

# BRIDGEND COUNTY BOROUGH COUNCIL

## REPORT TO CABINET

18 MAY 2021

### REPORT OF THE INTERIM CHIEF OFFICER - FINANCE, PERFORMANCE AND CHANGE

#### SMARTER BOROUGH – CLOSED CIRCUIT TELEVISION (CCTV)

##### 1. Purpose of report

- 1.1 The purpose of this report is to provide Cabinet with the background, current position statement and proposal to recommend to Council the inclusion of a budget of £595,000 within the capital programme for implementing the Smarter Borough – Closed Circuit Television (CCTV) proposal.

##### 2. Connection to corporate well-being objectives / other corporate priorities

- 2.1 This report assists in the achievement of the following corporate well-being objectives under the **Well-being of Future Generations (Wales) Act 2015**:-

1. **Supporting a successful sustainable economy** – Taking steps to make the county borough a great place to do business, for people to live, work, study and visit, and to ensure that our schools are focussed on raising the skills, qualifications and ambitions for all people in the county borough.
2. **Helping people and communities to be more healthy and resilient** - taking steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services. Supporting individuals and communities to build resilience, and enable them to develop solutions to have active, healthy and independent lives.
3. **Smarter use of resources** – ensure that all resources (financial, physical, ecological, human and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help to deliver the Council's well-being objectives.

##### 3. Background

- 3.1 The Customer Community Support Unit (CCSU) service manages the 24/7/365 monitoring of the Closed-Circuit Television (CCTV) cameras in the town centres of Bridgend, Maesteg, Porthcawl and Pencoed. It also currently provides a CCTV monitoring service to the Vale of Glamorgan Council (VoG). Cabinet approved the financial business case for the creation of a joint CCTV operation with the VoG and approved entering into a legal partnership agreement for the joint service on 7 October 2014. The partnership agreement with the VoG was set to expire on 31 March 2021 but contained provision for further extension on the prior written agreement of the parties. The extension of the agreement to 31 March 2022 has been agreed with the VoG and there is delegated authority in place to agree additional extensions in addition should that be required.

3.2 As well as monitoring CCTV and retail radios, the CCSU also undertake a list of various non-CCTV duties for Bridgend Council:

- Out of hours emergency calls including highways, public protection, emergency planning, building maintenance
- Culvert alarm monitoring
- Lift monitoring – Raven’s Court and the Rhiw Car Park
- Barrier access to Bryncethin Depot
- iCall – corporate lone working system
- Rhiw Car Park – both entrance and exit barriers, payment machine issues and lock-ins
- Operation of town centre bollards in line with the pedestrianisation order

#### **4. Current situation/proposal**

4.1 The existing CCTV system across the borough has been in service for 20 years, during which time several upgrades have been carried out to keep it operational without incurring large sums of expenditure. However, the system has now reached the point where the equipment is at the end of its working life and compatibility issues are becoming more and more frequent as replacement parts are no longer being manufactured resulting in cameras being decommissioned.

4.2 The Council’s CCTV service makes an important contribution towards delivering Bridgend Community Safety Partnership’s overarching objective of supporting local communities to be safe and cohesive. The CCTV provision helps the Council and Police perform a one public sector approach to prevent and tackle priority issues such as anti-social behavior, violence, theft and makes a significant impact on residents’ perception of safety.

4.3 The CCTV provision in Bridgend County Borough has clearly contributed to reducing the overall crime rates in the area and is therefore providing a valued contribution to the ‘blue light’ services. This is evidenced from the incident figures from June 2017 to May 2019 which indicate that the CCTV service provided by BCBC successfully aided the investigation of 1484 incidents in Bridgend, 146 incidents in Maesteg, 89 incidents in Porthcawl, and 29 incidents in Pencoed. This shows the value of the service to the Police and the communities.

4.4 The Police and Crime Commissioner (PCC) does not make any monetary contribution to the running of the CCTV service currently, however the PCC has recently indicated he may be willing to make an ongoing contribution to a sustainable service. These discussions are currently ongoing alongside discussions with Welsh Government and Central Government around a capital contribution towards the Smarter Borough – Closed Circuit Television proposal.

4.5 Any upgrade of the CCTV provision will be compliant with the Information Commissioner’s Office CCTV Code of Practice and data protection legislation. The following represent the direct benefits for the upgrade of the CCTV service:

- The Council will work in partnership with the Police in terms of the placement and coverage of the CCTV provision.

- Continued prevention of crime and anti-social behaviour across the Borough working in partnership with Police.
- Delivering a service to citizens that is more joined up, leading to faster decision making.
- A flexible service enabling a more targeted camera estate using Internet Protocol (IP) cameras.
- A state of the art control room to facilitate more effective monitoring.
- Better reporting of management information.
- Higher performance specification, resulting in better images being produced.
- Supports the day and night time economies of our Town Centres.

#### 4.6 Proposal – Replacement of the existing CCTV estate

Based on the current CCTV coverage, the proposal will include the installation of new Internet Protocol (IP) cameras, replacing the existing legacy equipment to aid the day and night time economies. The cost of this capital investment will be £595,000.

There are many advantages associated with upgrading to IP cameras, including portability, future-proofing, ease of integration and resilience. IP cameras can easily be re-located or re-deployed as and when needed. Improved technology and a more flexible camera infrastructure can be used to respond to crime and anti-social behaviour hotspots.

IP cameras can be installed on the existing infrastructure and will be of a higher performance specification, resulting in better images produced for viewing of both live and recorded images.

##### Annual revenue costs

The current annual revenue costs of running the 24/7 CCTV service is within the region of £499,101 as outlined in paragraph 8.2. It is anticipated that under the new proposal, the total of the ongoing network, maintenance and software costs would be reduced by £20,000 per annum subject to a successful procurement exercise.

#### 4.7 “Smart” Cities and Towns

4.7.1 “Smart” Cities and Towns can cover many diverse topics; however the key deliverables for “Smart” is around enhancing performance, optimising resources, reducing waste, costs and most importantly improving the quality of life of its citizens. The Council could utilise the proposed CCTV infrastructure as the foundation of a Smart Borough, with CCTV at its core as the smartest sensor. However a Smart Borough is about much more than just surveillance. A truly Smart Borough gives you a constant stream of information. It helps the Council monitor and manage resources, with an end goal of saving time and money.

4.7.2 A Smart Borough is a place where existing networks and services are made more efficient through the use of digital technologies for the benefit of residents and businesses in that area. In this sense, a Smart Borough may be viewed not as a new technology, but the application of multiple technologies to deliver new and more efficient services in a particular area.

- 4.7.3 These technologies can help deliver better traffic management, smart parking, improved water and waste services, more efficient lighting and energy use in buildings and safer infrastructure, among other benefits. Different layers of technology, communications, data exchange and applications are required to make a Borough 'smart'. These may be deployed and used by the Council, businesses citizens.
- 4.7.4 A Smart Borough could provide a host of benefits for citizens and businesses. They can improve connectedness (both physical and digital) between residents, improve environmental quality, improve health outcomes, enhance safety and provide more jobs in a particular region.
- 4.7.5 The smart vision means a fully connected place using technology. The pressure to enable ubiquitous coverage and provide the capacity not just for person-to-person communications, but also for new emerging connectivity use-cases, such as autonomous vehicles, smart reuse/recycling points and post-box collection is growing and driving the smart concept.
- 4.7.6 Councils can build 'Smart Streets', which enable the gathering of insights from environmental monitoring and traffic optimisation sensors that can be easily integrated into street furniture. Aspirations to achieve net-carbon emissions can be facilitated via smart, supporting the fight against climate change using air quality sensors, smart buildings and renewable energy sources, helping to reduce the negative effects on the environment.
- 4.7.7 The opportunity to leverage "Smart" through the CCTV infrastructure provides the Council the possibility of maximising its investment and increasing the return on investment. "Smart" covers a number of areas as outlined below and each area will be subject to a business case review that will be ratified and sanctioned via the Digital Board, subject to funding being available. Smart fits within the Digital Strategy 2020–2024 theme of a "Digital Place" that was endorsed and adopted by Cabinet in November 2020. Smart can only be leveraged from the foundations of a newly implemented CCTV infrastructure and its physical footprint across the Borough.

#### 4.7.8 Environment Monitoring

As the Council looks to recover from the current health and economic crisis caused by Covid-19, there is an opportunity to accelerate the transition to a greener society. By using the CCTV infrastructure to overlay climate monitoring systems across the Councils street furniture estate, the Council will have access to actionable environmental insights with regards air quality and CO2 data collated via sensors. Data will be provided via a 'Smart Dashboard' providing the ability to track emissions, and receive certified carbon offsetting information. This could help the Council monitor its carbon footprint in real-time, identifying the best opportunities to cut emissions, to support the goal of net zero.

#### 4.7.9 Parking Management

Parking spaces can be monitored and managed more efficiently, generating incremental revenue as well as aiding parking providers to adapt pricing to real-world patterns. A pilot scheme was launched to manage the use of

short-term parking spaces at Milton Keynes railway station with sensors installed in each of the parking bays. The sensors send information to roadside displays and smartphone apps to guide vehicles towards available parking spaces. As well as giving real time data on parking availability, the sensors provide valuable information about average parking duration which can be used to adjust parking restrictions to meet majority customer needs. Alongside monitoring parking spaces the Council can monitor “no parking” spots to ensure the fire, police and ambulance services are always guaranteed access.

#### 4.7.10 Safety and Security

Trackers can provide information on asset location, sensors detect open doors, windows or movement, people and processes notified when condition thresholds are exceeded and devices send alerts when smoke and fire are detected.

#### 4.7.11 Waste Management

Understanding the status of bins enables service providers to react to real-time fill levels, avoids containers spilling over and littering, allows for more efficient refuse collection and reduces unnecessary pick-ups of half-empty bins thereby saving fuel and reducing pollution. Smart sensors can help embed data-driven decision-making in your waste management. Smart bin sensors provide you with full transparency of your waste operations, providing in-depth data insights that can help improve services. Data can be used to optimize resources, cut back on costs, reduce carbon footprint, improve collection routes, create a better working environment for drivers, and measure the impact of sustainability initiatives.

#### 4.7.12 Wi-Fi

The Council could provide a Wi-Fi service by overlaying Wi-Fi services onto the existing CCTV infrastructure. Adopting a “free and unlimited public usage” model will encourage users to visit the council’s Wi-Fi landing page to access information and services safely. Through the provision of free-to-access public Wi-Fi the Council will be seen as a community enabler, offering opportunities for revenue generation and supporting the digital agenda in realising the benefits of social inclusion. The deployment of Wi-Fi under this model will be rapid and low risk, requiring minimal street works as the CCTV infrastructure is already in place.

#### 4.7.13 Future Mobile Networks

The smart fabric infrastructure could provide support to network providers to develop approaches that enable the deployment of future mobile networks in urban areas. These technologies will be critical to delivering the smart city concept, providing greater coverage, and meeting public demands for higher speeds and greater bandwidth.

## 5. Effect upon policy framework and procedure rules

5.1 There is no effect upon the policy framework and procedure rules.

## 6. Equality Act 2010 implications

6.1 The protected characteristics identified within the Equality Act, Socio-economic Duty and the impact on the use of the Welsh language have been considered in the preparation of this report. As a public body in Wales, the Council must consider the impact of strategic decisions, such as the development or the review of policies, strategies, services and functions. It is considered that there will be no significant or unacceptable equality impacts as a result of this report. An equality impact assessment is not required as the recommendation is to proceed with “like for like” and maintaining the current CCTV coverage.

## 7. Well-being of Future Generations (Wales) Act 2015 implications

7.1 The well-being goals identified in the Act were considered in the preparation of this report. These proposals align to one or more of the 7 WFGA goals as detailed below:

A prosperous Wales	Ensuring best use of resources
A resilient Wales	Supporting local people and communities
A Wales of Cohesive communities	Supporting sustainable communities

7.2 A summary of the implications from the Well-being of Future Generations assessment, using the 5 ways working, is as follows:

Preventative	Creating a safer living and working environment and enables residents to enjoy opportunities within their local communities
Involvement	Consultation results have underpinned the residents' need to retain a CCTV service
Collaboration	Working closely with public agencies to reduce crime, disorder and fear of crime
Long term	Ensuring best use of resources to create a safer community providing social, economic environmental, opportunities through technological opportunities leveraged from the CCTV infrastructure
Integration	Utilising the CCTV infrastructure to exploit “Smart” providing a single data capture point for the purpose of analytics and insight.

## 8. Financial implications

8.1 A report will be submitted to Council to seek approval to include the Smarter Borough – Closed Circuit Television (CCTV) proposal into the Capital Programme. At the end of the 2020-21 financial year, a number of earmarked reserves were established to fund vital capital works in the new financial year. Funding for this proposal will be met from these earmarked reserves.

8.2 Current revenue costs to the run the CCTV service are outlined below. It is anticipated that following following a procurement exercise, the total of the Network, Maintenance and Software Support would be reduced by £20,000 per annum.

	Per annum
Staffing (13 staff 24*7)	£369,627
Network	£91,944
Maintenance & Software Support	£25,530
Mechanical & Electrical	£12,000
<b>Total</b>	<b>£499,101</b>

8.3 To upgrade the existing CCTV infrastructure and systems replicating the current estate and coverage, will require capital investment of £595,000.

8.4 If a decision is made not to upgrade the CCTV infrastructure leading to the loss of the service, significant costs would still be incurred to ensure the non-CCTV duties outlined in paragraph 3.2 continue to be provided.

## 9. Recommendation

9.1 For Cabinet to consider the report and recommend a report to Council approving the the inclusion of the Smarter Borough – Closed Circuit Television (CCTV) proposal within the capital programme with a budget of £595,000.

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**Background Documents:** None