

## **SLOUGH BOROUGH COUNCIL**

**REPORT TO:** Overview and Scrutiny Committee **DATE:** 6<sup>th</sup> December, 2011  
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**WARD(S):** All

### **PART I** **FOR INFORMATION**

#### **PLANS TO REFURBISH AND REFIT THE CCTV AND CARELINE CONTROL ROOM**

1. **Purpose of Report**

This report provides an update on current plans for the refurbishment and refit of Slough's CCTV and Careline Control Room within the Town Hall.

2. **Recommendation(s)/Proposed Action**

The Committee is requested to note this report.

3. **Community Strategy Priorities**

The Drugs and Community Safety Team is situated within the Public Protection Team within the Directorate of Community and Wellbeing. It is made up of over forty staff and has an operating budget of over £4,000,000. The service is managed by the Head of Drugs and Community Safety. Teams within the service are managed by the Drug and Alcohol Action Team Manager and Commissioner, the Community Safety and Anti-social Behaviour Manager, the CCTV and Careline Manager, the Neighbourhood Crime and Justice Co-ordinator, The Family Intervention Project Manager and the Safer Slough Partnership Performance Manager. The East Berkshire Domestic Abuse Co-ordinator works closely with the team.

The team is working towards the following outcomes:

- Maintaining the level of "All Crime" at below 18,277 (the annual average between 03/04 and 09/10).
- Reducing violent crime – 12% reduction in assaults without injury, wounding and serious violence.
- Reducing property crime - 5% reduction in burglary and personal robbery.
- 90% of callers to the ASB hotline are satisfied with the service they receive.
- Maintaining the number of problematic drug users in effective treatment at 8% above the 2007/08 baseline and increasing the number of drug users leaving treatment drug free by 4% from the 10/11 baseline.

The CCTV and Careline Control Room is an important component of the team. The aims of the CCTV and Careline Control Room are as follows:

- **To reduce crime and disorder in Slough** by providing
  - Evidence suitable for use in Court for prosecution of offenders
  - Visible deterrence
  - Pro-active monitoring and alerting agencies who can respond
- **To reduce anti-social behaviour (including environmental anti-social behaviour) in Slough** by providing
  - Evidence suitable for use in Court for prosecution of offenders
  - Visible deterrence
  - Pro-active monitoring and alerting agencies who can respond
- **To reassure the public and reduce fear of crime** by providing a targeted and well-publicised CCTV and Careline service
- **To support response to emergencies** (e.g. flooding, Civil Contingencies Act) by providing real-time coverage of incidents across Slough
- **To provide an out-of-hours information service and anti-social behaviour reporting line to the general public**
- **To promote independent living and safeguarding** by providing a community alarms service to older people and vulnerable people
- **To provide a financially and environmentally sustainable service**

Relevant Community Strategy priorities are as follows:

- **Adding years to Life and Life to years**
- **Being Safe, Feeling Safe**
- **A Cleaner, Greener place to live, Work and Play**

#### 4. Other Implications

##### (a) Financial

£650,000 Capital has been allocated to the refurbishment and re-fit of the CCTV and Careline Control room. Of this approximately £200,000 will be spent on building work in the room, leaving approximately £450,000 for refurbishment and equipment. £500,000 of the funding is a non-ring-fenced grant and £150,000 is from Slough Borough Council.

##### (b) Risk Management

##### Risks

<i>Risk</i>	<i>Mitigation(s)</i>
One off capital expenditure required for the project.	Budget has been allocated. Plan budgets accordingly
Possible resistance from operators and their representatives to the changes.	Working Group has been set up involving staff and the unions.
Possible short term disruption to services	Transition plan (possibly involving another local authority) to be put in place.

(c) Human Rights Act and Other Legal Implications

Nil. There are no human rights implications as a result of refurbishing the Control Room.

(d) Equalities Impact Assessment

A full impact assessment will be carried out for the refurbished and refitted control room.

(e) Workforce

The Council is currently reviewing the structure of all its front-line services and CCTV will be reviewed as part of this. The layout of the new control room is based on the assumption that there is a need to reduce staffing levels as part of the corporate budget savings exercise, however this will be subject to a full consultation as per SBC policies and procedures.

5. **Supporting Information**

Option planning for the CCTV and Careline Service

In 2010 independent consultants (MFD International) carried out an option appraisal for relocation of the service. This included the possibility of outsourcing the service. They presented Langley Police station as the most suitable site for the service. However, in June 2011 the Capital Strategy Board discussed the possibility of retaining the CCTV & Careline Service in its existing location within the town hall. It was proposed that this would lead to significant financial savings compared to the Langley option. This proposal was taken up at a meeting of Commissioners and Directors on 29<sup>th</sup> June 2011. Between July and October 2011 efforts were made to establish a Shared Service Agreement with Wycombe District Council (WDC) under which WDC's cameras would be monitored at the SBC site in the Town Hall. These discussions were terminated at the request of WDC.

Claycots Primary School and the Control Room

The Town Hall is being converted into a school (attached to Claycots Primary School) that will open in August 2012. The lease of the Town Hall building to Claycots will make reference to CCTV and further detail will be included in a Service Level Agreement between the Control Room and the school.

Layout

The new control room will be larger than the existing service (it will extend into what is currently committee room 2), however, what is now the CCTV and Careline Manager's office will become part of the school, so the manager will be relocated into the actual control room.

Project Planning and Procurement

Slough Borough Council is currently at stage two of a tender process with a contractor (Mansell) for the building work for the conversion of the Town Hall into a school. Slough Borough Council will carry out refurbishment of the Control Room and is currently going out to tender to select a provider to fit new CCTV equipment in the room. The Careline equipment will be relocated within the refurbished control room by the existing provider.

October

Post of invitation to tender on Official Journal of the European Union (OJEU) website.

## November

28 November: return of Pre-Qualifying Questionnaires (PQQs) by prospective providers to SBC

## December

02 December: SBC inform shortlisted providers

## 2012

30 Jan: Contractor begins work on CCTV control room

27 Feb: installation in Control Room by selected provider.

### 6. **Comments of Other Committees**

None.

### 7. **Conclusion**

In 2012 Slough will have a new CCTV and Careline Control Room that better delivers the objectives of the service.

### 8. **Background Papers**

1. Viability of keeping the CCTV and Careline service within the Town Hall. Report to Commissioners and Directors, 29.06.11
2. CCTV Control Room and Option Appraisal. Prepared by MFD International Ltd in November 2010.
3. Employer Requirements for the Control Centre Enabling Works. Prepared by J. Priestman, T Madden, P Webster, July 2011