

The background of the slide features a large, light blue watermark of the City of Vancouver's coat of arms. The crest includes a crown at the top with four maple leaves, a shield divided into four quadrants (top-left: a saltire, top-right: a stag's head, bottom-left: a sailing ship, bottom-right: an eagle), and a banner at the bottom with the motto 'A NE FOR A'.

## **Agenda Item 6**

# **CCTV/Digital Alarms Hub – Update**

**Falkirk Council**

**Title:** CCTV/Digital Alarms Hub – Update

**Meeting:** Executive

**Date:** 13 October 2020

**Submitted By:** Director of Corporate and Housing Services

**1. Purpose of Report**

- 1.1 The purpose of this report is to update the Executive on progress towards upgrading the public realm CCTV and delivery of an in-house Digital Alarms Hub, and to seek a decision on the way forward.

**2. Recommendations**

**2.1 It is recommended that the Executive:**

- 1. Agree to formally terminate the contract with Enigma CCTV and work with the company to ensure TUPE is appropriately applied for the Enigma CCTV employees currently providing the 84 hours active monitoring services to Falkirk Council**
- 2. Note that an integrated CCTV/Digital Alarms Hub will be created by co-locating this with the ICT datacentre and other relevant Council and related services**
- 3. Agree that, where appropriate, all Council Service CCTV and alarm monitoring will be integrated with the new CCTV/Digital Alarms Hub**
- 4. Note that, relevant partners will be approached to engage in partnership working with this project to maximise efficiencies and savings and deliver increased resilience and safety for our communities**
- 5. Note the appointment of a CCTV/Digital Alarms HUB Business Lead**

**3. Background**

- 3.1 In December 2019, the Executive considered a report on the provision of CCTV services in the Falkirk area and agreed to, subject to Capital budget approval, upgrade and maintain the current public realm CCTV and establish an in-house CCTV/Digital Alarms Hub. The capital spend of c£980k was subsequently approved.

- 3.2 The Executive was advised in December 2019 that, in order to identify and enable the fuller range of services, service enhancements and efficiencies, it would be necessary to relocate the CCTV monitoring service from Falkirk Police Station into Council premises, and establish an in-house CCTV/Digital Alarms Hub. This change would provide a management and monitoring CCTV service for the Council area, provided in-house by Council employees, plus the management and monitoring of other alarm systems across the Council.
- 3.3. Since then, officers have been progressing with the delivery of the transformational CCTV/Digital Alarms Hub. Progress has been delayed due to the impact of the COVID-19 pandemic and the requirement to divert project team resources to other Council priority areas. Since July 20 however, this work is now back on track. Key activities to date include:
- Development of a detailed project plan;
  - Visits to other Councils to explore various models of delivery;
  - Consideration of the resource/structure required to implement the project;
  - Discussions with the current CCTV monitoring provider, Enigma CCTV;
  - Development of a specification for the procurement of consultancy services to support the technical aspects of the project;
  - Gathering of information to assist the development of a technical specification;
  - Discussions with connectivity providers, ICT and the Strategic Property Review team; and
  - Discussions with officers responsible for the delivery of both Public Space WIFI in Falkirk and the Connected Falkirk projects.
- 3.4 The next steps are the development of the final specification for the CCTV monitoring and management system and procurement of the same. It is the intention that the installation of this will be complete by the end of the financial year.

#### **4. Considerations**

##### **TUPE transfer of CCTV monitoring staff**

- 4.1 The Executive was advised in the previous report that:
- The active monitoring of the CCTV is currently provided by Enigma CCTV; 4 x employees deliver 84 hours of active monitoring as follows:
    - Monday – Thursday, 10am – 6pm
    - Friday – Saturday, 11am – 4am
    - Sunday, 12 noon – 2am
  - The contract with Enigma CCTV has expired. As an interim arrangement the Council and Enigma CCTV are maintaining service delivery on a rolling monthly basis

- To enable an integrated Falkirk Council CCTV/Digital Alarms Hub monitored by Falkirk council employees, the contract with Enigma would require to be formally terminated. Discussion would require to take place with Enigma on whether TUPE applies to those employees currently monitoring Falkirk CCTV services.

- 4.2 Discussions have taken place with Enigma CCTV management and the employees currently providing the active monitoring services and guidance has been sought from Falkirk Council HR. The provisional assessment of the working arrangements would suggest that TUPE regulations apply. On this basis, and to enable further work to be done to progress this, it is proposed that Falkirk Council proceed to formally terminate the contract with Enigma CCTV and work with the company to ensure TUPE is appropriately applied for the Enigma CCTV employees currently providing the 84 hours active monitoring in line with legislative requirements.

### **Establishment of a Stand-alone or Integrated, Co-located CCTV/Digital Alarms Hub**

- 4.3 It was agreed that, to establish an in-house CCTV/Digital Alarms Hub, the current CCTV monitoring service would be relocated from Falkirk Police Station into Falkirk Council premises. The new Hub could be re-located as a stand-alone hub into any Falkirk Council premises, however, since this decision has been taken, further opportunities have been identified to save costs, reduce duplication and maximise resilience by co-locating the new Hub with the ICT datacentre.
- 4.4 Work has therefore been undertaken to identify a suitable alternative location for the ICT datacentre, which is currently located within Municipal Buildings, in line with the Strategic Property Review. As a result of Members' decision at Council on 30 September 2020, this will be located in Block 4 at Larbert. Any relocation of the datacentre will incur costs associated with new network connections and a 24/7 power supply (generator). The new CCTV/Digital Alarms Hub will also require a datacentre, network connections and 24/7 supply generator. A budget of £250k has been identified for this. If co-located with the datacentre in whichever building is chosen, efficiency savings could be achieved which could be reinvested in the purchase of additional CCTV cameras.
- 4.5 Co-location will provide resilience for both ICT and the CCTV/Digital Alarms Hub, enabling these vital services, and services connected to the ICT network, to be maintained 24/7. This is particularly important during demanding times and at times of critical incidents. Going forward, and again in line with the strategic property review, consideration could also be given to co-locating other critical services in this location, particularly those that deliver services outwith normal working hours.
- 4.6 The table below summarises the advantages and disadvantages of either a stand-alone or co-located CCTV/Digital Alarms Hub:

	<b>Option 1</b>	<b>Option 2</b>
<b>Proposal</b>	<b>Establish CCTV/Digital Alarms Hub in stand-alone location</b>	<b>Establish an integrated CCTV/Digital Alarms Hub by co-locating with ICT and other Council / related services</b>
<b>Advantages</b>	<ul style="list-style-type: none"> <li>• Can be established quickly and easily into any suitable location</li> </ul>	<ul style="list-style-type: none"> <li>• Reduced / shared costs: <ul style="list-style-type: none"> <li>○ Datacentre</li> <li>○ Network connections</li> <li>○ 24/7 power supply</li> </ul> </li> <li>• Potential to evolve into a “Resilience” hub: <ul style="list-style-type: none"> <li>○ One location for all Out of Hours services</li> <li>○ Reduced premise costs</li> </ul> </li> <li>• Improved/easier communication across essential services</li> </ul>
<b>Disadvantages</b>	<ul style="list-style-type: none"> <li>• Additional costs/duplication: <ul style="list-style-type: none"> <li>○ Datacentre</li> <li>○ Network connections</li> <li>○ 24/7 power supply</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• May take longer to implement</li> </ul>

### **Integration of other CCTV and Alarms**

- 4.7 The Executive was advised in the previous report that, in addition to the active monitoring and management of public realm CCTV, a CCTV/Digital Alarms Hub could deliver efficiencies and improvements through active monitoring and management of Council premises CCTV, including schools, and monitoring of all Falkirk Council alarms including:
- MECS (Requires agreement with HSCP)
  - MECS GPS Location (Requires agreement with HSCP)
  - Council Premises Intruder
  - Council Premises Fire
  - Council Premises Affray
  - Council Premises & Housing Services Lifts
  - Council Employee Lone Worker
- 4.8 It is therefore proposed that each of these services is reviewed and, where it is considered appropriate, the monitoring and management of these is transferred to the CCTV/Digital Alarms Hub.
- 4.9 In the previous report the Executive was also advised that there is potential to generate further savings and/or income if the system was used on a partnership basis with other organisations. Work will therefore be done with relevant partners to explore the potential to maximise efficiencies and savings and deliver increased resilience and safety for our communities.

## **Connectivity – links with other projects**

- 4.10 To enable CCTV image transmission to the CCTV/Digital Alarms Hub each CCTV camera will require a form of connectivity e.g., fibre cables, wi-fi, 4G. Connectivity is key to this project and will be the single, most expensive element of the project. There are a few Council of the Future projects for which connectivity is important. This is now being considered as part of the Digital Falkirk strategy, to ensure an integrated approach to connectivity across the Falkirk Council area, which benefits the CCTV/Digital Alarms Hub, as well as other projects for which this is critical; and ensure this is done in the most efficient and cost effective way.

## **Appointment of a CCTV/Digital Alarms Hub Business Lead**

- 4.11 To deliver this innovative and ambitious project there is a requirement to establish a management structure for the new in-house CCTV/Digital Alarms Hub. Having assessed the requirements. A permanent CCTV/Digital Alarms Hub Business Lead post is being created to establish and implement the project. This post will subsequently manage and further develop the service to maximise return on investment. The CCTV/ Digital Alarms Hub Business Lead will also be responsible for identifying any further staffing requirements and for bringing forward proposals regarding this, as appropriate. This post is being implemented and funded from within existing resources.

## **5. Consultations**

- 5.1 Discussions have taken place with the Technology & Infrastructure Manager, the SPR team, Human Resources, Finance Services, Governance and Central Procurement. Informal discussions have also taken place with Enigma CCTV as noted at 4.2 within this report.
- 5.2 Trade Unions will be contacted to ensure they are updated on the project and will be consulted on the TUPE proposals as appropriate.

## **6. Implications**

### **Financial**

- 6.1 A project as ambitious as this requires its own dedicated leadership. There is currently no management role within the Council with both the capacity and skill to deliver the project and manage the newly established Hub. It is proposed that a permanent CCTV/Digital Hub Business Lead will be appointed, and this will be funded from within existing resource.

### **Resources**

- 6.2 As stated, the appointment of the CCTV/Digital Alarms Hub Business Lead is essential to deliver the project and establish the CCTV/Digital Alarms Hub. Work will be done on the TUPE implications for Enigma employees who currently deliver the CCTV service. Future resource requirements will be considered as the project develops.

### **Legal**

- 6.3 It has been established that there are legal implications arising from the formal termination of the contract with Enigma CCTV and the TUPE transfer of staff. Officers are working with Central Procurement, Human Resources and Governance to ensure appropriate legal implications are fully considered and addressed. The proposed arrangement will clarify and simplify the information governance responsibilities between the Council, Enigma and the Police into a single entity.

### **Risk**

- 6.4 The key risk is the failure to maximise the opportunity to achieve savings, avoid duplication and maximise efficiencies by co-locating with other essential services, and the failure of other Services to engage with the project and allow the integration of the Council's various alarm monitoring services.

### **Equalities**

- 6.5 An initial draft Equalities & Poverty Impact Assessment (EPIA) has been carried out and no issues have been raised to date. This will be reviewed as the project progresses.

### **Sustainability/Environmental Impact**

- 6.6 There is no requirement to undertake a sustainability/environmental impact assessment directly as a result of this report.

## **7. Conclusions**

- 7.1 The co-location of the CCTV/Digital Alarms Hub with other key Council services detailed in this report and the integration of other Services' existing premises CCTV and alarms monitoring services offer a real opportunity for a significantly improved, cost-effective and sustainable service delivery model. This will help to integrate our approach and improve the safety of our communities.

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### **List of Background Papers:**

The following papers were relied on in the preparation of this report in terms of the Local Government (Scotland) Act 1973:

- **CCTV Go Digital Feasibility Report for Falkirk Council produced by Consultive Solutions Limited, 15.1.2019**
- **Community Hub Feasibility Report for Falkirk Council produced by Consultive Solutions Limited, 25.7.2019**
- **CCTV & Digital Alarms Monitoring, Executive Report, 10 December 2019**