Report of : Director of Environment and Neighbourhoods

Report to: Outer South Area Committee

Date: Monday 17th October 2011

Subject: Leedswatch – CCTV Delegated Function Update Report

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	☒ Yes	☐ No
	Ardsley and Robin Hood	
	Morley North	
	Morley South	
	Rothwell	
Are there implications for equality and diversity and cohesion and integration?	☒ Yes	☐ No
Is the decision eligible for Call-In?	☒ Yes	☐ No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	☐ Yes	☒ No

Summary of main issues

1. To provide information on the effectiveness of the Leedswatch CCTV service within the Outer South Committee Area, in helping to reduce crime and improve public safety.

2. Outline a range of new service areas that the Leedswatch service are now responsible for.

3. Provide information on recent improvements to increase the technical capacity within the CCTV control room.

Recommendations

4. The Area Committee is asked to :

   4.1. Note the work that has taken place over the last 6 months through the Leedswatch Service to support crime reduction and improve public safety within the Outer South Committee Area.

4.2. Note the recent improvements that have been made to increase the technical capacity of the CCTV control room, and the additional service responsibilities that now sit within the remit of Leedswatch.

4.3. Note the future priority areas of work for the service highlighted from section 3.14, and provide feedback / comment.

4.4. Provide feedback on any areas of work that the Area Committee would like the Leedswatch service to prioritise within their area over the next twelve months.

1   Purpose of this report

1.1   To provide the Outer South Area Committee with an update on service delivery, and highlight areas for future development of the service within the committee area.

1.2   To outline recent improvements to the CCTV control room, and the expansion of services delivered via the Leedswatch Service.

1.3   Consider the areas of work that the committee would like the Leedswatch service to prioritise area over the next twelve months (subject to service resource allocations).

2   Background information

2.1   'Leedswatch' provides a monitoring service for public space surveillance cameras covering open spaces across Leeds. The CCTV control room is staffed, and cameras are recorded 24 hours per day, 365 days a year. The service also provides two mobile CCTV vehicles for deployment within communities across Leeds.

2.2   The main objective of the service is to reduce crime and the fear of crime through the use of CCTV technology, leading to improved crime prevention, and an increase in the detection and prosecution of offenders.

2.3   CCTV is one of a number of Service functions delegated to Area Committees. The Area Committee's role in relation to this function is to 'maintain an overview of the service in the Committee area and receive regular information about it.'

2.4   The Leedswatch service works in partnership with a large number of internal and external partners such as; Urban Traffic Control (UTC), Emergency Planning, Leeds Anti-Social Behaviour Team (LASBT), West Yorkshire Police, WY METRO and other Local Authorities across the West Yorkshire sub-region.

3   Main issues

3.1   Over the past two years, the Leedswatch service has undergone significant structural and operational changes. During this time, the Council and its partner, West Yorkshire Integrated Passenger Transport Agency (WYIPA - METRO), have invested over £1.5m of capital resources to improve the technical capacity of the CCTV control room to the South of the city centre.

3.2 In addition to monitoring public space CCTV cameras across the city, the monitoring of all METRO bus stations across the West Yorkshire region, is now delivered from the Leedswatch control room.

3.3 The increase in technical capacity will allow the Leedswatch service to take on more monitoring contracts and help consolidate CCTV provision across the Council, providing a more consistent and joined up service for local residents and businesses. It will also open up new opportunities to contract for the delivery of services to external organisations, creating new income streams to support the service's longer term sustainability, and improve value for money and efficiency.

3.4 In April 2011, the remit of Leedswatch was expanded to take on the delivery of a range of services previously delivered via Commercial and Environmental Services. These include:
- Monitoring of alarm calls
- Care Ring – first response service for vulnerable individuals
- Lone worker monitoring
- Out of Hours Noise Nuisance (transferred May 2011)

3.5 Leedswatch (CCTV) Delivery in the Outer South Committee Area

3.6 There are currently 8 camera's monitoring the Outer South Area, via the Central CCTV Control Room at Middleton, they consist as follows:
- 5 cameras located in Leeds LS27 Morley area
- 3 cameras located in Leeds LS26 Rothwell area

3.7 The table below gives a breakdown of the actual annual running costs per camera, within the Outer South Area. The cost is allocated 50 / 50 between the Community Safety Service and the Area Committee excluding the provision of the BT network costs which are funded totally by the Area Committee. The funding for theses cameras are not part of the Area Committee Well Being allocation but are part of a separate funding stream provided by the Area committee as part of the delegated function with regards to CCTV in relation to crime prevention, detection and allaying the fear of crime within the community.

Cam No	BT Network	Maintenance	YEDL	Monitoring	Total
1 Morley Bottom	£657.90	£1,000	£350	£1,000	£3,007.90
2 Morley Queensway	£657.90	£1,000	£350	£1,000	£3,007.90
3 Morley Town Hall	£495.90	£1,000	£350	£1,000	£2,845.90
4 Morley Queens St	£495.90	£1,000	£350	£1,000	£2,845.90
5 Morley Fountain St	£495.90	£1,000	£350	£1,000	£2,845.90
6 Rothwell - Butcher lane	£495.90	£1,000	£350	£1,000	£2,845.90

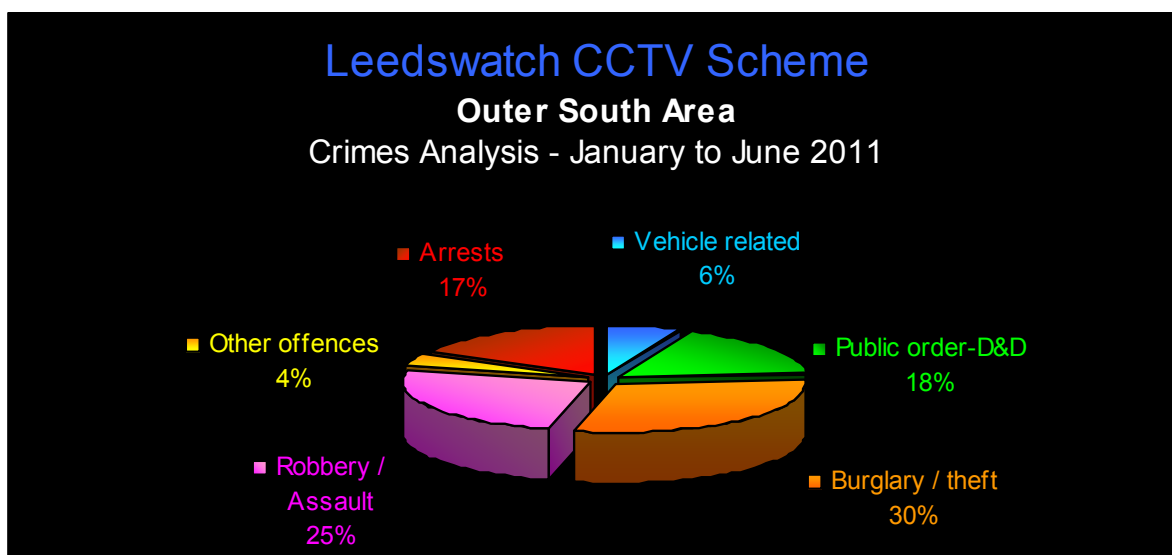|					
7 Commercial St	£495.90	£1,000	£350	£1,000	£2,845.90
8 Marsh St - Rothwell	£495.90	£1,000	£350	£1,000	£2,845.90
Total annual running cost					**£23,091.2**
Cost to Community Safety Service					**£9,400**
Cost to Outer South Area Committee					**£13,691.2**

3.8 The service is further complimented by two mobile CCTV vehicles which can be deployed to specific hot spot or problematic locations. The vehicles are capable of relaying live images back to the central station.

3.9 The allocation of the mobile CCTV vehicles is evenly deployed between the 10 Area Committees throughout the year. The rota for each area is shared with the local NPT at the beginning of each year so that operations can be arranged around its availability. In future this information will be shared with the Area Community Safety Co-Ordinators to enable them to influence its deployment by the Neighbourhood Policing Team. The cost of providing the mobile CCTV vehicles is wholly funded via Safer Leeds, no contribution is provided by the Area Committee.

3.10 During the period January 2011 to June 2011, the mobile CCTV vehicles were assigned to the Outer South Area for a total of 51 days. The table below provides a summary of outcomes resulting from an operation with the Neighbourhood Policing Teams on routine patrols within the area.

Operation Daunting 2nd – 6th June	Monitoring activity in Morley regarding possible robberies and anti social behaviour attempt.	29 PNC persons checked & 3 PNC Vehicle stops

3.11 Table 1 and the accompanying pie chart, show the volumes and types of offences together with the number of arrests for each offence, which were observed / detected by both the CCTV Control Room and Mobile CCTV vehicles in the Outer South Area between January and June 2011.

Outer South - Table 1

Offences	Control Room	CCTV Vans	Arrests
TFMV (Theft from motor vehicle)	2	2	2
TWOC (Taking without owners consent) relates to motor vehicle crime	1		
RTO (Road Traffic Offence)	1		
RTA (Road Traffic Accident)	3		
Public Order	18	4	3
D & D (Drunk and disorderly)		3	3
Damage	1		
Burglary	28	3	3
Theft	8	2	3
Offensive Weapon	1		
Armed Robbery	4		
Robbery	15		
Sexual Assault	9		
Assault	2	5	7
Deception	1		
Harassment	2		
Suspicious Activity	1	2	3
PNC (Police National Computer) Vehicle checks		186	
PNC (Police National computer) Person checks		33	
Totals	**97**	**21**	**24**

Leedswatch CCTV Scheme
Outer South Area
Crimes Analysis - January to June 2011

- Arrests 17%
- Vehicle related 6%
- Other offences 4%
- Public order-D&D 18%
- Robbery / Assault 25%
- Burglary / theft 30%

3.12 In relation to the new services that Leedswatch are now responsible for, the following example is taken from the 24hr incident log and gives an example of a routine call to respond to a Care Ring alarm involving a Vulnerable Person. Currently there are 109 vulnerable people living within the Outer South Area who receive Care Ring Mobile Alarm Response Services. We provide keyholding and response services to 683 service users in total citywide.

12/04/2011 Gas alarm	Care Ring report that they have spoken with the occupier who is confused.
17:06:19	Security Patrol deployed - Arrived on site - confirmed by Radio
	Security Patrol reports occupant had left a ring on the cooker not turned off properly. Security Patrol has turned it off and checked all is ok
17:46:03	Caring informed Security Patrol off site
17:46:05	Incident log closed.

3.13 Future reports concerning Leedswatch will include more detailed information on the volume, type and outcome for each (with the exception of lone worker monitoring) of the new services areas outlined in section 3.4 of this report.

3.14 Service Priorities October 2011 – March 2012

3.15 A CCTV strategy has now been developed for the city, which makes a number of recommendations on how the service should develop in the future. This will include consolidating CCTV and security provision from across the Council, looking at how the service can develop new ways of working which compliment and add value to other services such and the new Leeds Anti-Social Behaviour Teams, and looking at opportunities to generate income and achieve efficiencies. Detailed below are some of the key areas of work that will be taking place over the next six months to support the strategy's recommendations.

3.16 As highlighted section 3.4 of this report, the Leedswatch service has recently taken on the delivery of a number additional service responsibilities. In order to ensure that the service is making the best use of its resources, a full service restructure will take place in the second half of the year to align the shift patterns of the control room and mobile staff.

3.17 In addition, discussions are taking place with the Anti-Social Behaviour Teams, Environmental services, West Yorkshire Police and the ALMOs to look at how the various services can better link together to improve service delivery and provide a more pro-active response to issues of public concern, through improved information and intelligence sharing between agencies.

3.18 The Leedswatch service will also play a critical role in the delivery of the Leeds Burglary Reduction programme, assisting with the identification and detection of offenders using the City wide Leedswatch network and the West Yorkshire Police Automatic Number Plate Recognition (APNR) system to detect cross boundary offenders and supporting city wide and locality based operations.

3.19 Improving the Out of Hours Noise Nuisance service – Noise nuisance is a major cause for concern across the city. Since the service was transferred, the monthly average for complaints current stands at 819 with a peak of 916 and a low of 673. This service has only recently been transferred from Environmental services, and work is taking place to look at how closer working can be developed with the new ASB casework teams to deal with persistent offenders.

3.20 Supporting the city's most vulnerable residents is also a priority. The Leedswatch service is now responsible for providing a first response to Care Ring alarms. On call 24 hours a day, 7 days per week, this service responds to alarms from mainly elderly clients who may have fallen or find themselves in need of support. Officers will attend to the alarm call and contact emergency services, family members or other appropriate individuals, staying with the client to provide support and re-assurance until further help arrives.

3.21 Improving the information and intelligence we provide to Leedswatch customers is a key priority for the service. We are currently reviewing the way in which we provide information to service users, to provide more detail and improve the services analytical and intelligence capacity.

3.22 As part of our service improvement programme, it would be helpful to gain a better understanding of the Outer South's priorities for the Leedswatch service over the next 12 months. This will enable us to build these in to our forward work programme (subject to resources), and improve the service that is currently being provided to the Area Committee.

4   Corporate Considerations

4.1   Consultation and Engagement

4.1.1   The Leedswatch service works in close partnership with West Yorkshire Police and attends PACT and relevant community meetings as and when required.

4.1.2   Weekly reports are produced and forwarded to all 99 Members and other appropriate officers, to inform them of activity / arrests within each of the 3 police policing Basic Command Unit (BCU) areas.

4.1.3   When seeking to fund a new CCTV installation or additional cameras, community consultation is undertaken to support the process. CCTV must be regarded as part of an overall strategy in the prevention and detection of crime and allaying the fear of. It cannot be used as a standalone tool, but one that complements activity of other agencies and the police.

4.1.4   Communities can play an active role in influencing the installation of CCTV cameras and the deployment of the mobile CCTV vans through partnership meetings, residents groups, Neighbourhood Policing Team meetings or by speaking directly to Councillors.

4.2   Equality and Diversity / Cohesion and Integration

4.2.1   Access to members of the public into the CCTV control room is not allowed for security reasons.

4.2.2 The Community Safety Service Plan plays a key role in contributing to the delivery of the Councils Equality and Diversity Strategy.

4.2.3 The Leedswatch service fully complies with Equality legislation in its working practices. In addition, the service also complies with a strict Code of Practice with covers the following Government and EU legislation:

- The 'Data Protection Act'
- Human Rights legislation
- Regulation of Investigatory Powers Act (RIPA)
- The Private Security Industry Act 2001.

4.3   Council policies and City Priorities

4.3.1 The service aims to deliver an effective CCTV service which reduces crime and the fear of crime, leading to improved crime prevention, and an increase in the detection and prosecution of offenders. Through the successful delivery of the service, it contributes to the delivery of the following Council polices and City Priority Plans:

- Council Business Plan 2011-2015
- Safer and Stronger City Priority Plan
- Area Committee Business Plans
- Safer Leeds Plan
- Safer Leeds Service Plan

4.4   Resources and value for money

4.4.1 The CCTV service costs £16,583 within the Outer South Area Committee per annum to run. The contribution provided by the Outer South Area Committee is outlined in section 3.7 of this report.

4.4.2 The service is considered to provide value for money. However, the service is currently undergoing a review, which will aim to improve value for money through the realignment of resources to ensure these are maximised.

4.4.3 In addition, work taking place to better join up the service to the LASBT, ALMO's and other service areas, will led to improved outcomes for local people through a more pro-active approach to dealing with criminal activity across the city.

4.5   Legal Implications, Access to Information and Call In

4.5.1 The Leedswatch service fully complies with relevant legislation in its working practices. It complies with a strict Code of Practice with covers the following Government and EU legislation:

- The 'Data Protection Act'
- Human Rights legislation
- Regulation of Investigatory Powers Act (RIPA)
- The Private Security Industry Act 2001.

4.5.2 The Private Security Industry Act ensures that all CCTV staff are security vetted, trained and licensed by the Security Industry Authority (SIA) to operate the public space surveillance cameras.

4.5.3 This report is for information only and is therefore not subject to call In.

4.6 Risk Management

4.6.1 Risk management assessments are undertaken on a daily basis within Leedswatch, to ensure that all possible issues relating to risk are identified and mitigated.

5 Recommendations

5.1 The Area Committee is asked to :

5.1.1 Note the work that has taken place over the last 6 months through the Leedswatch Service to support crime reduction and improve public safety within the committee area.

5.1.2 Note the recent improvements that have been made to increase the technical capacity of the CCTV control room, and the additional service responsibilities that now sit within the remit of Leedswatch

5.1.3 Note the priority areas of work for the service highlighted from section 3.14, and provide feedback / comment.

5.1.4 Provide feedback on any areas of work that the Area Committee would like the Leedswatch service to prioritise within their area over the next twelve months.

6 Background documents

6.1 Safer Leeds Plan 2011 – 2014

6.2 Leeds Burglary strategy 2011 - 2015