

LONDON BOROUGH OF CAMDEN	WARDS: All
REPORT TITLE: CCTV, Responsive Security Patrol and ASB Update	
REPORT OF: Director of Property Management	
FOR SUBMISSION TO: Housing Scrutiny Committee	DATE: 17 January 2023
<p>SUMMARY OF REPORT:</p> <p>This report provides an update on the programme to renew the CCTV network across Camden's estates, the operation of its Responsive Security Patrol (RSP) and its approach to tackling anti-social behaviour (ASB) on estates.</p> <p>The work outlined in this report supports a number of the ambitions set out in We Make Camden, in particular making sure Camden has enough decent, safe, warm, and family-friendly housing to support its communities.</p> <p>LOCAL GOVERNMENT ACT 1972 – ACCESS TO INFORMATION: No documents that require listing were used in the preparation of this report.</p> <p>CONTACT OFFICER: Graeme Dyson, Head of Security, 020 7974 2967, graeme.dyson@camden.gov.uk</p>	
<p>RECOMMENDATIONS:</p> <p>The Housing Scrutiny Committee is asked to comment on the report and advise on any updates they would like to receive in the future.</p>	

Signature: 

Gavin Haynes, Director of Property Management

Date: 5 January 2023

1. INTRODUCTION

- 1.1 This report provides an update on the programme to renew the CCTV network across Camden's estates, the operation of its Responsive Security Patrol (RSP) and its approach to tackling anti-social behaviour (ASB) on estates.

2. CCTV NETWORK UPDATE

- 2.1 At the joint District Management Committee (DMC) meeting in January 2019 a proposal was put forward to renew the CCTV network across Camden's housing estates. This was in response to numerous requests from TRAs to improve and enhance the CCTV coverage on their estates given the age of the network and variable performance of the cameras. A proposal was put forward to replace the network across the borough and install new, higher quality digital CCTV which connect directly to a new control room.
- 2.2 This proposal was supported by the joint DMC, with a number of considerations around resident participation and involvement. This included the setting up of a periodic security panel meeting to discuss issues such as the responsive security patrol (RSP), estate lighting, CCTV and access control.
- 2.3 The proposed new CCTV and wireless network across Camden will cost in the region of £4-5m and the Council has procured and appointed the contractor Tyco to install the new network.
- 2.4 To date we have:
- Completed the upgrade of the CCTV control room
 - Installed and completed the main central transmitter ring for the new CCTV network, installed and currently testing the smaller Southern transmitter ring and due to start work on the Northern transmitter ring in January 2023.
 - Installed 58 new cameras to date – an overview of the programme is included at Appendix 1
- 2.5 Before we install new cameras, we carry out a detailed walkabout with resident representatives, CCTV engineers and our design consultant. Officers also take on board data from the Police, the Responsive Security Patrols and the community safety team.
- 2.6 As noted on Appendix 1, the programme is set to be completed next calendar year. The main risk to delivery is the shortage worldwide of computer chips – officers are mitigating this by pre-ordering equipment where this is possible.
- 2.7 During the upgrades, there may be a few periods of disruption to the camera networks and the Council intends to use Rapidly Deployable Cameras (RDCs), which work via the 4G mobile phone network, to cover high risk areas during any system downtime.
- 2.6 Approximately 25 of these RDCs are already being used by the Council successfully around the borough. These RDCs are generally used as a quick, temporary, response to developing safety and security issues that the Community Safety team or the RSP identify across the borough.

- 2.7 In terms of governance, the deployment and operation of CCTV is highly regulated and legislated by law and the Council has a range of requirements it needs to meet, including the maintenance of a CCTV policy. The Council's CCTV policy is a live document and is regularly reviewed. The Council's CCTV control room and CCTV policies are also currently being independently assessed as part of a Government-led verification process.
- 2.8 With regards management of the network, in March 2022 we completed a TUPE project and insourced the CCTV operators into the Council. At the same time, we re-structured the CCTV Control Room, creating a new CCTV Control Room Operations Manager and 4 new CCTV Shift Leaders. The new structure includes a CCTV Data and Governance Manager who is responsible for monitoring all aspects of the CCTV service and working with the Council's Data Protection Officer on any GDPR matters that arise.
- 2.9 A CCTV Dashboard has also been created that allows deep analysis of the statistics and trends behind the CCTV service. This information is now being shared with resident representatives.

3. RESPONSIVE SECURITY PATROL

- 3.1 The aim of the Responsive Security Patrol (RSP) is to reassure and engage with the community, responding to specific call outs from residents, carrying out patrols in line with agreed priorities and acting on intelligence provided by the community safety team, housing management and Police. The RSP also gathers evidence that can be used by the Police and other teams, in particular Community Safety and Housing Management, to take positive enforcement action.
- 3.2 Work to further develop the RSP during 2022 has focussed on the following:
- Placing emphasis on high visibility targeted foot patrols
 - Working more closely with community presence officers and the Police
 - Patrol officers wearing body worn cameras
 - New vehicles that have CCTV dashboard cameras and GPS trackers
 - Improvements to deployment and response time service levels
- 3.3 In terms of outputs, the RSP carried out 50,672 patrols to the start of December 2022 and responded to 2,975 resident's calls over the same period (an increase of about 500 calls on 2021). More than 25% of all patrols in 2022 were targeted and 6% responding to requests from residents – up from 4% in 2021. Tables with operational data are provided in Appendix 2.
- 3.4 This year the highest number of recorded incidents was Drug Users with 5,451 reports, followed by ASB with 3,749 incidents and Youth Disorder with 1,298 reports. In 2021, St Pancras and Somers Town was the most visited ward with 17% of all patrols, in 2022 the highest patrolled was still St Pancras and Somers Town with an increase to 24% of all patrols.
- 3.5 In 2022, 82% of all residents' calls into the CCTV Control Room were despatched within our target time. The RSP units attended 76% of calls within our target of 30 minutes. Response times fluctuate in line with demands on the service,

roadworks and / or other traffic restrictions. Clearly the RSP adheres to all speed limits, often 20 miles per hour in Camden, as it is not a “blue light” service.

- 3.6 An RSP Dashboard has been created that allows deep analysis of the statistics and trends behind the RSP service. This information is now being shared with resident representatives including as part of the regular DMC papers.

4. COMMUNITY SAFETY

- 4.1 The Community Safety Service leads on making people and places safer through addressing concerns relating to crime and antisocial behaviour. The service co-ordinates interventions and multi-agency responses by working in partnership with other services and external organisations.
- 4.2 Community Safety work to a neighbourhood model with the service split into North and South teams. Key to the delivery of this is the Partnership Tasking Meetings, which are held every 4 weeks. Tasking focuses on bringing together partners to address problems at a hyper-local level. The RSP regularly take-away actions and report back on progress with regards to localised problem-solving.
- 4.3 In terms of recorded crime, in 2019 Camden had the second highest number of crimes recorded of any borough across London, behind only Westminster. In the last 12 months Camden is recorded as the 7th highest borough in London for all crime. Overall crime levels in Camden are still slightly below those seen prior to the pandemic, whereas the pan-London picture shows crime is back to 2019 levels with some boroughs seeing significant increases from that period.
- 4.4 Key to the work of Community Safety is working in partnership with the Police. Neighbourhood Policing Teams work closely with the service, particularly on issues relating to estate-based concerns around antisocial behaviour and drug activity. The issue of drugs is a key priority for Camden’s Community Safety Partnership and we recognise the impact and importance of tackling drug activity in all forms. As well delivery against Camden’s Drugs Action Plan, the police are also delivering Project Adder across Camden and Islington as part of a Home Office pilot. Project Adder is set to run until March 2023 and is aimed at addressing drug related harm. The project focuses on co-ordinated law enforcement activity, alongside expanded diversionary programmes (such as Out of Court Disposal orders), using the criminal justice system to divert people away from offending.
- 4.5 Community Presence Officers (CPO) provide a frontline, visible resource for Community Safety. As well as a visible reassurance for the community, CPOs use enforcement powers under the Crime and Antisocial Behaviour Act 2014 to tackle resident concerns through use of Community Protection Notices (CPN). Officers work closely with police colleagues, delivering interventions such as joint patrols, youth engagement activity and weapons sweeps. CPOs work closely and regularly share information with the RSP.
- 4.6 2022 saw the start of a programme of housing estate walkabouts that will continue into 2023. Locations are selected through intelligence and reporting and Community Safety are represented at the walkabouts. As well as leading to actions that address reported issues, these walkabouts also provide an opportunity to engage directly with the local community.

5. COMMENTS OF THE DIRECTOR OF FINANCE

- 5.1 In reference to paragraph 3.3, spend up to March 2022 on the CCTV programme was £1.31m. In 2022/23 spend to date is £0.4m including commitments. The forecast to the end of the financial year is £0.75m.
- 5.2 The remaining capital budget for the CCTV upgrade is £3.13m. If any adjustment is needed to this, it will be part of the capital review process in subsequent years.

6. COMMENTS OF THE BOROUGH SOLICITOR

- 6.1 The use of CCTV, body worn cameras, dashboard cameras and GPS trackers all engage issues of privacy and data protection and their usage must be necessary, proportionate and justified. Where this is the case, officers need to ensure that all relevant codes of practice are adhered to and policies and procedures put in place to regulate their use, with appropriate training for staff.

7. ENVIROMENTAL IMPLICATIONS

- 7.1 The new CCTV cameras are more efficient as they provide data directly back to the control room and engineer visits are not needed to download data.

Report Ends