

Scrutiny Review of CCTV – Action Plan

Appendix B

Improvements identified and actions required	Resource Implications	Timescale for completion	Person/ Agency responsible	Outcome required and monitoring arrangements	Priority H, M, L
1.Relocate the CCTV Control Room to the new College	£165,000 capital funding		Head of Parking and Highways	New CCTV Control Room operational Negotiations are continuing with the College regarding the lease arrangements and the timetable for the transfer.	M
2. Establish Lay Visitors Group and ensure that regular lay visits are made to verify that the Codes of Practice are being complied with and civil liberties are not being infringed.	Existing Resources	To be progressed on creation of Parking Advisory Group	Head of Parking and Highways	New Lay Visitors appointed and visit programme agreed The Parking Advisory Group has now been established. Discussions are in progress with Sussex Police CCTV management for a combined Lay Visitor programme.	M
3. Promote and communicate the successes of CCTV monitoring in the community	Existing Resources	3 months	Head of Parking and Highways	Regular updates to community groups through Marketing and Communications Regular media releases issued to promote successes of the service. (See summary of activity attached as Appendix A). Work is continuing on how best to convey messages to community groups (e.g. via Area Management Boards, newsletters etc.)	H

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4. Obtain external funding for additional CCTV cameras	External funding required	Ongoing	Head of Parking and Highways	<p>Additional cameras provided in Waterworks Road, George Street, Priory Quarter and Station Approach.</p> <p>An additional Camera is now positioned at the junction of George Street and High Street and Priory Square is monitored by CCTV from the multi storey car park. Discussions are underway with the new College and Network Rail re future coverage of the Station Plaza area and work continues to find further funding to extend the system to other areas.</p>	M
5. Improve accessibility to Police radio communications	Existing Resources	31 March 2009	Head of Parking and Highways	<p>Formal request submitted to Chief Constable and ACPO.</p> <p>Agreement has now been reached with Sussex Police to allow the Council's CCTV Operations Room to operate with a Police Airwave operational radio. This radio will provide a most important and indeed a vital operational link with the Police and the Council's CCTV operations room to achieve a more proactive service delivery for both the prevention and detection of crime within the Borough.</p>	H

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6. Develop Key Performance Indicators and benchmarking data through the National CCTV User Group	Existing Resources	31 July 2009	Head of Parking and Highways	<p>Key Performance Indicators agreed, monitoring commenced. Benchmarking data defined and collection started.</p> <p>Work to develop KPIs continues through the National CCTV User Group.</p> <p>In 2009 the CCTV operations centre was subject of inspection by the Assistant Surveillance Commissioner who confirmed that the Hastings Borough Council's CCTV Monitoring Officers were well trained and equipped to deliver an effective operation on behalf of the Council with no recommendations for improvement in the service required.</p> <p>Since that inspection all the Council's Monitoring Officers have completed the relevant training to achieve the recognised National Security Industry Accreditation standard together with a supporting 'B Tec' qualification to carry out their duties as CCTV Monitoring Officers.</p>	M

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7. Investigate further market testing	Existing Resources	31 July 2009	Head of Parking and Highways Procurement Officer	Detailed specification prepared. Timetable for market testing agreed. Development of Specification delayed by Corporate restructure and more recently by negotiations on the future of the Parking and Highways Agreements	M
8. Investigate commercial marketing opportunities for CCTV services	Existing resources	31 July 2010	Head of Parking and Highways	Identify marketing opportunities once relocated to College. Pending relocation to College.	L