

REPORT TO CABINET MEMBER FOR DECISION

Open		Would any decisions proposed :		
Any especially affected Wards	Operational	(a) Be entirely within cabinet's powers to decide YES		
		(b) Need to be recommendations to Council		NO
		(c) Be partly for recommendations to Council and partly within Cabinets powers –		NO
Lead Member: Brian Long E-mail:brian.long@west-norfolk.gov.uk		Other Cabinet Members consulted:		
		Other Members consulted:		
Lead Officer: Karl Weeks E-mail: karl.weeks@west-norfolk.gov.uk Direct Dial:01553 616219		Other Officers consulted: John Greenhalgh Andy Piper		
Financial Implications YES	Policy/Personnel Implications NO	Statutory Implications NO	Equal Impact Assessment NO	Risk Management Implications YES
If not for publication, the paragraph(s) of Schedule 12A of the 1972 Local Government Act considered to justify that is (are) paragraph(s)				
Date meeting advertised: 30/07/12		Date of meeting decision to be taken: 06/08/12		
Deadline for Call-In: 13/8/12				

Date of meeting:

CCTV COMMUNICATIONS UPGRADE

Summary

CCTV communications are a vital requirement for the control room environment. They provide a service for users and stakeholders to alert or pass on information that needs to be acted upon. At times this is impossible to manage and there is a need to streamline how we manage our communications in an effective manner.

With the expansion of the CCTV service over recent years we have a need to manage the current communication infrastructure and also to consider our ability to add growth to the service, particularly if we are looking at any shared services and the implications that will have on the operator's workload and ability to cope.

Recommendation

To install a software solution to combine all the communication infrastructure within the CCTV service and allow additional equipment to be integrated into the system in the future.

Reason for Decision

Within its existing infrastructure the CCTV system currently has:

Radio Communications

- Police Radio
- Secure-Net - 2 channels for Shopwatch & Pubwatch system
- Council Radio – 6 channels including Civil Parking Enforcement Officers and Emergency Planning
- Council Radio – Caretaker support for Kings Court
- QEH – Incident support direct with Porters and Security

Telephony Communications

- 2 BT Landline emergency incident numbers, 1 for the emergency services the other for Local Authority Critical Incident support
- 5 VOIP lines including Out of Hours support for the general public and Lone Working support for the Local Authority Civil Enforcement Officers
- 2 SMS GSM Modems offering SMS text support for remote Key management and Alarm notifications on behalf of Norfolk Constabulary

When the control room is single manned or busy it can be impossible to effectively respond. We need to identify a method of;

- Helping to increase the operators capacity and efficiency
- Helping with Health & Safety by providing an audio and visual communications display
- Improving the accuracy of information our customers receive
- Improving the operators ability to respond when dealing with multiple calls
- Improving the capability of introducing additional radios and telephone lines with the minimal impact on staffing as we continue to expand

Policy Implications

This ties in with and supports a number of the Council's corporate objectives, including

- To ensure our services are provided at an appropriate level of quality whilst keeping council tax increases at or below the rate of inflation (4, 5, 6, 10),
- To run the council on a business-like basis, with prudent asset, financial, and risk management (1, 2, 7),
- To meet our statutory and legal responsibilities (7),
- To drive up performance and continuously improve our services (1, 2, 3, 4, 5, 6, 8, 9, 10)

Financial Implications

Expected cost £29000 to be taken from CCTV reserves

Staffing Implications

None

Statutory Considerations

None

Equality Impact Assessments (EIA's)

None

Risk Management

If we were to continue working as we currently are without investing in improvements to our communications infrastructure it could have an effect on the efficiency of the operators and ultimately the service.

Background Papers

None

Signed:

Cabinet Member for

Date