of the building accommodating the Control Room also needs to be appropriate to receive the images from the cameras. It is additionally preferable, that the height of the building allows for the transmission to be received in close proximity to the Control Room.

2.9 The Havering system uses both hard-wired and wireless transmission. Hard wired systems are necessary for cameras that are live monitored and will be used to respond to incidents as they happen. Wireless systems are suitable for reviewing images after an event. To receive the wireless transmission a line of sight is required from the transmitter to the receiver and this may include relays to bypass obstructions.

3 Options to expand the service and functionality

3.1 There are options to increase the functionality of the CCTV Control Centre to deliver other services within the Council in order to reduce external expenditure and generate external income. These options include:

- Fire and intruder alarm monitoring for LBH owned assets
- Fire and intruder alarm monitoring for external clients, such as Schools
- Lone worker monitoring
- Out of Hours emergency call management
- Provide facilities for the consideration of future integration of traffic management enforcement

3.2 Retaining the Control Centre within Havering presents opportunities to co-locate other 24 hour and operational services, such as;

- Careline Wardens
- Environmental and Tactical Enforcement Officers
- Officers responsible for Parking/MTCs

- Public Protection and Licensing staff

4 Location Assessments

A range of options have been considered for re-location of the CCTV Control Room, including the potential for co-location with other local authorities.

4.1 As a starting point, several Council owned buildings in Havering were visited and assessed on the basis of;

- Security
- Height of building (to enable line of sight transmission)
- Independent/separate access for staff and Police
- Space to accommodate the 'video wall' and a range of staff and external partners
- Space for welfare facilities
- Availability and suitability of premises for conversion
- Opportunities for expansion
- Capital and revenue implications

4.2 Visits were additionally made to other London Boroughs to view their facilities, identify any models of best practice and to see whether any options to co-locate were possible. Recently, this has included Tower Hamlets, Hammersmith and Fulham, Croydon and Redbridge Councils.

5. Findings

5.1 Contracted or Co-located CCTV Service

There are currently no private and stand-alone CCTV suppliers operating Council CCTV services. Although some local authorities have set up commercial entities to undertake the CCTV function and explore wider commercial opportunities, unfortunately there is no evidence of successes in this and information available suggests these ventures have not thrived, with several local authorities withdrawing from the arrangements.

There were examples of where other London Local Authorities have combined control rooms in the past, but invariably these arrangements have ceased due to inequitable allocation of resources, technical complications and general lack of benefit in terms of revenue savings.

5.2 Preferred Option for re-location of Control Room

Following analysis of potential options for re-location, it is suggested that the new central equipment and CCTV Control Centre is accommodated in the borough, within a Council owned premises and preferably close to Romford Town Centre.

This option would ensure that relocation costs are kept to a minimum and limited system downtime will be experienced. In addition, being located close

to the town centre will allow the installation of council owned fibre, as an 'invest to save' proposal, which will dramatically reduce the ongoing revenue burden currently being paid to BT for rented transmission circuits.