

To receive a report on CCTV and consider any actions and associated expenditure.

At the Full Town Council meeting held Thursday 13th April 2023 the below was resolved.

29/23/24 TO RECEIVE AN UPDATE ON THE TOWN COUNCIL CCTV S106 APPLICATION AND CONSIDER ANY ACTIONS AND ASSOCIATED EXPENDITURE.

Members received a report outlining Cornwall Fire and Rescue Service efficiency review of fire control that now includes the CCTV provisions at Tolvaddon.

Due to the uncertain future of Tolvaddon Members discussed monitoring provisions as well as alternative CCTV options.

It was proposed by Councillor Peggs, seconded by Councillor Stoyel and
RESOLVED:

1. To put the Town Council S106 CCTV application on hold until the Town Council better understands the position of Tolvaddon CCTV monitoring centre;
2. That Councillors Martin, Peggs, Lennox-Boyd and Yates investigate alternative solutions to host a CCTV system reporting back at a future Services Committee meeting.

On Thursday 31st August 2023 the Town Clerk, Town and Cornwall Councillors Martin, Peggs, Yates, Worth and Frank together with Peter Ryland representing the Saltash Chamber of Commerce and Town Team, Lucy Allison representing Safer Saltash and Sgt Gary Smith representing the local policing team, attended Plymouth City Council CCTV control centre to explore their infrastructure.

On Friday 24th November 2023 a meeting was held with the Town Council Working Group Members and Plymouth City Council CCTV & Street Lighting Engineer, in attendance - Councillors Martin, Peggs, Lennox-Boyd, the Assistant Town Clerk, and Stuart Venn.

At the meeting the following points were discussed by those in attendance.

Plymouth City Council (PCC) currently operate a CCTV system throughout the City via their control centre at the Ride building in Plymouth, the team moved into this new location in June 2023 from their previous site.

Currently PCC are reviewing their business plan and offering others to join their CCTV scheme. Other Town Councils throughout Cornwall and Devon have or are currently exploring the options to join the scheme.

Cllr Lennox-Boyd confirmed she would explore and report back on the Tolvaddon CCTV hub.

Fore Street, Saltash:

There is no infrastructure for the proposed location therefore units, connections, monitoring, and various permissions would be required if a potential CCTV scheme was to be implemented.

Stuart confirmed three camera's would be sufficient to provide full coverage of the area. To reach Victoria Gardens and Longstone Park a further camera may need to be explored.

The costs involved per camera would include, installation, a one off license fee, PCC data storage fee, energy usage (if required), airtime charges for the connection, awareness signage, statutory requirements, and associated monitoring.

PCC are to provide a quote to cover the above associated cost.

Saltash Town Council would need to obtain their own insurance to cover the equipment.

Further to this, to allow PCC to provide a comprehensive quote for consideration the following needs to be agreed:

- monitoring hours need to be set;
- locations/sites;
- a power source or relevant agreements for power if an existing source is provided by a third party.

Some locations in Fore Street could be sited near existing a Town Council power source that supply festive lighting.

Outside of the monitoring hours, cameras would still record but would not have a dedicated operator viewing the activity. Footage is recorded 24/7 and retained for a 31 day period, automatically overwriting.

If any radio scheme was to be implemented this would be for retailers and related organisations to implement and manage. This would be separate to the CCTV scheme that is being explored by STC.

Plymouth Against Retail Crime (PARC) was discussed, Stuart confirmed that a vast majority of retailers have become PARC members in Plymouth. PARC manages three very large security radio schemes throughout Plymouth enabling members to share real time intelligence. PARC's members are linked to the 24/7 CCTV coverage across Plymouth and the city centre. PARC manage the scheme and any required costings are also managed through PARC, PCC have no involvement in the management of this scheme.

M-R-S Communications provide a two-way radio system used by PARC members. PARC members and the two-way radios provide a direct link to the PCC CCTV control centre, this does not require a phone call or call centre to access a CCTV operator and it was highlighted by Stuart this is the most efficient way for retailers to interact with the control centre. It is believed that PARC would be willing to meet providing a demonstration of how their security radio schemes operate.

Recently STC members in conjunction with Safer Saltash and their multi agency partners visited businesses, traders and organisations throughout Fore Street to discuss hate crime, Cllr Lennox-Boyd mentioned as part of these visits and from discussions held it was suggested a radio system could be provided by the Police to retailers at a small cost approximately £5 per month.

Depending on signal strength in the area to communicate with the PCC CCTV control centre a signal booster will more than likely be required to provide the desired direct communication link if two-way radios are deemed applicable as part of a potential CCTV system, this would be for the businesses and organisations potentially joining a scheme to determine.

It was mentioned by STC members that if a system was installed to provide coverage of Fore Street it would allow retailers to focus their efforts and costs to the rear of their properties and stores which has been highlighted as an issue recently.

Stuart discussed several potential options for installation of CCTV cameras that could provide coverage and monitored by PCC, these include Wi-Fi linked, hard wired, and 4g (minimum).

Stuart confirmed the hard-wired option can present challenges in sourcing required supplies for data and power as well as permissions or agreements, the works also require installation of cabling and access points presenting further challenges, the approximate cost for a data installation from BT is believed to be approximately £9,000 per camera. The wireless options of Wi-Fi or 4g negate this issue on their own merit. Wi-Fi could require remedial works to the intended area to provide a connection and access point at a cost to STC.

It was mentioned the only disadvantage with a wireless system is extreme weather, it can potentially cause issue with signal or connections, though it was highlighted the severity of the weather would have to be uncommon.

The preferred option would be 4g cameras, however, this would depend on suitable data coverage, it is believed signal coverage would be sufficient throughout Fore Street.

PCC 4g cameras are currently on an uncapped unlimited airtime plan provided by EE at an average cost of £70 per camera per month, this cost would be included in any agreement with STC. This data package is part of PCC data packages for the whole Council. The 4g camera requirements for operation would be a suitable installation location and suitable power source, no further works would be required to place a camera.

Street lighting columns are the preferred option to install a 4g camera to, power required can be taken from the street columns already installed power source, Cllr Lennox-Boyd is to seek permissions together with the Assistant Town Clerk for use of suitable street lighting columns throughout Fore Street. Buildings and other structures can also be used, however, this is not a preferred option due to issues it can present relating to agreements, planning and permissions.

A suitable lighting column is one that will allow installation of a camera 8-10 meters high and must be a heavy-duty lighting column due to the weight of a camera being 14kg. From a visual review by Stuart, it is believed there are many suitable lighting columns throughout Fore Street that would allow a camera to be fitted, though this would need to be confirmed by the owner and permission granted.

Street lighting columns have their own energy supply codes, so individual installations could potentially be billed. The potential for Cornwall Council to bear the cost was discussed due to the cameras also benefiting Cornwall Council assets, supporting the residents, visitors, and the wider community. This is to be further explored as part of the permission discussions.

A major benefit of 4g cameras would be the flexibility to relocate with a suitable structure and power source, for example if the Town Council had agreements in place for all appropriate lighting columns throughout Fore Street and other locations such as the Waterside.

Once multiple columns have been used it would be more efficient for relocation due to any remedial work to connect a camera already actioned. PCC would provide engineers to action at a cost or STC staff with relevant training could also action the required works. Aspects to be mindful of are any required high-level equipment and potential licenses to work within the highways if required.

A five-year warranty is provided with each camera, this would cover malfunctions and any damage that is not malicious or vandalism (these costs would be required to be provided by the owner of the camera, in this case STC). Servicing would be managed during the warranty period by PCC this would include a basic clean and check, electrical and mechanical elements would only be actioned via the warranty if there was any issue. Paintwork is also covered under the warranty; full details of the warranty will be provided as part of quotation works.

At the end of the warranty period, it would be the responsibility of the owner to provide costing for repair, though it may be more beneficial to replace the cameras due to improved technology being available, thus resulting in a new warranty period. If a camera requires any work during the warranty period it would be returned direct to the manufacturer, the current manufacturer used by PCC does not operate a swap out scheme, they look to replace any damage parts to the existing unit. Stuart confirmed pending availability, PCC would replace whilst the repair was taking place, to continue providing coverage, this would form part of a Service Level Agreement (SLA).

Statutory requirements would need to be further explored with PCC. An SLA would need to be in place to ensure there is clear agreement and understanding of the services provided and responsibilities of both parties. As part of this, it would involve the responsibilities relating to PIA, DPIA and subject access requests though these examples are by no means an exhaustive list.

PCC are also currently working with Devon and Cornwall Police to provide direct access links from their system to Police stations. For example, the PCC system could provide a requested camera feed to Charles Cross Police Station in Plymouth, this could then be shared by the Devon and Cornwall Police internal network to any station required. This concept is also being explored at Bodmin Police station due to other Cornwall locations looking to potentially join the PCC scheme.

PCC have also built a good working relationship with Exeter City Council and can share their feeds to further support a connected system.

Stuart has offered a one trial camera to be installed in Fore Street at an agreed location, free of charge. The Working Group Members felt the trial camera would be best situated in the centre of Fore Street close to provide maximum coverage, the lighting column located between Betfred and Spa Dentist has been explored for the trial scheme.

Permission to install a trial camera to the aforementioned lighting column has been explored with Cornwall Council, and consent have been given for this. This would allow the use using of the preexisting power installation that currently supplies the Town Council Christmas lights. PCC have confirmed they have the capability to use the existing power supply that is in place.

During the trail PCC would cover the cost to install the camera, signage, statutory requirements to operate the CCTV, and monitoring. There is a minimum three-month timeframe with the preferred being six months for the length of the trial.

To progress further with a trial and allow a quotation to be received for a three camera system, Members are asked to consider:

1. Approving a 6 month trial of a 4g CCTV camera provided and installed by PCC to the lighting column located between Betfred and the Spa Dentists at no cost to the Town Council;
2. Approving a licence to work within highway on behalf of PCC at a cost of £97;
3. Recommending to the Policy and Finance Committee the associated cost allocated to budget code 6270 PF EMF Crime Reduction, current available budget £51,550;
4. PCC to confirm the trial commencement date subject to their availability;
5. Setting the monitoring hours for a proposed three camera CCTV scheme provided, installed and monitored by PCC to obtain a formal quote;
6. Requesting data before and after the trial period to form part of the main proposal;

End of Report
Assistant Town Clerk