



Report of: Director of Communities and Environment
Report to: Environment, Housing and Communities Scrutiny Board
Date: 11th September 2017
Subject: Leedswatch CCTV Modernisation

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):		Yes	x	No
Are there implications for equality and diversity and cohesion and integration?		Yes	x	No
Is the decision eligible for Call-in?		Yes	x	No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:		Yes	x	No

Summary of main issues

Leedswatch CCTV monitoring is dependent on a 3rd party fibre network and the contract with the current provider comes to an end in April 2018. This provides opportunities to modernise and develop the service.

The costs of running the network are inconsistent across the localities as the service provider levies a charge rate that is proportionate to the distance between a camera and the Leedswatch Control Room.

The Council Corporate Wide Area Network contract is also due to expire in 2018. The Full Fibre Project will see fibre / broadband delivered for the city and covering all council buildings. The full fibre project provides significant opportunities to combine procurement leading to a sharing of resources and costs. The suggested way forward is for the Leedswatch Fibre upgrade to be incorporated into the IT PSN fibre network. This will provide an integrated approach to fibre and digital services across the city and will meet the city's 100% digital aspirations, supporting key city outcomes. The CCTV contract will be rolled on monthly until the fibre solution is available.

Recommendation

It is recommended that Scrutiny note the proposals and comment as required.

1. Purpose of this report

The purpose of this report is to update the Environment, Housing and Communities Scrutiny Board with the progress of the Leedswatch CCTV Consolidation and Modernisation project.

2. Current Position

Leedswatch is a Leeds City Council service that provides CCTV in public spaces to deter, detect, and prevent crime and disorder. The service operates 24/7; 365 days a year and currently monitors:

- 300+ street cameras
- 230 cameras at 26 Metro bus stations
- 500 cameras in East North East Tower Blocks with 500 more proposed for West North West Tower Blocks
- 20 cameras on industrial estates (mainly Cross Green)

The service also:

- provides welfare checks for guards in Bus Stations, booking guards on/off and monitoring of Help Points
- provides footage for Police and other agencies
- undertakes monitoring roles delegated from Police Special Operations
- actively monitors Police Airwaves radio and BACIL radio (Business against crime in Leeds)
- supports other LCC services to keep the city safe
- plays an active part in locating missing persons
- supports LCC special events e.g. Carnival, Concerts in Millennium Square
- supports specific overt and covert WYP Operations
- provides alarm monitoring and response: Intruder and Fire
- provides planned security patrols
- opening and locking Parks and Cemeteries
- ad-hoc security patrols to support partner agencies
- installs and maintains CCTV and Tower Block cameras
- installs and maintains Bus Lane enforcement cameras
- maintains WYP ANPR cameras

Officers monitoring CCTV are in regular radio contact with West Yorkshire Police, and have a link to the Police District Control Room. Officers are also in regular radio contact with BACIL (Business against Crime in Leeds) and the City Ambassadors to ensure their Health and Safety is protected and to create a 'joined up' approach in dealing with issues and incidents.

CCTV Operators are trained to look for suspicious behaviour and to observe escalating situations, to enable services to respond accordingly. Examples of incidents logged include: public order, anti-social behaviour, missing people, suspicious events, and sexual offences.

The CCTV element of Leedswatch is a Delegated Function to the 10 Community Committees. Committees can make requests for new CCTV cameras to be installed. These requests are subject to a crime analysis being completed to demonstrate the need, and funding being provided by the committee and/or other local partners. The funding is required to cover the camera installation costs and ongoing revenue costs for the running, monitoring and maintenance of the camera for a minimum of 5 years.

3. Main issues

The ongoing challenge for Leedswatch is to further develop and modernise the service. Cameras are transmitted on a leased network which is currently under contract until April 2018.

The CCTV monitoring service provided by Leedswatch is dependent on a 3rd party fibre optic transmission network. The costs to run the transmission network are inconsistent across the localities as the fibre service charge rate levied by the service provider is proportionate with a cameras geographical distance from the Leedswatch Control Room. This places wards in outlying areas at a disadvantage where service charges are comparably higher from the inner city. Some Community Committees consider these fibre charges excessive and are seeking evidence that the community safety impact of their installations justify the associated running costs.

Members will be aware that the original plans for the Leedswatch upgrade of CCTV aimed to commence in April 2018. It has now emerged that the Council Corporate Wide Area Network contract is due to expire in December 2018. A procurement exercise is currently underway which is being run in conjunction with NHS Digital to deliver a new contract on a 5+2 year term to replace Yorkshire & Humber Public Service Network. It is expected that this contract will be ready to purchase off in early 2018. CLT recently considered a paper which examined the need to create a Full Fibre Program Board to maximise the opportunities available within the Full Fibre project. The initiatives covered by this opportunity are; the Wide Area Network Requirements for Health, Care and Police, CCTV, Connecting Social Housing Tenants, District Heating Network, Digital Inclusion, Gigabit connection voucher scheme, Schools, connecting businesses to high speed links and with that the wider economic development benefits.

The suggested way forward is for the Leedswatch Fibre upgrade to be incorporated into the IT PSN fibre network. It has been agreed that the CCTV modernisation project will be prioritised as part of the PSN Project.

Leedswatch were in a position to move to new fibre upgrade and go out to market through a full procurement exercise and secure a supplier based on Leedswatch requirements. It would not be financially prudent to procure a separate solution outside of the corporate IT PSN Fibre network.

Whilst this may result in some delay in implementation of Leedswatch plans the benefits outweigh the delay by having an integrated approach to fibre and digital services across the city. This contract will provide the potential for gigabit

connectivity which LeedsWatch can utilise which has the potential to be provided anywhere in the city. The contract will require the suppliers to provide the ability to deploy new connections at pace and where necessary with true resilience and unlimited bandwidth. This, in turn would prove to be more cost effective than paying for single lines to each camera.

The full fibre project provides significant opportunities to combine procurement leading to a sharing of resources and costs. The Full Fibre Project will see fibre / broadband delivered for the city and covering all council buildings.

Working with the Digital and Information service a Project Board has been set up to oversee the Leeds Watch modernisation and this group meets every two weeks – an Action Plan has been produced.

A Full Fibre Programme Board has also been established to make sure that all fibre dependent projects and initiatives across the Council are aligned and procurement opportunities are maximised.

LeedsWatch has urgent requirements to provide services into Leeds West tower blocks. There may have to be a tactical solution provided through a restricted procurement exercise to fulfil the requirement which is then subsequently rolled into the wider full fibre solution.

A further benefit of full PSN fibre to LeedsWatch would be the ability to move the CCTV recording and control hardware out of Middleton to Apex. A programme of works is currently underway to lift the uptime tier rating of Apex to level 3 (full redundancy on all elements of the power system) which the LeedsWatch service could benefit from by locating their IT hardware at Apex.

Further to this there is currently no business continuity in place with regard to the CCTV control room at Middleton. If the site was inaccessible for whatever reason, the service would be unable to provide a service. A full fibre solution utilising a PSN would mean that the service could be run from any other building connected to the WAN. This would allow the service to plan where they would want to locate a secondary control room for business contingency purposes.

The CCTV industry is increasingly utilising mobile phone networks as a transmission path for CCTV images (3G/4G), however they have significant limitations when monitoring the public space. The data service of mobile phone network are affected by intermittent signals, contention and an allowance on the data volume. A public space camera is required to stream high quality images, with high reliability for extended periods, a mobile phone network is therefore in capability for permanent deployment. Where a temporary deployment is required which does not have line of sight to the LeedsWatch network a mobile phone network may be considered as a last resort solution.

The digitisation of the LeedsWatch network infrastructure and expansion into Multi-storey blocks will create an alternative transmission medium. Where temporary deployment is required which has line of site to the LeedsWatch network it may be connected via a short range radio. This will negate the concerns created by the mobile phone network and provide images of a suitable quality and reliability.

4. Plans/Next Steps

- A rationalisation exercise has taken place which has looked at maximising the cost saving potential.
- The current CCTV network to Housing Leeds multi-storey blocks has potential for consolidation into the Leedswatch network. A survey and appraisal of multi-storey blocks is now completed and has ascertained where the integration of networks can create economies of scale and promote a rationalisation exercise, bringing cost reductions to new installations.
- Stakeholders are seeking a low cost camera that can be rapidly deployed to address immediate issues. In response, Leedswatch have developed a solution and are currently testing a mobile camera to tackle anti-social behaviour in inner North West Leeds. The issues localities face are often short term and sporadic. Where this is the case the cost and timescales of a standard public space camera installation can be prohibitive. If the Mobile camera proves successful the technology will be offered as an alternative using wireless technology to stream images to the Control Room.
- A review of existing camera locations has taken place to ensure that cameras are in the right place. Further work will be undertaken with Stakeholders to identify where cameras should be 'static / automated patrol' to ensure they are fulfilling their operational requirements.
- Work will be undertaken to establish which cameras should be monitored real time and which should be recorded locally on site, ensuring any data requested is of suitable evidential quality. Protocols will be shared and communicated to Stakeholders.
- Leedswatch has identified the cameras which are furthest away from the Control Room (Middleton) which are currently the most costly. The PSN Fibre Network Solution will not be dependent on the location of the Control Room.
- The rationalisation and decommission of circuits will enable Leedswatch and localities to maximise the saving potential.
- Members will be consulted on the proposed fibre changes and updated on performance reportage.
- Substantial work has taken place to ensure the Leedswatch control room is now equipped for the development of the digital technology
- The rolling programme for CCTV installation in WNW tower blocks is underway and a concierge system is being explored. The digital cameras have improved the quality of the images from the Tower Blocks through to Leedswatch.
- The CCTV consolidation and modernisation action plan is attached as Appendix A.

5. CCTV network to Housing Leeds multi-storey blocks

CCTV has been installed in four multi-storey blocks in West as a pilot project. The cameras are monitored by LeedsWatch from 22:00 – 06:30 and the service responds to incidents accordingly, which includes despatching patrols, contacting West Yorkshire Police or recording details for Housing Leeds to take further tenancy action. Further work is underway to expand the camera network into the 19 enhanced blocks across the City. The service will also recruit 5 part time Safer Leeds Officers to patrol the Tower blocks overnight. Once all 19 blocks have CCTV installed it is anticipated that the patrol officers will move into the control room to monitor the CCTV in the blocks.

6. CCTV Interoperability Feasibility Study

Leeds is involved in the Police Crime Commissioner project funded by the Home Office Innovation Fund and the PCC Office. The project is managed by the Police ICT Company. The feasibility study will identify opportunities for interoperability of CCTV systems across West Yorkshire. It will also explore opportunities for CCTV to be used more effectively and efficiently as a shared asset through closer collaboration and standards.

The project aims to work with a wide range of partner organisations within West Yorkshire towards establishing a CCTV infrastructure which can be shared and improve interoperability, using newer technology.

7. Recommendation

It is recommended that Scrutiny note the proposals and comment as required.

8. Background documents¹

None used

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.