



Title	Software and Hardware Upgrade for CCTV Service	
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Wards of the District directly affected	All	
Is the report private and confidential and not for publication by virtue of a paragraph of schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006?		
Date and meeting when issue was last considered and relevant minute number	Executive 25 July 2018	
Background Papers		
Contrary to the policy framework:	No	
Contrary to the budgetary framework:	No	
Key Decision?	Yes	
Included within the Forward Plan? (If yes include reference number)	Yes	
Equality Impact Assessment Undertaken	Yes	
Officer/Councillor Approval	Date	Name
Chief Executive	11/03/2019	Chris Elliott
Head of Service	05/03/2019	Marianne Rolfe
CMT	11/03/2019	Chris Elliott, Andrew Jones, Bill Hunt
Section 151 Officer	11/03/2019	Mike Snow
Monitoring Officer	11/03/2019	Andrew Jones
Portfolio Holder(s)	12/03/2019	Cllr Andrew Thompson
Consultation & Community Engagement		
Final Decision?	Yes	
Suggested next steps (if not final decision please set out below)		

1 Summary

- 1.1 This report sets out the update for the digital upgrade of the software and hardware used to deliver the Closed-circuit television (CCTV).

2 Recommendations

- 2.1 That Executive agrees the upgrade of the software and hardware technologies for the CCTV service including the introduction of mobile cameras; notes the tender returns as detailed below; and agrees to release funding of up to £900,000, funded from New Homes Bonus.
- 2.2 That Executive agree the £100,000 allocated from New Homes Bonus for the project which is not required should be allocated to the Community Projects Reserve.
- 2.3 That the executive notes that phases of the upgrade with have not been included and that these will be included within the new Headquarters project with an appropriate report to Executive at the relevant time.

3 Reasons for the Recommendations

3.1 Current service provision

- 3.1.1 The CCTV service fulfils the following roles:
- Providing reassurance – residents, visitors, businesses and their staff feel safer
 - Monitoring and directing support to the vulnerable including mental ill health and missing persons
 - Monitoring of prolific and dangerous offenders
 - A central point to coordinate and prioritise the response of a wide range of services enabling prompt and effective early intervention
 - Public protection evidence to court standard e.g. Police, Licensing and members of the public
- 3.1.2 Since initial original installation, technology has developed rapidly and has evolved becoming more efficient and adaptable to changing circumstances, particularly since 2013 when the CCTV system was changed from video recording to the Synectics digital system.
- 3.1.3 The Synectics systems software and hardware is becoming harder to maintain in terms of support and availability of spare parts. Under the Council's contract for maintenance, should the software fail then the incumbent contractor must repair or replace it but this is becoming increasingly problematic due to patching issues or hardware incapability. ADT has been the Council's supplier since 2001 supported by a BT line contract.

3.2 Relationship of upgrade to the move to the new HQ

- 3.2.1 The Executive report in July 2018 outlined a business case to upgrade the CCTV hardware, software and relocate the service into the new headquarters.
- 3.2.2 Due to change in the timelines for the relocation of the council offices, this report addresses the first part of the proposed upgrade, namely the upgrading of the digital software, and hardware used to deliver the Closed-circuit television in the existing location.

3.3 Procurement approach to the upgrade

- 3.3.1 To ensure that the upgrade is sufficient to meet our needs and provides best value, the ESPO framework 628: Security and Surveillance Equipment & Services, Lot 4 via mini competition has been utilised.
- 3.3.2 There is a limited supplier group for this work activity and on this occasions only one bid was received The bid has been assessed and the expected contract start date will be 16th April 2019 subject to Executive approval.

3.4 Cost of the upgrade: Technology and Project Management

- 3.4.1 In order to deliver the upgrade of the service with minimal interruption, it is proposed that the digital upgrade takes place with a phased approach. The table below outlines this approach:

		Costs
Phase 1	Upgrade Video Management system Est to be completed by Sept 2019	£238,422
Phase 2	Wi-Fi Backbone Deployment Est to be completed by Sept 2019	£168,324
Phase 3	Street Level upgrades Est to be completed by Nov 2019	£454,441
	Final Total	£861,187

- 3.4.2 A contingency fund of £39,000 has been built into the project to ensure any increase in costs are met to ensure the project is completed on time and to the standard required.
- 3.4.3 The total of phases 1-3 are higher than the provisional estimates given in July 2018. However, the total costs remain within the £800,000 – £1,000,000 bracket as described at the 25th July 2018 Executive.

- 3.4.4 As the relocation of the new headquarters has been delayed, the aforementioned costs do not include the phases which relate to the relocation of the service. Namely:
- installation of a new control room in the new headquarters (phase 4),
 - installation of CCTV to the new headquarters (phase 5),
 - relocation of hardware to the new headquarters (phase 6),
 - decommissioning of old CCTV control room costs (phase 7)
- 3.4.5 The project management costs as outlined in the Executive report for staff resources within the organisation are no longer included as these have been found within existing budgets.
- 3.4.6 There is £250,000 allocated within the Headquarters Relocation Budget for the additional relocation phases. The table below provides provisional estimated costs (July 2018) for this work.

		Provisional Estimated Costs (July 2018)
Phase 4	Installation of New control room in new headquarters	£61,664
Phase 5	Installation of new CCTV throughout the new headquarters	£92,425
Phase 6	Relocation of hardware from existing control room	£14,555
Phase 7	Decommissioning of existing control room	TBC
	Estimated Phase (4-7) Total	£168,644

- 3.4.7 As highlighted in the previous Executive paper, the upgrade would also deliver annual revenue savings. Following the completion of the upgrade there would no longer be a reliance on BT line rental, saving approximately £50,000 annually. There would also be a reduction in the maintenance contract. A minimum savings of £16,000 annually on the existing contract of £68,000.
- 3.4.8 The table below details a total saving of £300,000 over a five-year period. After which an ongoing licence fee of approximately £8,000 would become payable which would reduce the annual savings against current maintenance costs.

	Cost of Maintenance		BT line rental
	Proposed Costs	Saving against Current Cost	Estimated Saving
Year 1 - system handover Nov 19	£44,160	£23,840	
Year 2 - 2020/2021	£45,902	£22,097	£50,000
Year 3 - 2021/2022	£47,726	£20,273	£50,000
Year 4 - 2022/2023	£49,637	£18,362	£50,000

Year 5 – 2023/2024	£51,637	£16,362	£50,000
Total (five year term)	£239,062	£100,934	£200,000
Total Saving (five year term)		£300,934	

3.4.9 Within the New Homes Bonus allocation for 2019/20, £1,000,000 has been set aside to deliver the CCTV project.

4 Policy Framework

4.1 Fit for the Future (FFF)

4.1.1 The Council's FFF Strategy is designed to deliver the Vision for the District of making it a Great Place to Live, Work and Visit.

4.1.2 Under the FFF Services Strand the Council aims for the district to have low levels of crime and anti-social behaviour. The level of crime and disorder is cited as the top consideration when deciding on where to live.

FFF Strands		
People	Services	Money
External		
Health, Homes, Communities	Green, Clean, Safe	Infrastructure, Enterprise, Employment
<u>Intended outcomes:</u> Improved health for all Housing needs for all met Impressive cultural and sports activities Cohesive and active communities	<u>Intended outcomes:</u> Area has well looked after public spaces All communities have access to decent open space Improved air quality Low levels of crime and ASB	<u>Intended outcomes:</u> Dynamic and diverse local economy Vibrant town centres Improved performance/ productivity of local economy Increased employment and income levels
Impacts of Proposal		
CCTV provides reassurance to our communities, businesses and visitors. Supports the safe running of events and cultural activities.	Incidents of crime and anti-social behaviour will reduce. Vulnerable people are located and monitored until support arrives. Lives are saved. Perpetrators are identified. 88% reduction in energy use. Evidence assists in securing convictions and savings to the public purse when guilty pleas are secured.	Continuing to deliver a service that helps make the town centre feel safe contributes to the local economy and in particular to the vibrancy of our town centres.
Internal		

Effective Staff	Maintain or Improve Services	Firm Financial Footing over the Longer Term
<u>Intended outcomes:</u> All staff are properly trained All staff have the appropriate tools All staff are engaged, empowered and supported The right people are in the right job with the right skills and right behaviours	<u>Intended outcomes:</u> Focusing on our customers' needs Continuously improve our processes Increase the digital provision of services	<u>Intended outcomes:</u> Better return/use of our assets Full Cost accounting Continued cost management Maximise income earning opportunities Seek best value for money
	The digital upgrade future proofs the system and removes the risk of service failure currently a risk due to aging equipment. The proposed system gives greater flexibility, removes dependency on a single supplier The new system will require fewer cameras whilst providing a greater service.	The upgrade will allow the current running costs to be reduced enabling a return on investment over the identified life of the product (c15 years).

4.2 Supporting Strategies

- 4.2.1 Each strand of the FFF Strategy has several supporting strategies and the relevant ones for this proposal are explained below.
- 4.2.2 Warwick District Council is a responsible authority under the Crime & Disorder Act 1998 and has a statutory duty to reduce crime, disorder and substance misuse.
- 4.2.3 The statutory duty on this authority as set out in s17 of the Crime & Disorder Act 1998 is to consider the implications on crime and disorder in the design and delivery of all its services.

5 Budgetary Framework

- 5.1 The timeline of the total cost of the proposed project, and phasing is shown below: -

	2019/20	2020/21	2021/22	2022/23	2023/24	Total
	£	£	£	£	£	£
Phase 1: Upgrade Video Management system	238,422					238,422
Phase 2: Wi-Fi Backbone Deployment	168,324					168,324
Phase 3: Street Level upgrades	454,441					454,441
Contingency Budget	£38,813					£38,813
Sub Total	900,000					900,000
Savings: BT Contract & reduced maintenance contract	-23,840	-22,097 -50,000	-20,732 -50,000	-18,362 -50,000	-16,362 -50,000	-101,395 -200,000
Total	876,160	-72,097	-70,732	-68,362	-66,362	595,607

- 5.2 It is proposed that the £250,000 as outlined in the original relocation estimates for the new Headquarters is used to pay for remaining phases associated with the relocation costs of the service.
- 5.3 Once an upgrade is completed, there would be annual savings made of approximately £66,000 for the first 5 years. This would be recognised in 2020/21. In 2019/20 there would also be a £23,500 saving.
- 5.4 The revenue implications should be included in the Medium Term Financial Strategy, so contributing to the overall savings needs to be found by the Council.
- 5.5 With £870,000 out of the agreed £1m from New Homes Bonus being required for the scheme, there remains an unallocated balance of £130,000. This is proposed to be allocated to the Community Projects Reserve.
- 5.6 To protect against any rise in costs or unforeseen circumstances, contingency budget of £39,000 has been included within the budget costs.

6 Risks

- 6.1 Appendix B of the previous executive report sets out the key risks faced by the service in detail.
- 6.2 The age of the analogue equipment and software is a critical risk. However, this can be addressed by the digital transformation which also removes the reliance on individual suppliers.

- 6.3 The proposed phased programme for the digital transformation almost eliminates downtime when the connections are moved from the Town Hall to the new Headquarters.
- 6.4 To effectively oversee the project a Governance Project Board will be formed. This will consist of the Warwick District Council Project Manager. The supplier will provide a nominated Project Manager. We will also include relevant departmental representatives including Finance and the Portfolio Holder. Project delivery will be evaluated in monthly meetings with key stages in the project being reviewed.

7 Alternative Option(s) considered

- 7.1 Consideration has been given to the different options of upgrading the software and hardware of the CCTV service or not. However, due to the risks associated with the existing system these have been discounted in favour of the proposed option.

8. Background

- 8.1 The service provides a proactive 24-hour monitoring of 190 cameras 365 days a year. It also provides the following services on behalf of the Council:
- Manning the Emergency Duty phone as a Category 1 responder as part of our statutory duties under the Civil Contingencies Act (2004).
 - An operational base to coordinate multi- agency responses for high profile events where there may be public safety concerns including where the risk of terrorism is increased e.g. (Ovo Cycle Tour, Olympic Flame Relay, Queens visit to Justice Centre and Home-coming Parades).
 - Security for corporate buildings and panic alarms including Riverside House internal (interview rooms) and external cameras, Royal Pump Rooms – Museum, Art Gallery & Library and Housing cameras – e.g. The Crest.
 - Monitor regular events in the District E.g. Peace Festival, Food Festival.
 - 24-7 monitor a WRCI Retail Radio, Pub watch Retail Radio, Police Radio and a Car Park / Park Ranger Radio
 - In addition to the Duty phone monitoring 2 phones lines, 1 a dedicated Police 24-7
 - Respond to requests for assistance from 12 help points
 - Monitor Regent Court cameras generating £8,000 income