

Agenda Item 7

Forward Planning & Transportation
Salisbury District Council
24 Endless Street
Salisbury, Wiltshire SP1 1DR

Author: Michael Withers
CCTV Manager

direct line: 01722 434502

fax: 01722 434508

email: mwithers@salisbury.gov.uk

web: www.salisbury.gov.uk

Report

Subject: Responses to the Scrutiny Panel Review of CCTV and recommendations for the future direction of the CCTV service.

Report to: Planning & Economic Development Overview and Scrutiny

Date: 26 February 2007

Author: Michael Withers, CCTV Manager

Cabinet Member: Councillor Penelope Brown

1. Report Summary:

- 1.1 This report responds to recommendations made by the Planning and Economic Development Scrutiny Panel in its review of the future of CCTV in South Wiltshire, published in August 2006.
- 1.2 The report also puts forward proposals to meet the requirement of the Council's Medium Term Financial Strategy (MTFS) that recurring savings of £25,000 per annum be found from CCTV budgets.
- 1.3 Finally, the report makes proposals for the future development of the CCTV system based on Internet technology and recommends that the potential of this new system be explored further with a view to the preparation of a costed action plan.

2. Background:

- 2.1 The existing CCTV system is now 11 years old and is nearing the end of its life expectancy. Since its introduction, major technological developments have taken place in the CCTV industry and whilst our system continues to fulfil its intended role more than adequately the requirement to upgrade is rapidly becoming essential. A number of crucial elements of the system, particularly the image recording system, are now obsolete. It is no longer possible to source new recorders of the type used by the system although spare parts are still available.



Awarded in:
Housing Services
Waste and Recycling Services



- 2.2 In 2004 a consultant was commissioned to prepare a report on the future direction of the system. Much of the Scrutiny Panel Report was based on the findings of that report. The pace of technological developments for CCTV has been such that even the consultant's report is now out of date.
- 2.3 A number of additional factors have influenced the current thinking regarding the future of the system. These include the as yet unresolved question of the location of the CCTV control room, once the Council's office project has been completed. A number of options were identified in the Scrutiny Panel Report, all of which have been considered, with none, unfortunately, appearing to be viable.
- 2.4 Another factor is the council's Medium Term Financial Strategy and the requirement that a recurring £50,000 is saved from CCTV budgets from 2007/8 onwards. Approximately £25,000 has been found from efficiencies within the CareConnect operation, with the remainder to come from CCTV.
- 2.5 A number of savings have been identified and others are being considered. However, the majority of costs are related to contract payments and whilst the system continues in its current analogue technology format it is unlikely that meaningful savings can be achieved unless there is a reduction in the number of cameras and associated picture transmission lines.
- 2.6 The Scrutiny Panel Report recommended that an assessment of existing camera use be carried out and cameras used in less than 20 incidents per annum be identified and considered for removal. This assessment has been carried out and consultation with parties likely to be affected by removal of cameras is ongoing. A copy of the assessment is shown at paragraph 5.2. Similarly, consultation is ongoing in respect of the possibility of charging for elements of the service.
- 2.7 It has been previously recommended that the council's Emergency Control Centre, currently located at Bishopdown, should be co-located with CCTV Control, in order to achieve revenue savings. Detailed proposals are being prepared and will be the subject of a separate report.
- 2.8 Officers have been maintaining a watching brief on the technological developments and their implications for the future of the CCTV service provision. Currently the CCTV system uses a software package named V-TAS, supplied by a company called i-Comply, for much of the management and recording applications. i-Comply, together with a company called Sirrus, has recently announced a joint project utilising both V-TAS and technologically very advanced control systems developed by Sirrus. The new system is based on Internet protocol (IP) and the networking of CCTV cameras, giving the potential for a gradual and controlled migration to a fully digital system in Salisbury District. It would also provide opportunities for the integration of other council services and external CCTV services, thereby increasing revenue-earning options.

3. Responses to the Panel's Recommendations

- 3.1 The following section lists the individual recommendations made by the Scrutiny Panel in its review of the future of CCTV in South Wiltshire and gives an officer response to each.

- *The cabinet should consider extending the use of CCTV to traffic monitoring and consider the introduction of a system to issue fixed penalty notices for traffic violations. However, traffic monitoring or issuing of fixed penalty notices should not be the primary focus.*

Response: From the outset the system has been used in traffic monitoring/car park management roles. This became more formalised with the introduction of traffic monitoring cameras on the 'A36 corridor'. Installed by Wiltshire County Council as part of the SDC system, the cameras have a dual shared use.

The Traffic Management Act 2004 deals with the issue of fixed penalty notices. Guidance under this Act is due to be issued early in 2007 that will educate future decisions regarding enforcement roles. It should be noted that the county council is

the highways authority and any action taken by district would be as their agents.

Final decisions on this issue can only be made once the role and purpose of CCTV in South Wiltshire have been agreed as part of the proposed action plan.

- *That the performance indicators as trialled by the Public CCTV Managers' Association and the National CCTV User Group Limited, and two additional indicators covering the number of incidents recorded by each camera and the degree and frequency of operator training, be adopted by the council and be incorporated into the CCTV Manager's Annual Report.*

Response: Trials have continued and the system is being refined. It is now possible to measure against 8 national performance indicators, although it is felt that there is still work to be done in respect of them. Measurement can be made on a monthly basis for three categories:

All systems in Wiltshire;
All systems in the South West local government region;
Against 5 systems selected by the individual user.

Development and enhancement of this system is ongoing.

- *The cabinet should investigate the option to outsource the provision of CCTV services including the provision of digital replacement hardware.*

Response: It is unlikely that public space CCTV systems can ever be operated so as to provide a financial profit. Finding an agency willing to operate such a system would be extremely difficult. Officers are aware that a small number of local authorities have attempted to do this, but without success. However, final decisions about the future operation of CCTV in Salisbury District are for Cabinet to make in the light of proposals to be set out in the recommended action plan.

- *That whether the system be maintained in-house or outsourced, the council should continue to ensure the maintenance of high standards of management of data collected by CCTV, and that appropriate safeguards for its confidentiality are upheld and enforced.*

Response: There is a commonly held and justifiable belief that public sector operated systems provide a high quality of management and control not matched by systems under private sector control. The continuous ongoing review of both SDC's Code of Practice and Procedure Manual, in conjunction with national guidelines formulated by the national CCTV User Group, ensures that high standards are maintained.

Maintenance of the system is under contract with Tyco Integrated Systems. This contract expires early in 2008. By that time much of the existing equipment will be obsolete and it will be difficult and expensive, if not impossible, to continue with the same level of comprehensive maintenance standards as currently applied.

- *That a feasibility study of all the options for the location of the service as outlined in the report be undertaken before the Cabinet decides which option to pursue,*

A number of options were proposed:

Sell Pennyfarthing House and move the CCTV service to an alternative location.

Response: In 2004 officers commissioned a report by an independent consultant

specifically related to the removal of the system to an alternative location. The report concluded that removal 'as is' would cost in the region of £400,000.00. As the report is now over two years old there would be an inevitable increase in the sum estimated and this could quite easily exceed £450,000.00. Much of the existing CCTV control equipment is nearing the end of its useful life, so it is strongly recommended that, should this option be adopted, the opportunity is taken to upgrade the system to take advantage of recently developed technology and 'future proof' the system as far as possible.

Churchfields Depot.

Response: This location could easily be adapted to provide suitable space, but the accommodation of CCTV would now have to await the relocation of Environmental Services within the new offices at Bourne Hill.

Old George Mall.

Response: The manager of the Old George Mall has offered office space at the Mall to house the CCTV service. It is believed that the available space would be insufficient to accommodate the SDC system. Although, at this time, no indication has been made regarding rental for the office space, this could make a move to the Old George Mall less attractive.

37 Endless Street

Response: This building has potential but would require a degree of internal alteration to make it acceptable. The building has for the moment been removed from the Council's property disposal strategy.

Barn behind Pennyfarthing House.

Response: This is a very old building, parts of which are in a poor state of repair. Space is limited. It is believed that it would not be cost effective to attempt to upgrade the building to the required standard.

Leave CCTV in Pennyfarthing House and find a tenant for the ground floor and first floor.

Response: This option would provide the council with an opportunity to introduce CCTV system upgrades on a gradual basis. It is not known whether it would be possible to find external tenants willing to share the building with a 24-hour, relatively high security facility. An alternative would be to accommodate other Council teams within the remainder of the building. Pennyfarthing House has for the moment been removed from the Council's property disposal strategy.

Sell Pennyfarthing House on the understanding that the council can rent back the top floor for CCTV.

Response: The report estimates that the council would have to pay approximately £15,000.00 p.a. in rental, subject to regular rent reviews. At a time when the council is seeking to reduce ongoing revenue expenditure this option may be unacceptable.

- *Whatever option is pursued, that any new emerging technology be fully utilised as this may reduce any potential costs of moving the service.*

Response: The report clearly and correctly recognises that CCTV technology is evolving at a very rapid rate. Much of the report is based on the consultant's reports and even in the two years since its publication there have been major developments in CCTV technology, in particular the use of TCP/IP transmission and multi-megapixel

cameras. The implications of this development and officers' current recommendations are given in paragraph 7.

- *That a feasibility study be undertaken for Salisbury to prove or disprove the concept of WI-FI CCTV and to establish the capacity for a broadband connection.*
- *Even if this WI-FI technology did not prove feasible for Salisbury because of the deterioration in picture quality over a broadband connection, images from cameras could still be transmitted wirelessly over short distances to nearby digital recorders. This allows for a high quality image to be recorded on site thereby providing a back up image in case of any deterioration in picture quality when the image is transmitted. The image from the recorder could then be transmitted via broadband to the control room.*

Response: Section 7 of this report shows the advances in technology that have occurred, not only since the consultant's report some 2 years ago, but also since the Scrutiny Panel report was prepared. These include WI-FI transmission, although the major steps have been in respect of TCP/IP transmission methods.

- *Should the above approach prove feasible, the review group considers that in order to maintain the confidentiality and security of the system, the offsite recordings should not be accompanied by viewing facilities and only CCTV operators should be able to access the recorded images.*

Response: Whilst the digital recorder option is not being totally discounted, the industry is moving on from them and adopting Network Video Recorders, combined with TCP/IP transmission. These allow recording from anywhere on the network and therefore do not require remote site recording facilities.

- *That images be transmitted to the police headquarters via LAN/WAN technology and that this option be pursued immediately as, although the initial cost of the equipment would mean that no savings were generated in the first year, the savings would be in the order of £5,000 p.a. for each year thereafter.*

Response: This option is being explored as part of the overall changes outlined in Section 7. Negotiations are also ongoing with the police regarding payment by them.

- *That officers maintain a watching brief on any technological developments and bring them to the attention of members at the appropriate time.*

Response: Section 7 indicates the way in which technology is evolving and gives officers' recommended response.

- *It is not recommended that the option to record images from the Park and Ride sites for historic purposes be pursued and instead the council looks to remove the ambassadors from the park and ride sites during non-peak hours.*

Response: Removal of the ambassadors has been subject to review and a health and safety risk assessment has been undertaken. Staffing of Park and Ride sites will be the subject of a separate report.

- *However, it is further recommended that the images from the park and ride sites be transmitted to the CCTV Control Room via broadband technology at a saving of £3,700 p.a. although the members are aware that this is subject to suitable*

integration of the 'help point' operation with any new lines.

Response: As the existing CCTV technology is entirely analogue it would require equipment to transpose the camera images in to a digital format before they could be transmitted via broadband. Similarly, equipment would be required to decode those images before display on the existing equipment. These options are being explored as part of the overall package described in Section 7.

- *The cameras in Culver Street Car Park should be rationalised to reduce the cameras to ten. Replacing the fixed cameras with one dome enclosed Forward Vision Metal MIC1 cameras on each floor, similar to those in the central car park would allow for the same field of vision but with half as many cameras.*

Response: From the CCTV viewpoint, Culver Street is a very difficult area in which to provide optimum cover. Low ceiling heights, small 'half-levels' and large concrete supporting pillars mean it is impossible to use just one camera at each level. Unlike much of the system there is not a dedicated transmission line to each of the existing cameras in this car park. Images are sent by hard wire to the equipment room where they are multi-plexed and then forwarded to Pennyfarthing House via a limited number of circuits. Therefore reducing the number of cameras and adopting this recommendation would not necessarily reduce the ongoing costs and may even increase them.

- *The option of transmitting to localised digital recorders for historic record rather than live monitoring should be investigated for any cameras which are recording less than ten incidents a year.*

Response: The statistics show that the vast majority of cameras recording less than ten incidents per year are fixed cameras located within car parks. Generally speaking these have been configured so that signals are hard wired to a central point and transmitted to the CCTV control from that point via multiplexers. In other words there is not a dedicated transmission line to each camera. A consultation process is in progress regarding some lightly used (non car park) cameras to ascertain if there is justification for retaining them.

- *Camera 41 located on the Bourne Hill site should be removed, as there are no useful views the camera can observe, with revenue saving of £570 per annum.*

Response: This camera, together with camera 30 located on the same site, has been removed.

- *The four-hour response contract with BT should be reduced to a standard contract, whilst acknowledging that the savings generated will not be great.*

Response: The overwhelming majority of the BT contracts do not have enhanced response. All of the existing contracts are being considered with a view to reducing them by adopting new technologies. Many of the contracts were for an initial five-year period. They have continued to date (11 years) without any increase in the payment rate. Re-negotiation of contracts would almost certainly result in payment rate increases for a very small saving generated by downgrading the response.

- *The option to share lines with IT services should not be progressed as it is not clear it will offer much, if any, financial saving and could lead to a reduced speed of data transfer for IT services. However, all procurement of BT lines, be these broadband or data lines, be purchased through a single channel to avoid duplication and to*

ensure that the best deal is negotiated for the council.

Response: It is believed that the assumptions made regarding 'sharing' of the council's network for transmission of video are becoming increasingly invalid. Technological advances in transmission methods and compression of data mean that the traditional reluctance of IT departments to allow access on the grounds of bandwidth requirements is being overcome. It is recommended that negotiations should continue to explore the options and advantages such partnership can bring.

- *The Lifeline and Emergency Housing telephone support should be moved from Bishopdown and be co-located with the CCTV service and that this be immediately pursued with annual savings of £24,500 per annum.*

Response: It is illogical that the council supports two 24-hour facilities completely unconnected and at great expense. Integration of the two facilities in terms of staffing may not be the best solution but co-location, joint management and mutual support should be the minimum requirement.

- *The consultant's recommendation to transfer the alarm monitoring service to the CCTV control room is pursued.*

Response: The council should consider the integration of relevant services as part of the office centralisation brief. Opportunities for rationalisation and consequent financial savings could otherwise be missed.

- *The district council cease to fund the link from the Salisbury control room to Devizes and that the funding be sought from Wiltshire Constabulary. It is also recommended that Wiltshire Constabulary be approached and requested to provide £15,000 per annum as a contribution towards the £410,000 running costs of the CCTV System.*

Response: Over the past 11 years numerous attempts have been made to secure funding from the police. Their policy has been consistent – they are not prepared to make any such contributions, frequently stating that to do so would set a precedent whereby all other CCTV systems would seek similar funding. Negotiations are ongoing but there presently appears little likelihood of obtaining 'contributions'.

The current negotiations have deliberately excluded the 'contributions' concept and are concentrated on payment for a service provision, i.e. the video link, a service not provided by any other CCTV system in the county. A response to this has not yet been made.

It should be noted that a major document (national strategy) relating to the future of public space CCTV, is due to be published by the Home Office shortly. The Home Office and the Association of Chief Police Officers have jointly prepared the strategy. It is anticipated that issues such as this will be acknowledged by it.

- *Should the police not wish to pay this in one lump sum it is recommended that the district council levy a charge of £35 per hour for viewing historical footage from the cameras and for operator time spent on covert operations, that the police fund the link from the CCTV control room to Devizes and that the police pay £3.50 per VHS tape that they use.*

Response: Payment for viewing historical footage is not believed to be appropriate. The police are merely exercising their statutory and common law powers to obtain evidence. As stated above, current negotiations are centred on payment for service

provision, i.e. the video link and an evidence handling and management service.

- *That Cabinet gives consideration to recharging a proportion of the costs of CCTV in the City and Towns currently utilising CCTV. If such a charge was introduced it could then be possible for other larger villages in the district to have CCTV if they wished.*

Response: Documents regarding charging for CCTV service provision have been forwarded to relevant parties, including Amesbury and Wilton Town Councils and the police, for consideration. Replies are awaited.

It has never been the policy to make any internal recharges for the service. When the system was implemented, the council resolved to put a precept of 10p on every car parking transaction specifically to support the ongoing revenue costs of the CCTV system. This sum has never been separately accounted for but, allowing for inflation, is likely now to total in excess of £200,000.00 per annum (approximately 50% of the current CCTV revenue costs). A survey of the service provision is being undertaken with a view to proposing internal recharging.

The current analogue system does not lend itself to easy integration of additional or third party CCTV or other related technologies. However, the type of scheme outlined in Appendix B makes this very easy and much more cost effective.

- *That officers approach neighbouring district councils to establish what the level of interest in a remote monitoring service would be.*

Response: Approaches have been made, both within the county and to adjoining areas, but the responses have not been encouraging. There is a clearly discernable element of parochialism and a perception that remote monitoring would be seen as relinquishing power. It is believed that the soon to be published national strategy for public space CCTV may highlight the advantages of networked systems. It is very apparent that within this county, the continuation of CCTV services in their current formats, particularly the smaller systems, is financially unsustainable in the longer term.

- *The CCTV Manager to keep a watching brief for any funding opportunities that may arise from the Home Office in the future to ensure that the council maximises its opportunities to achieve external funding.*

Response: The Home Office has often indicated that there will be no monies available purely for the expansion of CCTV. It has also been stated that no new money would be available as a result of the national strategy. However there is an ever-growing funding crisis for many CCTV systems implemented (like SDC's) as a consequence of Home Office funding in the mid 1990's. The CCTV Manager has, through his role with the national CCTV User Group, been involved in the process of formulating the national strategy.

- The review group would like the CCTV Manager to use the scrutiny report as the basis for a bid to the Home Office for funding to trial the technology outlined in the report on a pilot basis.

Response: The technology referred to was based on the consultant's report that is now in excess of 2 years old. During that period technology has continued to evolve and has been adopted by a number of schemes. This makes it unlikely that funding will be forthcoming for a pilot project. Paragraph 7 outlines a system utilising the most recent technologies but it is believed that the Home Office will not be receptive

to any funding requests until such time as their national strategy has been published and its implications absorbed.

- *Half of the money generated from the savings and revenue generation options outlined above be transferred to the Council's general fund to assist the medium term financial strategy. It is recommended that the remaining 50% of additional monies be invested back in to the CCTV service to enable a planned upgrade of the system. Once this upgrade has been completed it is recommended that 25% of the monies identified in schedule at appendix 3 be set aside for the future investment in the system and the remaining 75% be contributed towards the Council's general fund.*

Response: If the scrutiny review recommendation that the council continues to provide a CCTV service is accepted, a substantial capital sum will be required in order to upgrade the system. This is regardless of the doubt about the future location of the system. Without an upgrade, meaningful revenue savings cannot be made unless a significant number of cameras are removed from the system. To do this would place in jeopardy the ability of the system to perform to an acceptable standard.

3.2 Summary and conclusions

Whilst the recommendations made by the Scrutiny Panel are entirely valid the rapidly developing CCTV technologies offer a number alternative scenarios that appear to be advantageous in terms of both the financial implications, integration with existing council services (with a consequent revenue cost saving) and 'future proofing' the system.

- 3.3 The Scrutiny Panel Report re-affirms the council's intention to continue with the CCTV service provision. It is intended that the action plan (see paragraph 5 below) will re-define the intended primary functions of the CCTV system and revise its key objectives to ensure compliance with the council's core objectives, financial strategy and political priorities.

4. MTFS savings

- 4.1 A total recurring saving of £50,000 is required by the MTFS from 2007/2008 onwards. Savings within the CareConnect operation count towards this total and a recurring sum of approximately £25,000 has been achieved through staffing changes. A further £25,000 therefore remains to be found from the CCTV operation.
- 4.2 The bulk of revenue expenditure on the CCTV system goes on staffing and maintenance, with only limited amounts being spent on controllable items. It has been possible to identify the following savings from the training budget and from the removal of two, now redundant, cameras at Bourne Hill:

Achieved savings:

Removal of two cameras from Bourne Hill:	£883.00
Training budget reduction:	£13,000.00
Total:	£13,883.00

Saving the remaining £11,000 – £12,000 is more problematic and it is necessary to seek Members' guidance on the options that are available.

4.3 Potential Savings – Option 1, Removal of cameras:

The Scrutiny Report recommended that an assessment be carried out of the number of incidents involving individual cameras for a twelve-month period, with any cameras falling below 20 uses to be considered for removal. The results of this assessment are shown below. It should be recognised that this assessment has been carried out at a relatively simplistic level, taking no account of either the deterrent effect of a camera or the effect its presence may have on people's perception or fear of crime.

4.4 From its commencement the CCTV system had a profound impact on levels of crime, reducing them dramatically. For example, in the first two years the following reductions occurred:

Theft of motor vehicles	-64.8%
Theft from motor vehicles	-65.6%
Criminal Damage	-37.8%
Burglary	-51.6%

Inevitably the initial impact has reduced over time but, the low levels of criminal activity occurring within the areas covered by the CCTV system have been maintained.

Table 1:Cameras used in less than 20 incidents. (Note: none of the four Park & Ride sites has been included in the assessment although all of them fall below the 20 incident threshold).

Camera No.	Comments
15 Maltings top level	<p>It has always been council policy to provide CCTV cover in its Car Parks. The bid for Home Office funding, on which the original CCTV system was formulated, was based very much on providing CCTV cover in Car Parks. Ongoing revenue funding was addressed by implementing a precept on every car park payment, specifically for CCTV. It is estimated that the current annual figure for this is the equivalent of nearly 50% of the annual revenue cost of the CCTV service. When CCTV was introduced, car park crime decreased dramatically and has been retained at a low level.</p> <p>Removing car park cameras could lead to a rise in vehicle related crime, adverse publicity and a reduction in car park use with the consequent loss of income to the council.</p>
17 Maltings (undercroft)	<p>See comments for camera 15.</p> <p>Many of the cameras in the Maltings area are hard wired to a central equipment room and do not have a dedicated leased transmission line. Removal of such cameras will have the effect of weakening the cover of the area as a whole but not produce appreciable revenue savings.</p>
25 Culver Street Car Park – above attendant’s office	<p>CCTV cover in Culver Street car park has been problematic and the whole system for the car park requires remedial action. This is currently being considered. Removal of this camera would not cause undue problems but the revenue saving would be small – in the region of £417 p.a.</p>
27 Culver Street	<p>One of a number of ‘fixed’ cameras within the Culver Street system. These cameras are hard wired to an on-site equipment room, then transmitted as multiplexed signals using one transmission line.</p> <p>No revenue savings would be produced by removing any of the individual fixed cameras.</p>
29 College Street Car Park	<p>Another car park camera – comments for camera 15 apply.</p> <p>When the new Bourne Hill Office build commences there is no other CCTV cover within the immediate area.</p>

31 Endless Street Housing (rear)	A fixed camera covering the staff car park. Other than the perceptions and reactions of staff using it there is no firm justification for its continued use. Revenue savings of £291 p.a.
32 Wyndham Road (Development Services)	A PTZ camera covering the staff car park and staff entrance to the building. The comments shown at camera 31 apply. Revenue savings of £377 p.a.
35 Southampton Road Car Park	Another car park camera – comments for camera 15 apply. Revenue savings of £367 p.a.
36 Friary Estate	One of three cameras (36, 37 and 42) located in the residential area of the Friary Estate. Of all the cameras in the overall system these have been subject to criminal attack more frequently than any others. Despite initial concerns residents of the estate are very much in favour of these cameras. When they were temporarily removed during an upgrade of many houses there was a continuous demand for them to be replaced. Revenue savings of £248 p.a.
37 Friary Estate	See comments for camera 36.
39, 40 Pennyfarthing House	Two fixed cameras located in the reception area of Pennyfarthing House. These cameras are hard wired directly to the CCTV Control. Revenue savings £0.
42 Friary Estate	See comments for camera 36
50, 51 Churchfields Depot	The police regard Churchfields Estate as a crime problem area. Incidents have occurred in the Depot but have not involved the cameras. Consultation with staff on site shows a strong desire not only to retain the cameras but actually to extend the CCTV cover. It is likely that the presence of the cameras has acted as a deterrent and provides a degree of protection from the level of crime experienced elsewhere on the Estate. Revenue savings £870 p.a.
55-61 Maltings Car Park	Fixed car park cameras hard wired to the on-site equipment room in the Maltings. See comments for cameras 15 and 17. Removal of these cameras would produce only very small revenue savings.
62-82 Culver Street	See comments for camera 27.
83-86 Leisure Centre	Four PTZ cameras hard wired to an on-site equipment room with a reduced number of leased transmission lines. Revenue savings £1,266 p.a. NOTE: The leased lines are paid for by Community Initiatives.
90-95 Amesbury	A discussion document regarding the Amesbury cameras has been circulated. The overall number of incidents involving these cameras is a persuasive argument for their retention, even though individual camera use falls below the assessment level. Unlikely to be well received locally. Revenue savings £9,018 p.a.

96-98 Wilton	A discussion document regarding the Wilton cameras has been circulated. The overall number of incidents involving these cameras fails to provide any operational justification for their continued use. Unlikely to be well received locally, however. Revenue savings £4,257 p.a.
------------------------	---

4.5 In the context of the required MTFs saving, it would, in principle, be possible to make significant savings from the removal of low use cameras, as the following figures demonstrate:

Removal of cameras from Amesbury (or contribution from the town council):	£9,018.00
Removal of cameras from Wilton (ditto):	£4,257.00
Removal of cameras from Churchfields Depot:	£870.00
Removal of camera from Wyndham House:	£377.00
Removal of camera from Endless Street (Housing):	£291.00
Potential Total:	£14,813.00

4.6 Potential Savings – Option 2, Contribution by the Police:

At present, despite the undoubted benefit of CCTV to them, the Police make no contribution to the revenue costs of the local system. A number of meetings have taken place recently, notably involving the Portfolio Holder for Planning and Economic Development, in an attempt to secure a change to this policy. These discussions are on-going. The following figures give an indication of the costs that might be considered directly attributable to the Police:

Video link to Police HQ Devices:	£4,999.00
Contribution towards tape replacement & evidence handling/management:	£3,000.00
Potential Total	£7,999.00

Consultation is ongoing with all interested parties regarding removal of cameras and payment by the police. Clearly there are political implications in respect of the removal of cameras from the system and guidance is sought in this respect.

4.7 Potential Savings – Option 3, Longer-term savings arising from co-location with CareConnect:

Although significant savings have been achieved from re-organising the CareConnect operation, it is very likely that further efficiencies could be achieved through a co-location with CCTV and related changes. Other, longer-term savings might also be possible. Savings from this source would be difficult to achieve during 2007/2008, but would have the advantage of being genuine efficiencies, rather than cuts in service. The key to securing these efficiencies (and their timing) is an early decision about the future location of CCTV control, as the present uncertainty makes it difficult to move the project forward.

5. Action Plan

5.1 An action plan for the development and operation of CCTV over the next 5+ years is being prepared and will be submitted to the Overview and Scrutiny Panel and Cabinet shortly. The plan will address the following issues:

- The function of CCTV in the district and its key objectives.
- Any variations from the National Strategy for Public Space CCTV (assuming that the strategy document has been published)
- The implications for the use of the system as a traffic regulation enforcement tool (assuming that the guidance due to be issued under the Traffic Management Act 2004 has been published)

- Co-location/Integration of the council's Emergency Control (including Lifeline Alarms) with the CCTV control, together with joint management of both elements.
- A proposed plan for the migration of the CCTV system from its current analogue format to a digital (IP based) format. Preliminary discussions in respect of this have taken place and an outline document showing the rationale for the change is shown below.

6. Moving from analogue to digital (IP based)

6.1 Background:

The consultant's report on the future of the SDC CCTV system, produced in 2004, suggested the basis for the future direction of the system. It was also used as the model for the recent Scrutiny Review.

6.2 Whilst much of the report remains valid, the technology relating to CCTV has continued to evolve during the intervening two years, in particular in respect of methods of image transmission, data storage and camera technology. Following on from these changes is the development of control systems and methods that will directly impinge upon the way in which public space CCTV is used and operated.

6.3 Officers have maintained a close watching brief on the developments and the implications for the SDC system.

6.4 Opportunities:

It is clear that the emerging technologies will be firmly based on the following key industry trends:

- Converging technology, analogue to digital.
- Dilemma of Community Safety –v- Traffic monitoring and enforcement
- Increased pressure on budgets
- Continued expansion of camera networks and
- Justification for continual investment.

6.5 The emerging technologies particularly deal with:

- IP (Internet Protocol) cameras
- Expansion of existing infrastructure to wireless COFDM (digital radio) IP 'mesh' network
- Ever-expanding Wireless hotspots.
- Use of CCTV for Scene Analysis
 - VMD (video motion detection) / NVMD (non video motion detection) (easy)
 - Behaviour pattern recognition (difficult – but becoming easier)
- Automatic Number Plate Recognition (ANPR). Based on adaptive recognition technologies but with a need for strategic partners for installation
- Alarm Handling, including alarm management.

- Audio. An increasing integration of audio channels into CCTV operating systems.
- 6.6 The current SDC system utilises a software package supplied by i-Comply under the trade name of V-TAS. This package provides a comprehensive management system for control of image retention, incident logging, recording of statistical information and evidence handling. Officers have also worked closely with i-Comply and the national CCTV User Group on the development of a national performance indicator measurement system. i-Comply recently developed a lone worker monitoring system, named i-Call, and the SDC system is on the point of carrying out field trials.
- 6.7 Earlier this month i-Comply, in partnership with a company called SIRRUS, presented a new development initiative provisionally named V-TAS PRO 'Virtual Operator'. SIRRUS is known as an innovative manufacturer of CCTV control systems, with a long history of work in this field, in fact claiming to be the first into the IP / NVR (network video recorder) arena.
- 6.8 i-Comply believe that the partnership will allow the development of:
- IP centric system design
 - Non 'all owned' technology, i.e. open architecture that will allow mixing and matching of equipment enabling choices based on quality and cost, not solely manufacturer.
 - Increasing use of intelligent analysis of video
 - Increasingly complex reporting and analysis requirements and
 - The ability to move to IP at the council's own pace and when finances permit. Existing equipment can be retained in use until the chosen time to replace it.
- 6.9 It is believed that the development and common use of the technologies described is inevitable. There will be continued expansion of camera networks. Public space CCTV is under constant and opposing pressure – to deliver additional services from a reduced or static cost base. i-Comply believe that they have identified the key technologies required. Whilst much of the technology is relatively immature, it is forecast that, by 2010, the world market for scene analysis will exceed £450M and the 'intelligent camera' market will be in the region of £1B.
- 6.10 Officers believe that the use of the technologies described will provide the following advantages:
- Compliance with the soon to be published national CCTV strategy
 - Future-proofing (as far as possible) of the CCTV system
 - Reducing the requirement for an immediate injection of a large capital sum (excluding possible relocation costs).
 - Allowing a controlled migration from the existing analogue system to a fully digital system.
 - Permitting the formulation of a rolling programme for both upgrades and changes to the system.
 - Over a period of time allowing a reduction in the ongoing revenue costs of the service provision.

- Enabling the system readily to accept 'third party camera' monitoring to produce an income stream.
- Enabling the cost effective integration of other council services to reduce further the revenue burden on the council.
- As the proposed use of the technologies is innovative in nature it may be possible to attract external funding to develop it as a pilot scheme.

7. Conclusions and recommendations

7.1 This report has sought to respond to the recommendations of the Scrutiny review of CCTV in South Wiltshire and to identify potential savings to meet the requirements of the MTFS. It is noted that CCTV technology has evolved rapidly, even since the consultant's report of 2004 and the Scrutiny review. Officers believe that they have identified a technological solution to the need to update SDC's CCTV system to a digital (IP based) format. An action plan incorporating this solution is in preparation.

7.2 It is recommended:

- (1) That officers continue to explore the possibilities outlined in this report and present their conclusions in the form of an action plan.
- (2) That close contact be maintained with Global MSC Security, the consultants who prepared the original CCTV report, in order to provide an independent evaluation.
- (3) In light of the camera assessment shown at Table 1, that Members indicate their preferred way forward with regard to the removal of cameras from the system.

8. Background Papers:

Report by MSC Security Consultancy 'Report on SDC CCTV System Evaluation & Strategy' and 'Costed Report Relating to the CCTV Control Room Re-location from Pennyfarthing House'.

Scrutiny Panel Report '*The Future of CCTV in South Wiltshire*'.

9. Implications:

- Financial: Contained within report
- Legal: None
- Human Rights: None
- Personnel: Dependent upon decisions to co-locate/amalgamate CCTV control and the council's Emergency Control.
- Community Safety: Possible implications if a decision is made to reduce the number of CCTV cameras.
- Environmental: None.
- Council's Core Values: Maintaining and enhancing the effectiveness of the CCTV system will assist in making the district safer and in reducing the fear of crime.

Wards Affected: All in Salisbury city centre, Wilton and Amesbury.