

Executive Committee

No specific Ward Relevance

10 June 2009

CCTV – AUDIO AND HELP POINT SCHEME REVIEW

(Report of the Head of Housing and Community Services)

1. Summary of Proposals

A 12 months review of the 6 Audio Points and 1 Help Point scheme connected to the Councils' CCTV and to provide evidence of its effectiveness since its introduction in to the Town Centre area in May 2008.

2. Recommendations

The Committee is asked to RESOLVE that

1) the outcome of the review of the Interactive CCTV and the evidence of its effectiveness provided be noted; and

2) the scheme continues with a further review in 12 months time

3. Financial, Legal, Policy, Risk and Sustainability Implications

Financial

3.1 The 12 months warranty for the Interactive CCTV will end in May 2009. The maintenance contract for the council's entire CCTV scheme which will incorporate the Interactive CCTV system is now in place. There are no financial increases to the contract.

a) The new maintenance contract will cover repair and maintenance of the Interactive Scheme after the 12 month warranty has finished.

Legal

3.2 Section 163 of the Criminal Justice and Public Order Act 1994 gives the Council the Power to provide CCTV systems. The Power includes the use of the systems for the prevention of crime.

Policy

3.3 The Redditch Community Safety Partnership and the Council have approved a three year Community Safety Strategy "Keeping Redditch Safe". The mission statement is:

“We aim to improve the quality of life for all of our communities, creating a safer environment, reduction crime and disorder and addressing the causes and fear of crime.”

Risk

- 3.4 There are no known risks for this scheme. However, the benefit is the ongoing reduction in crime and disorder.

Report

4. Background

- 4.1 The Audio and Help points were introduced to the existing CCTV in May 2008.
- 4.2 The Audio and Help points are responded by and monitored by the existing Response Centre Operators.
- 4.3 There are 6 Audio points and 1 Help point at various locations throughout the Town Centre.
- 4.4 The scheme concentrates on the Town Centre area with a heavy footfall of people going between the two Night Clubs and Taxi rank. This also covers the footfall from the bars along Alcester Street to the Night Clubs. It was noted by the current CCTV scheme that this is the area where most disorder is recorded.

5. Key Issues

- 5.1 The Audio Points allow interaction with the public using the PA system.
- a) Officers are able to challenge immediately the behaviour of individuals and groups before action is taken to include the Police.
 - b) The interaction with residents in the Town Centre area by asking residents to pick up their litter aims to improve the cleanliness of the Town Centre to help attract visitors from other Towns.
 - c) Residents can feel safer by knowing the Help Points are available reducing fear of crime and anti-social behaviour.
 - d) A total of 88 incidents were recorded through the address system a breakdown of these is in Appendix 1.

- e) The case studies included in Appendix 2 demonstrate the effectiveness of the scheme.

6. **Other Implications**

- Asset Management - None
- Community Safety - The Audio and Help Points help in dispersing disorder in the Town Centre and assisting the general public.
- Human Resources - None
- Social Exclusion - None.

7. **Lessons Learnt**

- 7.1 Provide ongoing training of the use in this system for all members of staff in the response centre and providing cue cards for consistency.
- 7.2 Providing log sheets for staff to record all times the system is used and for what purpose.

8. **Background Papers**

No background papers were specifically referred to in the preparation of this report.

9. **Consultation**

Relevant Redditch Borough Council staff have been consulted and case studies provided in the preparation of this report.

10. **Author of Report**

The author of this report is Ruth Griffin (Response Centre Manager), who can be contacted on extension 3559 (E-mail: ruth.griffin@redditchbc.gov.uk) for more information.

11. **Appendices**

Appendix 1 – Statistic for Audio Points.

Appendix 2 – Case studies.