

Report to:	EXECUTIVE
Relevant Officers:	John Blackledge, Director of Community and Environmental Services, and Steve Thompson, Director of Resources
Relevant Cabinet Member:	Councillor Neal Brookes, Cabinet Member for Enforcement, Public Safety, Highways and Transport
Date of Meeting:	13 September 2021

REPLACEMENT OF THE CORE CCTV SYSTEM, THE PURCHASE OF A CCTV MOBILE UNIT AND RELOCATION OF THE CONTROL ROOM

1.0 Purpose of the report:

1.1 To consider the replacement of Blackpool’s core CCTV system, the purchase of a CCTV Mobile Unit and the relocation of the CCTV control room to the Municipal Buildings.

2.0 Recommendation(s):

- 2.1 To agree to the replacement of the core CCTV system, the purchase of a CCTV Mobile Unit and the relocation of the control room to Municipal Buildings at an estimated cost of circa £2m.
- 2.2 To delegate to the Director of Community and Environmental Services after consultation with the Director of Resources the authority to replace the system and purchase a Mobile CCTV Unit and fund the replacement through the Self Insurance Reserve and in conjunction with the Director of Communications and Regeneration to obtain a contribution from the town centre capital investments as per 6.29.
- 2.3 To authorise the Director of Community and Environmental Services, in conjunction with the Tourism, Economy and Communities Scrutiny Committee, to formulate a framework for the review of cameras and CCTV requirements outside of the core system over the next 12 months.
- 2.4 To recommend that the Director of Resources identifies £100,000 within the Mid-Term Financial Strategy to support the revenue consequences of the CCTV service as part of the Council’s budget setting process.

3.0 Reasons for recommendation(s):

3.1 The CCTV control room at the former Bonny Street Police Station requires relocating to make way for the Central Development and the cameras require upgrading to IP technology.

3.2 Is the recommendation contrary to a plan or strategy adopted or approved by the Council? No

3.3 Is the recommendation in accordance with the Council's approved budget? Yes

4.0 Other alternative options to be considered:

4.1 To not replace would result in a failure of the whole system, which would result in a failure in public safety of residents and visitors alike.

5.0 Council priority:

5.1 The relevant Council priority is both:

- "The economy: Maximising growth and opportunity across Blackpool"
- "Communities: Creating stronger communities and increasing resilience"

6.0 Background information

6.1 The CCTV system in Blackpool plays an important role in public safety and confidence particularly in accessing the town centre during the night-time economy.

6.2 The main objectives of the system are as follows:

- Provide a deterrent to crime and anti-social behaviour;
- Improve public safety by reducing the perceived fear of crime;
- Support the legislative requirements of a 'Protect Duty';
- Assist emergency services when attending an incident and support all category one and two responders when reacting to an emergency as defined in the Civil Contingences Act (2004);
- Gather evidence and intelligence for detection and prosecution of persons who may have been involved in a crime;
- Support the management of public and commercial areas which are essential to a healthy town centre economy;
- Assist in the Council's management of resources;
- To process data collected in compliance and accordance with UK General Data Protection Regulations (GDPR) and Data Protection Act 2018;
- To support and contribute to Blackpool's growing digital eco-system to enable a

‘Smarter Blackpool’ for the benefit of Blackpool’s residents, businesses and visitors;
and

- To support the delivery of major events and conferences and for the control room to act as a centre for event management.

6.3 Since the CCTV control room was opened in the former police station on New Bonny Street in excess of 2000 discs have been produced, assisting with numerous cases of crime prevention, prosecutions and dealing with anti-social behaviour. The system is integral and interfaces with the town centre businesses and policing.

6.4 Examples of discs produced include in excess of:

- 550 in relation to assault;
- 300 in relation to theft;
- 700 in relation to begging and anti-social behaviour;
- 750 in relation to drug dealing, missing persons, vandalism, road traffic accidents, arson, slip, trips and falls, suicides, sexual assaults, rogue traders and fly-tipping.

6.5 The team have also worked with and supported colleagues from the Serious Organised Crime Unit, Gangmasters and Labour Abuse Authority and the Department for Work and Pensions.

6.6 The system is also integral to the many large events held within the town, supporting Switch-On, Pier Jam, Ride the Lights, Lightpool Festival, and various running events to name a few.

6.7 In considering the replacement of the core CCTV system, which covers mainly the town centre, Promenade (Metropole to Sandcastle) and other key locations within the borough and relocation of the central control room, it is important to note that a number of workshops have taken place, which have included a Scrutiny Review Panel, Police, Counter Terrorism Security Adviser, Fire, Ambulance, Event Management, Emergency Planning and Business Improvement District (BID).

6.8 In addition the Council has submitted a bid in to the Safer Streets for the maximum amount of round three funding with support by the Police and Crime Commissioner (PCC) as the primary bid within Lancashire. In the bid the Council has sought investment to support schemes which strengthen our proposed capital investment in CCTV by developing a range of projects that work to address the causes, not just the symptoms of risk in key areas of the town. The projects put forward are:

- A fund to make the town’s car parks and surrounding routes safer, not a suicide risk and not attractive to people to congregate in a way which makes car park uses feel unsafe – overall a better served area which is harder for people to commit crime in. Also to work with businesses in the town centre to look at how we can maximise safety in transition from their premises in to the public realm and encourage positive investment and confidence.
- A fund to support the adoption across key areas of the town centre and anchor organisations of the “green dot” bystander programme as part of the core training for

staff (like door staff, bar staff, taxi companies, voluntary organisations working in the town etc) this will work with the intended programme in schools and colleges so that there is one scheme and one set of techniques and unifying language which go across generations – it is a proven technique and spans street harassment, violence and sexual harm.

- Investment to support a commission to the third sector to lead on the development and implementation of the #itstopshere movement across Blackpool that seeks to empower women and girls to reclaim our streets and challenges everyone to do and be better.
- Work with communities in key locations to end the anti-social behaviour that is blighting the lives of those living in the area.

6.9 Officers have also started to engage with the town’s voluntary groups who work with women and girls who have experienced harassment and violence to help shape our CCTV approach-how it can work best to make them feel safer and as part of this engagement they have said that they feel that they would be really interested in participating in volunteering in manning the control room, engaging with training and clearances and they feel they would be able to bring a new dimension of identifying behaviours that may indicate that an intervention from someone on the ground may prevent harm.

6.10 Before detailing the proposals it is important to note that the use of CCTV is one of the largest and most privacy intrusive processing activities that the Council undertakes, that involves personal data. The UK General Data Protection Regulation (UK GDPR), tailored by the Data Protection Act 2018 are the principal pieces of data protection legislation and failure to comply can result in considerable financial and reputational risk to the Council. For the purposes of CCTV, the Council is defined as the ‘data controller’ regardless of whether it is managed in-house or by an appointed ‘processor’. Although due diligence can be applied to any potential ‘processor’, it is the opinion of the Council’s designated Data Protection Officer, that an in-house solution provides the highest degree of assurance in relation to data security. It also enables the Council to best manage and monitor controls that mitigate the risk of non-compliance with other elements of the above legislation. It also presents the opportunity to build on the wealth of experience, expertise and knowledge of the team and also further develop our partnerships and volunteering workings.

6.11 The control room has to be relocated as a result of the former police station at New Bonny Street having to be demolished to make way for the Blackpool Central Development. The basement in the Municipal Buildings has been identified as the potential new location for the Control, Review and Apparatus room, which would link well to the Council’s Public Protection and Enforcement division and the Police who are based within the same building. It is important to note that this presents a huge opportunity in the sense that Blackpool Council does not currently have an Incident Coordination Centre and within the additional facilities available in Municipal Buildings, makes this an ideal location. This could also be developed for use in an interoperable multi-agency environment to manage and coordinate large events and borough-wide major incidents. The Constabulary’s Counter Terrorism Security Adviser

are in agreement that this would be a huge improvement to the management of large events and the mitigation and management of the impact of incidents.

- 6.12 The development of the new CCTV control room will play a part in supporting the council to meet its potential statutory responsibilities under a Protect Duty. The legislation, which has recently been through a public consultation, is likely to place duties on those who are responsible for publicly accessible locations to ensure they are 'protected from terrorist attacks and ensure organizational preparedness'.
- 6.13 In addition to this, following the release of the Volume 1 report of the Manchester Arena Inquiry in June this year, highlighted a number of failings and lessons learned with regard to security. Included in this report were items in relation to CCTV. Whilst these lessons are for a different environment the principles of the lessons identified should be considered in relation to CCTV, especially with the Council hosting major events such as concerts, air shows and the World Fireworks Championships.
- 6.14 Specialist 'See, Check and Notify' training has already been provided to CCTV operators with regard to supporting countering terrorism along with exercises which are planned to continue.
- 6.15 The move to Municipal Buildings is very positive in relation to Public Protection and Enforcement accessing the system and in the future a range of Public Protection staff and Civil Enforcement Officers would be accredited to use the facility. This would add significantly to the current operational capacity. In addition, the current volunteers are extremely reliable and supportive. However, there would be a new drive to increase voluntary, which has already started with the engagement of the third sector.
- 6.16 The existing CCTV system is based on analogue technology, although well maintained (91 of the 92 cameras are fully functional, with one awaiting repair) it is in need of modernisation in order to bring it in line with modern Internet Protocol (IP) CCTV current technology systems. The other important factor is that parts to the old system are becoming more difficult to source. A great deal of equipment and screens within the control room are coming to the end of their natural life, which results with problems being experienced with recording systems and atomic clocks that synchronise with times on the cameras. In terms of replacement, 76 of the 92 cameras require replacing/upgrading, as 16 are already Internet Protocol cameras. This highlights the replacement of existing cameras, but the proposal is to provide a further 254 cameras, which results in Blackpool's core CCTV system having 346 Internet Protocol cameras in total. In discussion with the Police and Counter Terrorism Security Adviser, it is important where possible to achieve 360 vision, which means a moveable camera controlled from the centre on the top of the pole and in most cases four static cameras. This would make a huge difference in promoting safer streets and the management of large events and mitigation and management of incidents. See Appendix 3a.

- 6.17 Thirty-two speakers have recently been fitted to CCTV columns/system, with a further 73 planned as part of the upgrade. This would add to the effectiveness of the system and again supported by partners. The speakers also have the potential to 'Warn and Inform' the public of an emergency, which would support the Council in meeting those requirements under the Civil Contingencies Act (2004).
- 6.18 Purely for information and to be aware of the scale and scope of the CCTV service as these cameras are not part of the proposal:
- The CCTV service manages an additional 607 cameras either in or on the side of buildings, which are service required related. 386 of these cameras have already been upgraded to Internet Protocol and funded by the service concerned;
 - In addition there are 51 new Internet Protocol cameras at Layton Depot, 33 at the Household Waste Recycling Centre, 22 cameras at Anchorsholme Park and 14 Internet Protocol cameras covering East Pines Park and Anchorsholme Library; and
 - CCTV are currently in the process of installing 80 Internet Protocol cameras in Stanley Park, these being a combination of pan, tilt, zoom (PTZ) and static cameras.
- 6.19 Clearly the CCTV systems requires investment in order to deliver a modern system, which opens up options for future enhancements such as ANPR, crowd counting, loiter detection and the physical sharing of the existing fibre across Blackpool to provide value added services such as public realm Wi-Fi, 5G, Internet of Things (IOT) sensors enabling Blackpool to become a 'smart city'. In addition, the services and facilities will be well placed to provide and promote the service to other authorities.
- 6.20 Over the last few years to assist with the strategic planning of relocating the CCTV control room and to drive greater value from the existing network infrastructure, the Head of ICT Services has commissioned TNP the Council networking infrastructure and security partner to engage and assist colleagues in CCTV with developing options and planning support for the relocation of CCTV and the wholesale move from analogue technology to IP based technology. This has led to a proposal which minimises the capital and revenue costs involved by utilising existing network assets wherever possible.
- 6.21 Through this ongoing collaboration a number of opportunities and benefits have already been exploited to create an integrated approach around the network infrastructure and that support Blackpool's digital ambitions to become 'Smart Resort' as stated in the Council's Digital Strategy. This has included:
- Using existing CCTV ducting to extend local full fibre spine;
 - Using CCTV columns to extend free WiFi (Wireless Blackpool) in parts of the town centre and along the promenade;
 - Using capital investment funding from the Department for Digital, Culture, Media and Sport Local Full Fibre project to connect CCTV assets (35 cameras in total with ducting and fibre to the value of £88,000) and thereby releasing annual revenue due to reduce requirements for ongoing leased line connectivity;
 - Bringing forward the upgrade and future proofing of the town centre tannoy system

to support the pandemic management whilst integrating it into the wider CCTV system and Local Full Fibre Network (LFFN); and

- Using TNP's considerable experience of installing networks in harsh environments (e.g. Shetland Islands) to ensure all installation work is done to a standard to withstand the corrosive sea air in Blackpool.

- 6.22 It is the view of the Head of ICT Services that this integrated approach should continue to avoid the unnecessary duplication of network infrastructure and smart street assets which inevitably happens when technology projects are run in isolation from each other. The CCTV system should be viewed as one of many digital applications that can be run across the Council's Internet Protocol network and fibre optic infrastructure.
- 6.23 As a result of discussions with the police on this matter, technology allows for our system and their Digital Evidence Management System to be linked. This is very significant as it means the police can gain CCTV footage in real time. An example of how this benefits, if a person is arrested on a Saturday evening and taken to the police cells, under normal circumstances and on many occasions, the person would be bailed as a result of not enough evidence to charge, or having to wait for downloads from CCTV. In the joined-up approach, the police could in the future view the footage at that point and if there was appropriate evidence make an immediate charge.
- 6.24 **Monitoring Room**
- 6.24.1 As already highlighted the basement of the Municipal Building is the proposed location for the new CCTV facility. This location has a number of advantages identified:
- Using this facility and additional resources, the ability to become a much need Command and Control Centre;
 - Ability to create a secure airlock preventing unauthorised entry to the proposed monitoring room;
 - Directly on the existing CCTV fibre route and integrating into the LFFN project;
 - Below the ICT department's data centre;
 - In the centre of town, close to parking and public transport;
 - Multiple high speed connections into the rest of the Council's network;
 - The Police, and Public Protection and Enforcement have a presence in Municipal Buildings and are key stakeholders.
- 6.24.2 High level designs have been produced illustrating the potential layout of the monitoring room and monitoring stations. It is proposed to include a parks monitoring station, which will be manned by volunteers, who will go through the appropriate training and accreditation, from the Friends of Anchorsholme Park and Stanley Park. CCTV is currently receiving investment in cameras with £200,000 funding from Proceeds of Crime which has been acquired by Trading Standards.

- 6.24.3 Property Services will undertake the main structured and remedial works with a company that specialises in building CCTV facilities engaged to work with the in-house CCTV team to undertake the elements specific to the specialist items.
- 6.24.4 In order to maintain continuity of service, the new monitoring room will be built ahead of the move. This will require a full fit-out, but will enable the service to move over with minimal interruption to the monitoring service.
- 6.25 A chain of cameras will be upgraded (phased migration) and new installed to Internet Protocol at a time. In the short term, the new camera streams will be relayed from Municipal Buildings back to Bonny Street monitoring room, once a large part of the network has been upgraded then the monitoring room itself will relocate to the basement of Municipal Buildings and Bonny Street will be slowly decommissioned as the last of the old analogue cameras are replaced.
- 6.26 There are several advantages to this approach:
- Allows for a parallel deployment of the new recorders and monitoring room;
 - New infrastructure can be tested ahead of the move;
 - Cameras can be moved to the new infrastructure in a phased manner avoiding a protracted outage to the whole service.
- 6.27 At a high level the project would have the following milestones:
- Fit out the monitoring room;
 - Procure and install the recording infrastructure;
 - In batches of cameras (connected on the same fibre runs) upgrade the fibre to handle Internet Protocol and re-route the fibre into Municipal Buildings;
 - Move the BT fibres into Municipal Buildings and upgrade the BT circuits to Internet Protocol;
 - Once all the cameras are moved to Municipal Buildings, recording equipment schedule the move of the monitoring room staff over two to four days to ensure continuity;
 - Decommission the equipment at Bonny Street;
 - Continue to upgrade cameras to Internet Protocol over the following 8-12 months.
- 6.28 As part of the project it is proposed to purchase a Mobile CCTV Unit, which would link to the control room and be available for use at events, hot spot areas and in an incident/emergency. This has the full support of the police, which it will work in conjunction with and the Counter Terrorism Security Advisor.
- 6.29 Detailed work has been carried out in relation to potential costs with the estimated costs for the project being circa £2m. The Director of Resources and Director of Community and Environmental Services have identified a contribution and of £1.2m from the Self Insurance Reserve as the upgraded CCTV system will potentially mitigate against future risks/claims. In

addition, in conjunction with the Director of Communications and Regeneration, a contribution from major town centre investments and developments will be made as follows: Town Centre Access Scheme £300,000; Blackpool Central £200,000; Illuminations Modernisation £50,000; Winter Gardens improvements £50,000; Southern Quarter / Revue £50,000; Post Office / Abingdon Street Market £50,000; Houndshill / Houndshill Extension £50,000 and Talbot Gateway £50,000.

- 6.30 In addition, Audit Committee highlighted the fragility of CCTV with concerns regarding revenue to support the service. Therefore, the Director of Resources proposes to include £100,000 revenue funding to support the service in maintaining the system and is highlighting this in next update of the Mid-Term Financial Strategy.
- 6.31 Outside of the core system across the borough there are 38 cameras, which have been installed at various times and are not managed by the CCTV service. In relation to these, it is proposed that the Director of Community and Environmental Services produces a framework, including the role of local ward councillors, in conjunction with the Tourism, Economy and Communities Scrutiny Committee in order to review them and CCTV requirements over the next 12 months.

6.32 Does the information submitted include any exempt information? No

7.0 List of Appendices:

- 7.1 Appendix 3a: CCTV Core Replacement
Appendix 3b: CCTV Procurement Plan

8.0 Financial considerations:

- 8.1 The estimated cost of the scheme is circa £2m. £1.2m has been identified from the Self Insurance Reserve, with a contribution from major investments within the town centre as highlighted at 6.29.

9.0 Legal considerations:

- 9.1 Adherence to the UK General Data Protection Regulations (GDPR), tailored by the Data Protection Act 2018.
- 9.2 Procurement will be undertaken in line with Public Contract Regulations 2015.

10.0 Risk management considerations:

- 10.1 Failure to invest in the CCTV in Blackpool would result in the ultimate collapse of the whole system, leaving people vulnerable.

11.0 Equalities considerations:

- 11.1 In the course of developing this policy, we have considered whether there could be unintended adverse impacts on people because of shared characteristics protected by the Equality Act. We believe the policy will not have any indirectly discriminatory effects, or adverse impacts.
- 11.2 In particular we have closely considered the matters around Human rights and privacy, for which there are strict safeguards in the rules and codes of practice.
- 11.3 Also, the Council believes there will be a positive impact on equality of opportunity, in respect of hate crime and reassurance related to that. Similar positive benefits could flow for the Council's drive to support the "It stops now" movement in providing additional reassurance for women at risk of sexual violence or harassment, especially in respect of the Blackpool night time economy.
- 11.4 Maximising the benefits in these areas of the new system will be built into the delivery phase programme and to assist a full equality analysis will be prepared during this process.

12.0 Sustainability, climate change and environmental considerations:

- 12.1 None directly.

13.0 Internal/external consultation undertaken:

- 13.1 Cross departmental, Scrutiny, Police, Counter Terrorism, Fire, Ambulance, Event Management, BID and third sector.

14.0 Background papers:

- 14.1 None.

15.0 Key decision information:

- 15.1 Is this a key decision? Yes
- 15.2 If so, Forward Plan reference number: 12/2021
- 15.3 If a key decision, is the decision required in less than five days? No
- 15.4 If **yes**, please describe the reason for urgency:

16.0 Call-in information:

16.1 Are there any grounds for urgency, which would cause this decision to be exempt from the call-in process?

No

16.2 If **yes**, please give reason:

TO BE COMPLETED BY THE HEAD OF DEMOCRATIC GOVERNANCE

17.0 Scrutiny Committee Chairman (where appropriate):

Date informed: 3 September 2021 Date approved:

18.0 Declarations of interest (if applicable):

18.1

19.0 Executive decision:

19.1

20.0 Date of Decision:

20.1

21.0 Reason(s) for decision:

21.1

22.0 Date Decision published:

22.1

23.0 Executive Members in attendance:

23.1

24.0 Call-in:

24.1

25.0 Notes:

25.1