

Borough Council of
**King's Lynn &
West Norfolk**



CABINET SCRUTINY COMMITTEE

AGENDA

**WEDNESDAY 22nd AUGUST 2012
at 6pm**

Committee Suite
King's Court
Chapel Street
King's Lynn
Norfolk
PE30 1EX



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Borough Council of
**King's Lynn &
West Norfolk**



King's Court, Chapel Street, King's Lynn, Norfolk, PE30 1EX.
Telephone: 01553 616275
Fax: 01553 691663

14th August 2012

Dear Member

Cabinet Scrutiny Committee

You are invited to attend a meeting of the above-mentioned Committee which will be held on **Wednesday 22nd August 2012** at **6pm** in the **Committee Suite, King's Court, Chapel Street, King's Lynn** to discuss the business shown below.

Yours sincerely,

Chief Executive

AGENDA

1. Minutes

To approve the minutes of the meeting held on 19th July 2012 previously circulated (pages 243 – 248).

2. Apologies for Absence

To receive any apologies for absence.

3. Urgent Business under Standing Order 7

To consider any business which, by reason of special circumstances, the Chairman proposes to accept as urgent under Section 100(b)(4)(b) of the Local Government Act, 1972.

4. Declaration of Interest

Please indicate if there are any interests which should be declared. A declaration of an interest should indicate the nature of the interest (if not already declared on the Register of Interests) and the agenda item to which it relates. If a disclosable pecuniary interest is declared, the member should withdraw from the room whilst the matter is discussed.

These declarations apply to all Members present, whether the Member is part of the meeting, attending to speak as a local Member on an item or simply observing the meeting from the public seating area.

5. Members Present Pursuant to Standing Order 34

Members wishing to speak pursuant to Standing Order 34 should inform the Chairman of their intention to do so and on what items they wish to be heard before the meeting commences. Any Member attending the meeting under Standing Order 34 will only be permitted to speak on those items which have been previously notified to the Chairman.

6. Chairman's Correspondence (if any)

7. Response to Previous Committee Recommendations (if any)

To receive comments, and recommendations from other Council bodies, and any responses subsequent to recommendations, which this Committee has previously made. (N.B. some of the relevant Council bodies may meet after dispatch of the agenda).

8. Matters called-in Pursuant to Standing Order 12 (if any)

9. Scrutiny of Cabinet/Portfolio Holders' Decisions

(a) Special Cabinet Decision – 21st August 2012

Members are requested to bring to the meeting the Agenda and any accompanying documents for the Special Cabinet meeting held on 21st August 2012.

- (i) Local Support for Council Tax Scheme (Cabinet Agenda Item 7 page 1)

Councillor N Daubney (Leader and Portfolio Holder for Corporate/Strategic Issues & Resources), David Thomason (Deputy Chief Executive) and Joanne Stanton, Revenues and Benefits Manager have been invited to attend for this item.

(b) Schedule of Portfolio Holders' Decisions (attached at page 1)

To note the recent Portfolio Holders' Decision

- i) CCTV Communications Upgrade (attached at pages 2 – 3)

10. Date of next meeting

The next meeting of the Committee is scheduled to be held on **Thursday 20th September 2012 at 6.00pm.**

Circulation:

Members of Cabinet Scrutiny Committee:

Councillors C Joyce (Chairman), I Mack (Vice-Chairman), B Ayres, J Collop, A Lovett, T Manley, G Sandell, J M Tilbury and A Tyler

Management Team Representative: Debbie Gates, Executive Director, Central Services

Cabinet Members: Councillor N Daubney - Items 9(i)

**Management Team /Officers– David Thomason – Item 9(i)
Joanne Stanton – Item 9(i)**

Nicola Leader: Legal Services Manager and Monitoring Officer

CABINET MEMBERS' DELEGATED DECISIONS LIST – MAY 2012 to 2013

Portfolio Holder	Title of Decision	Date Published	Signing Off Date	Deadline Date	Recommendations	Outcome
Environment	CCTV Communications Upgrade	30/07/12	06/08/12	13/08/12	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	Passed

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