

Title: CCTV Programme

Designation Information/Discussion/Decision Report: Discussion Item

Recommendations: The DMC is asked to consider the report and feedback on any comments or questions on the reports or programme of works.

Report Summary: The DMC Chairs requested an update on the CCTV upgrade programme and how estates without CCTV would be considered for addition to the network.

1. Background

- 1.1 Work to build the new CCTV WIFI network has been completed. New installations of High Definition cameras continues. The programme is funded by tenant and leaseholder service charges.
- 1.2 Cameras transmit and record images directly to the control room 24/7/365, no longer reliant on local recording. Recorded images are retained for 31 calendar days from date and time of incident.
- 1.3 The old cameras could not be re-used due to being analogue. The exception is the new build blocks at Regents Park estate which had 31 digital cameras, though not connected were reused and integrated. Mayford Estate also re-used 3 cameras.
- 1.4 DMC Chairs have asked about how estates without CCTV might be added to the network over time. This paper sets out the considerations.

Overall position on the new network

- 1.5 Of the 55 estates that were identified for upgrade, 29 (53%) estates have already been completed. In total, there were 612 known old cameras at project commencement and 478 of the 612 old cameras have been upgraded. This equates to 78% of cameras being replaced.

- 1.6 The current projection is for 700 new cameras to be installed in total, an additional 88 cameras on top of initial camera count, these have been added where better coverage is required. For example, Regents Park estate required 38 additional cameras which were not originally there.
- 1.7 Additional cameras may also be required on complex estates still being delivered, for example Alexandra and Ainsworth, Rowley Way, Maiden Lane and the Abbey estates. These larger estates often require upgrades to electrical infrastructure and this takes additional time to co-ordinate. Along with tree and shrub pruning to provide line of sight for WIFI transmissions.
- 1.8 In terms of monitoring, a monthly report is generated and shared with the relevant Cabinet Members and posted on the Council's website each month.

Camden's CCTV policy and approach to assessing requirements

- 1.9 The Council operates CCTV surveillance for the purpose of detecting and deterring crime, public disorder, anti-social behaviour and ensuring the safety and security of employees, members of the public, buildings and assets.
- 1.10 When new installations are considered the Council asks questions including:
 - Are there other effective, less intrusive methods available or could appropriate safeguards be put in place if no other option is available
 - Would its use be proportionate and justifiable
 - Is it technically and logistically possible to install cameras in the locations requested
 - Would the installation of the cameras deliver the specific priorities (pressing need) of the Camden Community Safety Partnership (CSP)
 - That there is there community support for the installation – relevant consultations carried out.

Funding installations

- 1.11 The current network renewal is funded through service charges to tenants and leaseholders. These charges were based on an assessment of upgrading the existing network. Residents on the network pay a CCTV maintenance charge of £1.14 a week and when the new cameras have been installed pay an additional charge of £1.12 a week for 7 years.
- 1.12 For estates not currently on the network, should the questions in 1.9 be satisfied, a quotation would need to be obtained and confirmation sought from finance colleagues on the Council's ability to forward fund the installation(s) when weighed alongside other priorities. This would fall outside the existing upgrade programme. Anticipated completion late 2026.

- 1.13 If the funding can be accommodated then tenants and leaseholders would need to be consulted on the service charge that would be levied for the installation on their estate.

2 Operational Delivery

- 2.1 Camden CCTV Control Room is based at Holmes Road NW5 3AH. It is in operation 365 days per year 24 hours per day. There are 12 CCTV operators who are split into 4 teams and work a 12-hour shift pattern.
- 2.2 The officers monitor Camden Estate cameras as well as cameras on the public highway. The estate cameras and the highway cameras are regularly checked to ensure faults are identified and reported to engineers.
- 2.3 When a Camden resident makes a report of ASB on their estate the report is investigated by a Community Safety Officer. The officer can make a request to the CCTV control room to monitor an area and gather evidence or request footage of ASB that may have been committed. Community Safety Officers also have access to the Camden Partnership Tasking meeting where support from other resources can be requested to deal with ASB problems.
- 2.4 Camden Council tenants can contact the CCTV control room directly to request support from the Responsive Security Patrol (RSP) when anti-social behaviour is witnessed. RSP officers can be despatched between 1600 and 0400 and residents can request feedback relating to the action taken by the RSP officer.
- 2.5 Officers in the CCTV control room use a direct radio link to task other staff in Camden. These include Community Safety Enforcement Officers, Camden Town Wardens, and security staff responsible for Camden Council buildings. Also, the businesses on Tottenham Court Road and Camden High Street who are part of the Camden Business Network.
- 2.6 The CCTV control room have a direct radio link with the police, staff work closely with the police on a daily basis gathering evidence of crime and anti-social behaviour on estates and the public highway. CCTV footage can be supplied to assist in any action taken by the police.
- 2.7 Staff in Camden CCTV control room play a major part in supporting and advising agencies during any critical incident that takes place in Camden.

3 Next Steps

- 3.1 DMCs are asked to note the report. TRAs who would like to explore CCTV installation should raise this at their DMC meetings so that Community Safety colleagues can first consider the questions as set out above, ahead of any financial analysis.

Report Ends

