

CCTV SERVICE TRANSFORMATION REVIEW**1. Vision for the service**

The CCTV service in Hammersmith and Fulham has grown steadily since the first 11 town centre cameras were installed in 1997. LBHF now has 140 'town centre' CCTV cameras and 335 housing estate cameras. LBHF are currently delivering an agreed housing estates CCTV programme, which will add another 111 cameras to the system to assist in the aim to reduce crime, the fear of crime and anti-social behaviour.

RBKC has 58 operational public safety CCTV cameras predominately covering three areas. RBKC CCTV network is currently integrated to the control room at Pembroke Road. All cameras are recorded 24/7/365.

This expansion has been achieved mainly due to the continued investment in our own private fibre network that saves an increasing amount of money each year on renting fibre from BT or other private sector suppliers.

During the riots in August 2011, CCTV was extensively used to monitor town centre and residential estates within the borough. It proved a valuable resource working closely with the police, neighbourhood wardens and parks police. CCTV operators were able to capture groups of youths on the CCTV network before groups of youths were able to cause trouble.

Demand for CCTV is high but the council does not have the capital or revenue to supply the need. CCTV must be delivered on a strategic basis for benefit of the borough as a whole. It is agreed in principle that new CCTV schemes must secure the ongoing maintenance or replacement revenue before commencement of the project.

CCTV is a common in urban cities and it is vital that all CCTV systems are managed and maintained to a high standard. The problem arises when poor management of CCTV systems is captured by the media or our residents, the reputation of the council is at stake. This fact could also seriously tarnish working partnership practice with the police or other agencies because the CCTV images produced as evidence were poor or the CCTV operators have poor communication skills and not of a professional standard.

A CCTV strategy must be agreed with a financial plan, supporting the network and BiB integration. This strategy will also include a marketing procedure with an evaluation & review process with external input for auditing purposes. This will ensure that the product has cost benefit status and support from the community.

2. Current Structure**LBHF**

The gross forecasted cost of the CCTV service for 2012/2013 is £535,000 with an income target of £161,000. Therefore a net cost of service is £374,000.

1 manager (PO3)
1 CCTV Technical Support & Alarm Response officer (SO2)
8 x full time FTE CCTV control room officers (SC5)

RBKC

Circa £350k

1 manager
4.5 FTE CCTV control room officers

3. Current financial targets

H&F MTFS savings 2012/13 = £10k which will be achieved from reduced cost of CCTV maintenance contract.

H&F MTFS savings 2013/14 = £80k which will be achieved through reductions in staff made possible by a merged bi-borough service and a single control room.

4. Current Service Definition and Delivery

CCTV in RBKC

A report by a CCTV consultant in 2009 evidenced the need for capital investment in the system. Based on the feasibility report undertaken in July 2011 the costs for replacing/refurbishing RBKC existing cameras and establishing a new joint control room at HTH would be approximately £250,000.

The current annual cost of running the service is £350,000 (£280k net of overheads and capital charges).

CCTV in LBHF

LBHF has a developed public safety integrated CCTV network, working in partnership with other agencies and their internal CCTV parking enforcement teams.

LBHF main CCTV control room is located at Hammersmith Town Hall (HTH) and the cameras are monitored 24/7/365.

LBHF CCTV continues to develop their own fibre for transmission back to their CCTV hubs and the main CCTV control room at HTH. This method of transmission is highly favourable and eliminates ongoing high revenue costs with private sector suppliers. LBHF also have their own CCTV IP network to all their digital recorders.

All incidents are recorded on an electronic log book and performance is monitored and submitted quarterly. Between January 2011 to January 2012 there 9796 incidents recorded with 1420 reactive and pro-active arrests. CCTV was acknowledged to be a valuable asset capturing suspects and preventing disorder during the 'riots' in August 2011.

CCTV integrated partners are:

- Transport for London (TfL)
- Football clubs – CFC and QPR
- Shopping Malls – West 12, Pillars in Fulham Broadway,
- Port of London Authority
- Metropolitan Police – local and their London-wide Command & Control Centres

CCTV downloads for criminal investigation is self-managed by the local Police Criminal Justice Unit because they have access to all the council's public safety CCTV digital recorders. This method of the investigation works well and releases council officer's time. .

5. Customer data

Previous analysis had been produced for H&F estates CCTV programme in 2009 but further research is required more recent customer data, supporting demand for CCTV.

6. Opportunities for improvement:

Use the transformation principles and related questions to outline initiatives / projects that will deliver the greatest benefits. This could include quick wins and longer term projects. It is assumed that a PID will be produced including more detailed information on projects that the programme agree to take to the next stage (initiation).