

CCTV Service Delivery Plan – Phase 1

TASK	HOW	MONITORING MILESTONES & SUCCESSSES
<p>System audit and database development</p> <p>Identify & collate all EFDC owned and supported CCTV schemes across the district.</p>	<p>Retrieve & collate all existing CCTV documentation from the various service areas, existing champions & incorporate this into a central database.</p> <p>Visit all CCTV locations & identify system manufacturers, models, cameras types and quantities</p> <p>Systematically review & record all current & lapsed maintenance contracts, suppliers, systems plans & drawing where available.</p> <p>Risk assess all systems</p>	<p>Database & mapping system Completed.</p> <p>Service maintenance needs identified and progressed.</p> <p>Maintenance and Service schedule for all CCTV systems now in place. EFDC entered into contractual agreement with appointed contractor for 1 year with a view to extend for a further year in Oct 2010.</p>
<p>Consolidate all CCTV budgets</p> <p>The introduction of a centralised CCTV budget over seen by E&SS</p>	<p>Deliver initial & ongoing communication to all EFDC Directorates who previously had responsibility for CCTV systems , outlining the new CCTV role, its vision & expectations in a bid to consolidate CCTV funding allocated to existing services</p>	<p>Target deadline actions</p> <p>Clearly defined objectives</p> <p>Funds transferred from all current CCTV budget holders within the time constraints set out.</p> <p>All CCTV funds now under E&SS</p>
<p>Clear process for compliancy & best practice procedures for the use of CCTV.</p> <p>The implementation of a robust administrative system for the effective management of CCTV.</p>	<p>Carry out complete review of all existing procedures</p> <p>Introduction of new CCTV data requesting forms and procedures</p> <p>Deliver training package for all EFDC staff that have CCTV responsibilities.</p> <p>Staff development training</p> <p>Deliver guidelines to external partners such as Essex Police on procedures for requesting of EFDC CCTV video images & stills</p> <p>Identify those personnel who require SIA licences to use EFDC CCTV</p> <p>Create & introduce spend plan spreadsheets for CCTV</p>	<p>Spot checks and audits</p> <p>Staff refresher training</p> <p>Use of Various Performance Indicators (PI's) to determine success rates</p> <p>Procedures for CCTV image requests are now in place</p> <p>Process flow chart established for CCTV requests and delivered</p> <p>Staff development and training is ongoing and in some areas completed</p> <p>Spend plan spreadsheets up & running</p> <p>RAM tool developed and delivered</p> <p>Clear audit trail established for continuity of evidence chain.</p> <p>A complete continuity of evidence audit trail for CCTV now operating.</p> <p>Clear processes, methods and</p>

		<p>contingencies in place for the retrieval of video images.</p> <p>Electronic request forms, locator cards rolled out to partners including flow diagrams of procedures for CCTV enquires.</p> <p>Development of the case outcome documents finalised and will be rolled out in Dec 2010</p> <p>Staff training ongoing.</p> <p>New compliant CCTV sign designed and now rolled out across entire district. COMPLETED</p> <p>Case Outcome forms to be rolled out Dec 2010.</p>
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Revised CCTV Code of Practice (CoP)	<p>In conjunction with Essex Police, the ICO and National CCTV Strategy</p> <p>Research best practice, based on National CCTV Code of Practice (public document)</p>	<p>Code of Practice developed independent auditing To be reviewed on a regular basis</p> <p>Code of Practice for CCTV completed and endorsed by Scrutiny panel. This covers all aspects of CCTV management and use by EFDC. Designed specifically for EFDC based on the Home Offices national guidelines. Code of Practice to be released to Safer Communities web pages on the EFDC website soon.</p>
A cost effective maintenance contract in place for all EFDC controlled CCTV sites.	<p>Review existing maintenance provision. Introduce new maintenance contract</p> <p>Tender process set up for CCTV contractors identifying EFDC/Partnership needs and specifications of product</p> <p>5 stage process: Working with Essex HUB</p> <ol style="list-style-type: none"> 1. Prepare contract draft 2. Invite to tender 3. Tender received 4. Decision. 5. Contractors appointed 	<p>Short term contracts initially in order to evaluate performance and delivery of service</p> <p>Currently working on a new maintenance contract template with various levels of service</p> <p>Current CCTV contractors and suppliers to be enrolled into the HUB scheme Contractor appointed</p> <p>Maintenance for all CCTV in place with full audit reports for each system. All CCTV contractors now registered on PAE</p>
Partnership working	<p>Communications though various mediums such as; The introduction of a CCTV quarterly operational status reports for the entire districts CCTV CCTV Presentation workshops with partners, Councillors and other agencies where appropriate</p>	<p>Focus group Regular partnership working. Staff Feedback CCTV Monthly status report set up and running since November 2008. - DELIVERED</p> <ul style="list-style-type: none"> • Essex CCTV user Group set up and running since March 2009 • CCTV Mobile Partnership Vehicle training July 2009 • National CCTV user group membership joined

		<p>February 2009</p> <ul style="list-style-type: none"> • District Police to have EFDC CCTV presentations Providing capability and service information CCTV training provided to Essex Police for Loughton CCTV . Presentations given to various parish and town councils, directorates and Police in order to achieve consistency in approach to CCTV. EFDC CCTV Ops Officer appointed chairperson for the Essex CCTV User Group in May 2010. Group now acts on a common goal to provide a consistent measurable approach to CCTV across the county. CCTV Consultancy provided acting on behalf of the SCP to ensure licensing of premises are met in accordance with conditions laid out. Consultancy groups set up for new projects in the district in particular Epping and Debden Broadway CCTV.
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CCTV Service Delivery Plan Phase 2

TASK	HOW	MONITORING MILESTONES & SUCCESSES
<p>Continuous improvement to CCTV infrastructure through development.</p>	<p>Regular reviews of existing product capability</p> <p>Upgrade and integrate systems across the district as applicable</p> <p>Introduce new systems as part of growth and to meet new objectives</p> <p>Identify shortfalls and weakness and where necessary make appropriate decisions for change</p>	<p>On time delivery of new projects. Minimal Impact and disruption to service. Seamless Integration</p> <p>1. Integration of Buckhurst Hill CCTV sites completed by Autumn 2009 2. Enhancement of Upshire & Roundhills sites completed May 2009. 3. New CCTV schemes in Bobbingworth and Bakers Lane car park area expected – DELIVERED 2010 4. Pyrles Lane upgrade and Norway House expected delivery time end of 2010 - NORWAY HOUSE DELIVERED. CARELINE CCTV PROJECT INCLUDES TEN SITES ACROSS THE DISTRICT PREPARED FOR DELIVERY AUTUMN 2010 5. Remote access capability to be introduced starting with key locations inc Buckhurst Hill, Loughton High Road, Debden Broadway & Bobbingworth LOUGHTON HIGH ROAD, BUCKHURST HILL X2, BOBBINGWORTH, CHIGWELL LIMES AVE ESTATE, ROUNDHILLS SHOPS DELIVERED.</p>
<p>The introduction of 'Digital Only' CCTV systems across the district.</p>	<p>Identify older generation tape systems in use (Part of Phase 1 process)</p> <p>Replace all tape recording systems with digital systems.</p>	<p>Reduction in costs once in place. Improved Data Security Improved quality of images will increase success rates when using images for evidential purposes Allows for remote access monitoring provides greater flexibility in monitoring and reduces labour costs when image retrieval is required</p>

		<p>Meeting new digital parameters for CCTV such as frame resolution, frame rates, storage formats, audit trails, export efficiency and methods and download player software capability</p> <p>Replace SVHS system in SCP CCTV mobile unit. 2009</p> <p>Langston road depot digital switch</p> <p>Integrate Careline sites across the district end of 2011 digital switch over.</p> <p>ALL SITES EXCEPT ONE OF THE DEBDEN BROADWAY SYSTEMS ARE NOW RUNNING ON DIGITAL SYSTEMS. DEBDEN SWITCH OVER EXPECTED 2011.</p> <p>PARTNERSHIP MOBILE CCTV UNIT UPGRADED TO INCLUDE ANPR JAN 2010.</p>
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<p>Remote Access Capability.</p>	<p>Carryout feasibility studies</p> <p>Investigate suitable products to meet need through expertise of supplier and ICT</p> <p>Implement trials & demonstration periods where possible</p>	<p>Set up working action group with IT dept's appointed suppliers, and other key services and relevant partners</p> <p>By project and equipment performance studies in conjunction with suppliers and ICT</p> <p>Feasibility study completed – April 2009</p> <p>ICT support ongoing</p> <p>Working group established</p> <p>Remote access solutions identified – May 2009</p> <p>Stand Alone hardware and software purchased – by end of 2009</p> <p>Broadband and Bearer lines package identified May 2009</p> <p>Remote access capability to at least 3 sites not including existing Limes Farm estate by Dec 2009</p> <p>Pilot schemes set up in designated areas</p> <p>Record results through audit trails completed</p> <p>Identify best way forward completed</p> <p>Reduction of labour costs Delivered but ongoing</p> <p>Equipment downtimes reduced Delivered</p> <p>Improved Security of system</p> <p>SITE MONITORING IN SIX AREAS NOW COMPLETE. A FURTHER TEN SITES TO BE DELIVERED BY 2011. COSTS REDUCED IN RETRIEVING CCTV. ALL SYSTEMS NOW SECURED BY PASSWORD ENCRYPTIONS AND PYSICAL SECURITY INCLUDING CABINETS, RELOCATION OF EQUIPMENT. MORE CCTV EQUIPMENT MOVES PLANNED 2011 INCLUDING DEBDEN</p>

