

**Portfolio Holder Report**

**Portfolio Holder Report - (CCTV and Community Safety)**

**Introduction and Overview:**

At Bromsgrove District Council Portfolio Holders provide an annual update to Council on services within their portfolio remit. These services are delivered in accordance with the Council's Strategic Purposes, as detailed in the Bromsgrove District Council Plan 2019 – 2023.

This report provides an outline of services and activities within the remit of this particular Portfolio Holder. Information is included in relation to the Council's Strategic Purposes, relevant key activities, partnership working, projects and programmes and news stories.

A version of this report, focusing on each Portfolio Holder's remit in turn, will be considered at each meeting of Council (except for the Annual Council meeting).

Whilst services will be contributing information into this report it is worth noting that not all sections of the report will be relevant to all service areas. In this circumstance, some sections may not be completed by all services.

The report will be structured as follows:

- 1) Update on Strategic Purposes
- 2) Partnership working
- 3) Key activities and priorities
- 4) Good news stories and awards (if applicable)
- 5) Other

The Council has the following Strategic Purposes and Priorities:

| <b>Strategic Purposes</b>                             | <b>Council Priorities</b>             |
|---|---------------------------------------|
| Run and grow a successful business                    | Economic development and regeneration |
| Work and financial independence                       | Skills for the future                 |
| Living independent, active and healthy lives          | Improving health & well being         |
| Affordable and sustainable homes                      | A balanced housing market             |
| Communities which are safe, well maintained and green | Reducing crime & disorder             |
| The Green Thread runs through the Council Plan        | <b>Internal priorities</b>            |
|   | Financial stability                   |
|   | High quality services                 |
|   | Sustainability                        |



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**1. Update on Strategic Purposes – Community Safety**

**Relevant Strategic Purpose.**

Community Safety supports the strategic purpose “**Communities which are safe, well maintained and green**”, and Council Priorities of *Reducing Crime and Disorder*.

This report focuses on the services of CCTV and the Community Safety Team.

**CCTV**

Purpose: To inspire public confidence by ensuring that all public area Closed Circuit Television (CCTV) systems which are linked to the CCTV control room are operated in a manner that will secure their consistent effectiveness and preserve the civil liberty of law-abiding citizens at all times.

The CCTV operation aims to:

- Reduce the fear of crime.
- Help detect crime by providing evidence in criminal proceedings.
- Prevent and reduce crime, public disorder and anti-social behaviour.
- Help the police track and capture people suspected of committing crime
- Help identify witnesses
- Assist the Local Authority in its enforcement and regulatory functions
- Work in Partnership to achieve objectives set by the NWCSF

To promote public confidence by developing a safe and secure environment for the benefit of those living, working, visiting or using the area. The BDC CCTV Scheme is accredited to the Surveillance Commissioners Code of Practice, assessed through external annual audit. It is monitored by formally trained staff who have achieved the accredited standard required by the Private Security Industry Act 2001 and DBS checked. The system is operated and managed in accordance with current legislation and detailed CCTV Codes of Practice and Operational Procedures Manual.

**Community Safety**

The Community Safety Team works with partners, other service areas and local communities to fulfil the councils’ statutory duties under the Crime & Disorder Act 1998 and all subsequent community safety legislation. The team provides information and guidance about crime prevention and delivers projects and interventions to reduce crime and disorder, ASB and the fear of crime in local neighbourhoods. Reducing Crime & Disorder is a corporate priority and the team uses its considerable expertise and experience to help other council services embed crime and ASB prevention into mainstream corporate service delivery.

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**Relevant Strategic Purpose 2: Living independent, active and healthy lives**

Another area the Community Safety Team co-ordinates is support for residents and communities who are victims of crime or more susceptible to crime and disorder to help them to move toward a better quality of life, free from the fear of crime. The team works with partners and voluntary sector services to provide support to those who have experienced crime and disorder, for example providing security assessments for Domestic Abuse survivors, encouraging and supporting victims of hate incidents to make reports and seek help and co-ordinating a problem solving approach those experiencing anti-social behaviour. The team also co-ordinates activity and interventions to help protect young people who are at more risk of becoming victims of crime and providing interventions for young people at risk of falling into criminality and anti-social behaviour.

**Key activities since last report:**

**CCTV**

Following a short sharp review of the CCTV scheme by members, a review of the aging analogue system and funding for CCTV becoming available from the Police Crime Commissioner work has been undertaken to upgrade the system. This has included:

- Digital upgrade to the core monitoring centre system and recording facility. Resulting in:
  - Increased capacity for additional cameras.
  - Future proof for advancing technology i.e. Biometrics, remote access, Artificial Intelligence
  - Ability to integrate other camera systems.
  - Faster playback and faster evidence production.
  - More accurate and easier to apply privacy zones.
  - Configurable monitor wall allowing hot spot areas to be high lighted. Showing up to 96 images where previously only 54 at a time.
  
- Relacing some analogue BT Redcare circuits with a wireless network where locations are suitable. Upgrading some analogue circuits to digital. Resulting in:
  - Revenue cost savings on BT costs
  - Clearer images
  - More reliable connectivity
  
- A fourth CCTV work station was added into the Monitoring Centre to ensure that when the operation is fully staffed with four operators Monday – Saturday 10am to 4pm, every operator has full access to the CCTV system. This increases proactive monitoring and response times.



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- Replaced old obsolete analogue cameras with digital cameras where transmission has been upgraded to digital and hybrid cameras where transmission is still analogue. Resulting in:
  - Superior camera control
  - Enhanced zoom capability
  - Excellent image clarity
  - Reduced faults and down time
- Additional camera at Sanders Park covering the skate park.
- Internally developed incident logging system to ensure:
  - Every operator has access to the system at their workplace
  - Easier access to data for reports and statistics.

Other activities include:

- Ongoing work to improve communications with West Mercia Police:
  - Briefing paper
  - Streamlined telephony access
  - Monitoring Centre visits for officers
- Pilot scheme to trial phone access for local shops and business in a CCTV locality.
  - Pilot area Wythall.
- Comprehensive CCTV training package delivered to all staff new and existing employees.

**Community Safety**

In March 2021, North Worcestershire Community Safety Partnership (NWCSP) agreed its 3 year action plan for 2021-2024 identifying the Partnership's priorities based on data and information about crime & disorder and ASB as detailed in the Community Safety Strategic Assessment. The Partnership Plan outlines NWCSP's aim to reduce: -

|                           | Key Priorities                           |
|---------------------------|--|
| Violence and Abuse        | Public Place Violence                    |
|                           | Domestic Abuse                           |
| Theft & Acquisitive Crime | Burglary                                 |
|                           | Doorstep Crime & Scams                   |
| ASB, Damage & Nuisance    | Neighbourhood Nuisance                   |
|                           | Criminal Damage & Environmental Problems |

The Partnership also agreed two cross-cutting themes of reducing the harm caused by drugs & alcohol and reducing re-offending which both impact across all priority areas.



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The Community Safety Team has a dedicated Community Safety Project Officer for Bromsgrove District. The Officer works with local residents, partners and other services to address community safety and crime prevention issues across Bromsgrove. The Officer also chairs the North Worcestershire ASB forum, pulling together housing association representatives, police colleagues and other partners to discuss and develop solutions to complex ASB cases that require a multi-agency approach.

The team has qualified Designing out Crime Officers (DOCO) and they regularly examine and comment on applications for Planning making detailed recommendations based on the principles of Crime Prevention through Environmental Design (CPTED). Officers made recommendations on 11 medium to large scale development applications covering 364 residential units and 9 commercial units.

The team promote and implement the CSP's Nominated Neighbour Scheme in Bromsgrove which aims to provide protection for vulnerable and elderly residents against doorstep crimes and rogue traders. Despite promotion of the scheme being reduced due to a lack of community events as a result of covid regulations, the project continues and is promoted via partners and social media. The Community Safety Team also monitor and circulate information from partners and colleagues about current scams targeting residents, the most recent being a home insulation scam highlighted by the Private Sector Housing Team.

The team has an Officer with a dedicated remit around Youth Intervention and supporting Vulnerable Communities. The Officer manages and coordinates the Respect Schools programme which provides 1-2-1 mentoring support, group work and school assemblies on a variety of community safety and crime prevention subjects. The Officer also co-ordinated outreach and detached youth work in partnership with the Bromsgrove Youth Hub, deploying a team of outreach youth workers to neighbourhood areas that are experiencing ASB concerns. In the summer, the team implemented a successful youth diversion project using multi sports activities to address complaints of ASB at ASDA Multi-story carpark. After the Summer sessions ended, the youth team has continued to engage with a cohort of approx. 50 young people that were identified, creating a programme of Friday night diversionary sessions during the winter months.

**Anticipated Activities/Key Milestones For Next Period**

**CCTV**

Work with Bromsgrove Town Centre Manager to improve Shop/Pub watch radio system.

Review CCTV maintenance contract.

Adopt strong Carbon reduction policy.

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Establish base line monitoring data on new system:

- Incident by camera
- Incident by area
- Number of proactive incidents
- Number of reviews
- Number of seizures

Signage survey and replacement to ensure appropriate signage is in place.

**Community Safety**

The Community Safety Team were successful in recruiting a dedicated Enhanced Youth Support Worker using Contain Outbreak Covid funding from Public Health. The role has been funded for 3yrs and has been implemented to provide support and activities to young people adversely affected by the pandemic. Research has shown that young people, particularly those with difficult and chaotic home lives, have experienced significant negative effects of the coronavirus restrictions.

The Community Safety Team works closely with various youth & community groups in Bromsgrove and assisted in obtaining significant amounts of external grant funding to deliver youth interventions and activities for disadvantaged and disaffected young people. For example: -

|         |   |
|---------|---|
| £24,000 | Funding from Youth Music over two years to support Reach Out Bromsgrove's outreach music project with the hardest to reach young people   |
| £8,000  | For Outreach youth work in Bromsgrove district from the Grantham York Trust   |
| £10,000 | From the Big Lottery to support ongoing work at Bromsgrove Youth Hub  |
| £7,200  | 2 <sup>nd</sup> grant from Active Hereford and Worcestershire for the Friday night diversion project. This follows the success of the ASDA Car Park Multi Sports scheme which benefited from an initial grant of £4,755 awarded in early 2021 |
| £17,640 | Funding from the Postcode Lottery for the Hub to continue delivery of the Community Safety Empowering Young People programme  |

**2. Partnership Working:**

The Council works with a range of partner organisations to meet the needs of residents and businesses in the District. The following section details work delivered within the remit of this Portfolio Holder.

The CCTV operation is a shared service covering the towns of North Worcestershire, including Bromsgrove District Council, Redditch Borough Council and Wyre Forest District Council.

Partnership working is key to CCTV service delivery for intelligence gathering and successful outcomes.



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**Partnership working examples:**

**CCTV**

Members of the CCTV Team regularly attend Partnership meetings:

- Safer Bromsgrove
- Bromsgrove Town Centre Management
- Pubwatch
- North Worcestershire Serious Organised Crime Focus Group.
- Mates – Multi Agency Tasking (Operational level)

These interactions have allowed us to form strong links with West Mercia Police, WCC, BDHT, WRS, Probation Services, Street Pastors, and Wyre Forest District Council.

The team also work closely with other Council departments, such as Environmental Services, Community Safety, and Housing.

**Community Safety**

Alongside the Council's statutory duty to work in partnership to address crime and disorder via North Worcestershire CSP, the council is represented on a number of sub-groups and multi-agency forums to address specific community issues. For example: -

Safer Bromsgrove, Town Centre Management Group and Pub Watch all work together to address a number of local issues affecting Bromsgrove residents such as ASB, Crime and Disorder in Town centres and crime and disorder affecting the night-time economy.

North Worcestershire Hate Crime Partnership was the first of its kind in the West Mercia Region and brings together partners, community groups and support agencies to discuss hate incidents and crimes in the area. The group shares best practice and promotes reporting mechanisms to encourage victims and witnesses to come forward and seek help and support.

North Worcestershire Serious Organised Crime Focus Group is a multi-agency forum that discusses and identifies areas at risk of being targeted by Organised Criminals. This restricted group share data and intelligence to allow operational officers to look out for suspicious activity and signs of concern and feed this back to enforcement agencies.

**Key activities since last report:**

**CCTV**

The Project Team for the CCTV digital upgrade included key members of the Community Safety Partnership and Senior West Mercia Police Officers. The team met on a regular basis, agreeing plans, targets and actions to ensure the project remained on track and the best use of resources was agreed.

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We have been part of the multi-agency response to issues identified on Worcester Road Bromsgrove, Tibberton Court Charford and Shawfields Wythall.

A new initiative developed with the Community Safety partnership purchased three re-deployable cameras that can be used at locations across the district, for up to 12 weeks, in line with the “Re-deployable Camera Procedure”. We have worked in Partnership with WMP, BDHT, WCC Highways, at these sites to ensure deployment is proportionate, appropriate, and safe. Deployments in Bromsgrove include:

- Morris Walk / Rock hill
- King George Recreation Car Park, Sidemoor
- Tibberton Court, Charford.
- Collis Close, Charford.
- Shawfield Wythall

**Community Safety**

Community Safety Partnership Funding 2021-22 provided by the West Mercia PCC was allocated as follows and end of year monitoring and evaluation reports are being prepared to detail the outcomes achieved with the funding: -

| NWCSP Project   | Allocation         |
|---|--------------------|
| Contribution to West Mercia CSP Analyst Team              | £20,000.00         |
| Contribution West Mercia Integrated Offender Mgt.         | £5,000.00          |
| Empowering Young People Programme – Bromsgrove & Redditch | £30,000.00         |
| Outreach/Detached Youth Work – Bromsgrove & Redditch      | £20,000.00         |
| Safer Bromsgrove - Town Centre Issues                     | £4,084.00          |
| Safer Redditch – Town Centre Issues                       | £6,083.00          |
| Virtual Decisions – North Worcs. Knife Crime Project      | £5,500.00          |
| Safer Wyre Forest Projects                                | £48,583.00         |
| <b>Total Grant</b>  | <b>£139,250.00</b> |

Responding to Government consultations - North Worcestershire CSP responded to government consultations about the Domestic Abuse Act 2021, new Protect Duty being developed, linked to the Counter Terrorism and Security Act 2015 and discussions around a new duty to address Serious Violence which is being developed as part of the Police, Crime, Sentencing and Courts Act 2021. Discussions and Countywide delivery forums have been established or are being discussed as statutory guidance and development information emerges.

**Anticipated Activities/Key Milestones and Priorities For Next Period**

Continue to improve working relations with the Police

- Explore access to airwave radio.
- Explore appetite for police to collect data electronically.
- Continue encouraging Officers to visit Monitoring Centre at peak periods to support the operation and Officers on the ground.





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**3. Good News Stories and Awards (if applicable)**

**CCTV**

**Title of news story / award:** Surveillance Camera Code Compliance

Surveillance Camera Code of Practice Certificate of Compliance was awarded following an onsite, third party, audit carried out by accreditation body IQ Verify.



Valid Until  
October 2026

This demonstrates that the Council CCTV system is fully compliant with the provisions of the Protection of Freedoms Act 2012 and the Code. So, the Council and more importantly the public, may be reassured that surveillance camera systems which intrude upon their privacy are being demonstrably operated ethically and legitimately to an appropriate standard.

**Title of news story / award:** Secondary monitoring facility at Parkside for business continuity.

Following a review of business continuity within the Lifeline Service a secondary location was set up at Parkside for any such incident that could leave the Town Hall, Redditch inaccessible. As part of the digitization of the CCTV system, remote monitoring became an option. We have now set up a CCTV workstation with access to all camera location in our mini-Monitoring Centre at Parkside. This is utilized regularly.

**Title of news story / award:** SIA training licence compliance

2019/2020 saw an unusually high turnover of staff, of 50%. This resulted in the appointment of 10 new members of the team. New Monitoring Centre Operators have brought new ideas and eagerness to the team. Training and induction has been steady due to the difficulties of training whilst maintaining social distance and other new Covid secure requirements. However, never a team to be halted, we are proud to say that all Operators have passed their CCTV level 2 examinations and are licenced to the Security Industry Authority.

**Community Safety**

**Title of news story / award:** Local Area Improvement funded by Community Safety Partners

Following a site visit with the Ward Member for Charford, the Community Safety Team has pulled together a multi-agency partnership to initiate an estate improvement project in a confined neighbourhood area which has experienced significant anti-social behaviour which has negatively impacted on community cohesion. Drawing together council resources from Community Safety, Environmental and Community Services and working with the Police, BDHT and the local church initiatives the project team has identified a number of actions to address environmental factors contributing to the community safety issues in the area.



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Despite delays caused by Covid restrictions the project proceeded through 2021, with substantial changes being made to the built environment using the principles of Crime Prevention through Environmental Design (CPTED) directed by the two Community Safety Team DOCOs. The project will continue through the first half of 2022, entering a phase of community engagement utilising the experience within the project team supporting Asset Based Community Development (ABCD) and working with the Ward Member on the provision of positive youth diversion and engagement opportunities in the wider area. It is envisaged that the experience of this project will provide a model that can be transferred to other similar locations.

NWCSP Funding for 2022-23 from the West Mercia PCC has been allocated at similar amounts as previous years and partners are currently working on community safety project proposals for the forthcoming year.