



**CAMBRIDGE CITY COUNCIL and
HUNTINGDONSHIRE DISTRICT
COUNCIL'S
CCTV and OOHs SHARED SERVICE**

Q3 2021/22 REPORT

**(For the period 1st Oct to 31th Dec 2021 for submission at
Board on 3rd February 2021)**

January 2021

1. Reporting Period

This report covers the period from 1st October 2021 to the 31st December 2021 as required under the shared service SLA. Prepared and presented by Neil Howard, as the CCTV Manager for the Shared service monitoring Centre.

2. Overview

The Control room is still working under COVID restrictions as per the council guidelines and adhering to the controls due to the Omicron variant, we have had to temporarily stop receiving the Police for reviews and Control room visits. As Plan B was lifted last week we have now reverted back to receiving the Police back into the control room which commenced 01/02/2022.

As of the 1st Jan 22, have a new assistant manager in Grant Brighten who has been through an internal recruitment process, in which 4 internal staff applied for the post. Grant has previous experience as a manager in waste and recycling and understands Council processes and policies, he also has the added knowledge of being a CCTV operator in the control room for 6 months before his appointment as of the 1 Jan 22. I look forward to cementing the last years work on the continued build of the team and processes.

The team is continuing to provide the OOHs and CCTV shared services to the usual high standard. and proving to be now in a more stable position that last year. Christmas was for the first time was issue free, with no sickness and all staff turn up and completed the full rota without any complications and we even provided a Christmas lunch for the 2 operators.

The team has embraced additional training with members attending the Suicide awareness and prevention training, mental health 1st aiders and the safer streets sexual predator training given by the police. Planned is more mental health 8-9 Feb 22 and other internal courses such as fire marshals, 1st aid.

We are continuing with the Accreditations process which is moving along nicely and we are confident of achieving In March.

3. HDC

All the newly revised SLAs for the Town Parishes have now been completed and sent out to the relevant town clecks, along with invoices for the last years services and an indication of the coming year costs. There were the usual issues with Xmas light and power issues in St Ives but overall, the cameras are functioning well and, as per the reports, are still being kept down to below 1% of the faults monthly.

4. Cambridge City - Project progress

Cambridge City cameras are also performing very well with minimal faults and issues. CB1 is still fragile but following a meeting with Bidwell's and with the Council, we have agreed to look at replacing the old analogue cameras with new PTZs.

The Microsoft building works is still progressing and a meeting with Synectic's is planned with discussions around the Bridgeway link being placed on the roof, all the radio and network equipment has been installed and ready to go once the Microsoft building comes online.

OOHs is functioning well with no issues to note the team are dealing with any issues that come in and in the next few months will be going on Customer Service training both through Grant and Cambridge CS.

Storm is now on course to be delivered in FEB 22 with a training package also.

5. Audit of systems

Audit compliance

We are still in date for the SCC accreditation and this will form part of the audit inspection in March with the SSAIB.

We are still continuing with the BS7958 and the ISO9001 -2015 audit in March 22 and will update the results at the End of year Board meeting.

We are looking at reviewing the reporting of all aspects of the work we do, as advised by the auditor and this will be included in the end of year report for audit.

6. Financial Performance

David to provide an update.

7. Out of Hours Service

The service is currently running very well with all staff working to the high standards expected and with no complaints. We are looking at improving the service by working with ICT who are rolling out STORM to replace the current phone system. This is due in Feb 22 and will allow us to operate more efficiently and smoothly and produce stats to a higher level of professionalism. This updated system allows us to give real time feedback for customer service.

8. CCTV Operational

Staffing

It was good to see the recruitment process of the Assistant manager involve four internal candidates, following on from this there will be further development of colleagues with a management course to help her further develop as a supervisor/manager for the future.

There has been only one staffing issue over the period since the last meeting and this has been resolved with HR. under a phased return.

More training courses are planned, as mentioned previously and I am sure the that the team will continue to grow in statue and knowledge.

As we look at the service over the next 2/3 months we will look at the staffing levels, the two fixed term contracts that end in June 22, one has joined the management team with the second about to move to a permanent position as there is scope in the resource. The overtime bill has been hit with staff issues this year but productivity is a key priority going forwards.

We will continue to arrange for further courses and more innovations for the team to get involved in projects and to help us build the accreditation as a team effort.

The Wellbeing room has now been decorated and carpeted and FM will further develop the rooms to help staff in all areas of Eastfield house. with mental health and just somewhere to talk.

Maintenance

The CCTV Service is still operating with extremely low repairs and equipment failures over the last six months across the whole CCTV network. The main area of concern is CB1 cameras, which are continually dropping off due to their poor network quality. A resolution using the Microsoft building SLA will resolve this, as we can then upgrade the network.

Synectic's have created an improved maintenance report which provides transparent data for client reporting, and we issue this monthly to our partners.

The PPM schedule has also been produced and as such we are well on track to complete the full service by the end of March of all cameras and system .Regular meetings with Synectic's are still continuing and as part of the accreditation process these are being recorded and logged.

9. RCCTV (redeploy able cameras)

We have now fully serviced the cameras and they are being used in the City, notably in Jesus Green; Barnwell road, Riverside Road and one pending for the Guided Bus route, at the Police and Community Safety's request. These are now fully logged and audited to ensure compliance with the code, being reviewed 3 monthly with the requester and footage downloaded by the team and handed over from the control room.

I am currently looking at some new deployable solutions which will be next generation systems, with the ability and capability to been seen, moved, and recorded at the control room. We are working with BID and Cambac to deliver a PC

linked system and with WCCTV with another system to see how they perform. I will update once complete.

10. Regulation of Investigatory Powers Act (RIPA) and Information Sharing agreements

There have been no RIPA Operations this quarter instigated by the Police or Council.

11. Interaction with CCTV Partners

We continue to engage actively with all our partners with positive results. Our main interactions areas shown below:

- **The Police**

Our relationship with the police is so much better now but I will continue to work to improving this over the next few months and now that Grant is on board more time will be freed up for me and Grant to attend Police meetings, pub watch ect.

Following the Safer streets bid by Supt Kate Anderson we are working with the Police until March 22 to support the Police on the vulnerability in the night-time economy in Cambridge issues. These will be additional shifts dedicated to the ongoing operation. This has gone well with a major incident being captured and attributed to the training via Safer Streets.

The ability to stream viewings and evidence to the police over a secure IP link for Cambridgeshire police is nearing completion by police, IT staff and Synectic's. This is now being headed up by a Supt Kate Hewett however the Police still have an issue with storage therefore the project will be brought in over 2 phases:

- 1) link installed and have viewing capability with attendance at the Control room to have the discs burnt and collected – completed just waiting for the police to test the system.
- 2) Police will be able to see and grab the footage directly from the server and place with a secure server at their end for data storage. - nothing to report on this yet.

- **Retail Radio**

Our operational relationship with Huntingdon Business Against Crime (HBAC) and Cambridge Business Against Crime (CAMBAC) continues to be strong with mutual help and support between us working well and the retail radio and its business users are an asset to crime detection and prevention by the CCTV Team.

The Right to Occupy lease for CAMBAC / HBAC which ran out and has been reissued to Cambac / HBAC, we are currently in discussions around the cost of the service to CAMBAC/HBAC, but will be in place by mar 22

- **Other Authorities**

All invoices and SLAs have been sent out and we are currently following up on signatures and payments.

The 4 Leisure centres are nearing completion and should be completed end of FEB , this will add another 146 cameras to the system.

The Cycle hubs in Huntingdonshire car parks project for CCTV has been removed due to revenue concerns, this was disappointing.

All our partner client authorities are still receiving monthly reports regarding CCTV performance and equipment in their area and can meet with CCTV on a regular basis to discuss issues.

12. Legislation - Surveillance Camera Commissioner

The SRO post (Senior Responsible Officer) for all CCTV (preferably written into job descriptions for permanence) and also a SPOC, (single Point Of Contact) for who LA's has now been appointed for both Hunts and Cambs with Andy and Joel stepping up . I will be the SPOC for both areas.

For City and HDC to ensure legal compliance of existing standalone CCTV systems the current Shared Service business plan incorporates the requirement to survey and assess all CCTV sites and evaluate and price up options. We have moved this on with contacts to Cambridge Crematorium and Cowley Road 130 and the depot. with planned talks with FM around Mandela house and the Guild Hall. The Body Worn Cameras are now on the books with us.

We have submitted the costs to Housing in Cambridge for the shelter housing services and we are expecting a result very shortly.

13. HDC client area expansion

- **Projects**

Leisure Centres- 146 cameras to be installed and delivered over the next month.

Houghton Lock -1 camera- quoted and awaiting client approval to install. – approved

Coneygear Centre- BT link has now been moved and waiting for the cameras to be directed to the control room.- completed

St Neots Car Park for parking -approved

Milton Bridge – quote sent

Hinchingbrooke country park – plan being drawn up and costed .

14. Cambridge City Client area expansion

Projects

Cambs cycle cameras – currently looking to quote for 11 + cameras into the bike rack areas in Cambridge in conjunction with the cycle task force group. - the team are currently looking for the funding for the project but revenue has been agreed.

Cycle Point and train station – just awaiting approval for the funding via the cycle point group. (Joel to add if needed) update.

CB1 -Brook lands – quoted for but waiting for the Microsoft building to be completed to allow for the Network to be expanded- quote requested from provider

Car park -Queen Anne -x2 camera- quoted and installed. A PTZ has recently been requested. Still ongoing

Car park Queen Anne L5 – 2x cameras static -approved and going ahead.

Community centres – to be surveyed and have the drives locked down and controlled by the Control Room. Waiting for feed back from managers.

Hobbs Pavilion- quote and sent to client for approval.

Clay farm community gardens – precontract

Park and ride – under ESPO / Pro contract

Bermuda terrace – under quote with client

Wulfstan way – on precontract

15. Summary

With the team now in a far better place than ever before and with the systems in place and the Control room is ramping up nicely and working well. We will be putting the service out there with media reports going out monthly, to let everyone know that the cameras are fully operational and that we are catching the criminals

We will work on to continuing to improve the staff knowledge and wellbeing .

Neil Howard

CCTV Manager

Shared Services Monitoring Centre CCTV Manager

Huntingdonshire District and Cambridge City Council's

November 2021