

REPORT OF THE ASSISTANT DIRECTOR (HOUSING AND COMMUNITY SAFETY)  
TO THE EXECUTIVE  
2 June 2006

**CCTV Re-Organisation**

**1.0 Introduction and Report Summary**

1.1 The Executive will be aware that the 2006/7 budget contained two commitments to make savings within CCTV, these are;

- The merging of the current out-of-hours Duty Officer system with CCTV;
- The deletion of the post of CCTV Manager.

1.2 This report recommends decisions necessary to achieve these commitments.

1.3 The contact officer for this report is Paul Staines, Assistant Director (Housing and Community Safety) tel. 01235-547621.

**2.0 Recommendations**

2.1 *That the Executive agree to the proposals to merge the Duty Officer system with CCTV and delegate to the Assistant Director ( Housing and Community Safety) the task of introducing this by September 2006.*

2.2 *The Executive recommend to PRAC the deletion of the post of CCTV Manager from the current staff structure and the creation of the post of CCTV Supervisor with effect from 30/06/2006.*

**3.0 Relationship with the Council's Vision, Strategies and Policies**

3.1 This report relates to the Council's Vision and strands A, B and E in particular.

3.2 The report relates to the Vale's Community Safety Strategy.

3.3 The report complies with Council policy in terms of staff reorganisation and implementation of budget decisions.

**4.0 Background and Supporting Information**

4.1 The 2006/7 budget demonstrated the Council's commitment to maintaining an effective CCTV service.

4.2 In total the Council approved circa £60,000 of additional monies to fund the essential running costs of CCTV, costs which grow both as a result of the increased number of cameras which now operating in the District and because of the increasing complexity of the CCTV infrastructure.

4.3 Alongside this however, the budget also made two commitments to achieve savings through more efficient management and operation of the CCTV unit. These savings commitments were:

- A merging of the Council's Duty Officer system with the CCTV unit;

- The restructure of the CCTV establishment and the deletion of the post of CCTV Manager.

4.4 This report sets out a methodology for achieving these savings as detailed below.

## **5.0 Merging of the Duty Officer system with CCTV**

5.1 Members will be aware that the Council currently operates a duty officer system between the hours of 5 pm to 8.45am, Monday to Friday and from 5pm each Friday until 8.45 the following Monday each week to deal with out-of-hours emergencies. The rota comprises 5 volunteer officers and the total cost to the Council is circa £17,000 per annum.

5.2 Officers believe that it makes operational as well as financial sense for this system to be merged with the CCTV operator duty rota since this already provides 24 hours a day, 7 days a week cover for the CCTV operators. These officers, who number 6 FTE at full staffing levels can be provided with the necessary facilities to ensure that emergency calls are logged and dealt with appropriately and these operational efficiencies will realise a saving for the Council since the current Duty Officer system would no longer need to be resourced.

5.3 All staff affected by the proposal have been given an early draft of this report and it is intended that all will be provided with a final copy of the report and asked to comment if they so wish before the Executive consider the report so that those comments can be tabled at the meeting. In addition a copy of the report has been provided to Unison and an agenda item placed on the Joint Consultative Committee (JCC) that meets before the Executive

5.4 Those staff that have taken the opportunity to comment on the early draft of the report have voiced concerns , these can be summarised as follows.

5.5 Current Duty Officer staff are unhappy that they are being required to give up the work and remuneration attached to it and have expressed concerns that the quality of the Duty Officer service will suffer as a result of CCTV staff being required to carry this task out in addition to their current duties.

5.6 The response of managers to this concern is:

- i The current staff complement of CCTV operators is one that the managers and supervisor of the CCTV unit consider to be sufficient to operate the CCTV unit at the required levels. At present there are 2 vacancies within the unit and it is accepted that a full complement of staff needs to be in place before the Duty Officer system can be amalgamated. Recruitment is under way and will be complete before the Duty Officer system is merged with CCTV.

5.7 CCTV staff have made the following comments:

- i. The first area of concern is the current staff levels within the CCTV unit. Staff believe that they will not be able to take on the Duty Officer system at current staffing levels. The conclusion of the staff is that it will not be possible to take on the duty officer system until the staffing levels are at full capacity.
- ii. The second area of concern is that of work load and in particular where there is a conflict between the roles of CCTV Operator and Duty Officer. The staff are employed as CCTV operators feel they are under increasing pressure by the Police and South Oxfordshire District Council to produce results from the CCTV system, and that the Duty Officer role could detract from this.
- iii. The staff question whether the Duty Officer work is of a more senior nature than their current duties and whether they should be remunerated for it.

5.8 The response of managers to these points is as follows:

- i. This is dealt with in paragraph 5.5 (i);
- ii. The Deputy Director charged with the management of the Duty Officer system has carried out a detailed analysis of the call out and work rate for Duty Officers. Managers have examined this and are content that it is sufficiently slight for CCTV operators to be able to carry on their current work whilst at the same time dealing with Duty Officer call outs as they arise. Managers are content that with appropriate training and systems in place that the Duty Officer system will be maintained at its current high standard;
- iii. Managers are content to revise current job descriptions for CCTV operators and examine whether additional seniority is gained although it is not their view that this additional work should materially affect the current job grades.

## **6.0 Project Outline**

6.1 If the Executive are minded to approve this project, it will be necessary to delivery the following key milestones:

- Provide appropriate training for all CCTV staff on the Duty Officer system;
- Put in place appropriate telephone and IT systems in the CCTV control suite.

6.2 Officers believe this can be achieved by September 2006, thus achieving the savings commitment ear-marked in the budget for the first year of this project.

## **7.0 Restructure of CCTV**

7.1 The Executive will be aware that in 2005 the Executive considered the issue of staffing difficulties within CCTV.

7.2 As a result of these considerations the Executive agreed to fund a full time supervisor post within CCTV to carry out shift and man management of the CCTV operators together with other related staff issues.

7.3 This post was agreed on a temporary basis for 6 months, after which a review of its effectiveness would take place. Since that date there have been other issues that have caused this temporary arrangement to be extended. However it is now appropriate to review these arrangements and to make the appropriate alterations to the establishment.

7.4 Managers have been very pleased with the creation of the supervisor post. As a result the CCTV unit has been more closely managed and staff absenteeism and sickness has decreased considerably.

7.5 Key partner agencies, these being Thames Valley Police and South Oxfordshire District Council have reported increased satisfaction with the service being provided by the CCTV unit.

7.6 Equally importantly the staff have advised managers in a formal survey that they believe that the appointment of a CCTV supervisor has provided them with higher quality line management and supervision and have voiced their support for the post being made part of the CCTV staff establishment. Accordingly the Council has approved the creation of this full time post in the budget.

7.7 The creation of the post however leads the Council to reflect on the need for the post of CCTV Manager, currently a 0.6 FTE post within the CCTV structure. The Executive may be aware that the post of CCTV Manager has fallen vacant following the resignation of the last post-holder.

- 7.8 This post was created at a time when CCTV was being implemented and the post was created to carry out a dual function of both managing staff and providing the necessary technical and developmental support for CCTV.
- 7.9 Latterly CCTV has entered a period of consolidation, expansion has decreased and is expected to decrease further and the relevance of the role of CCTV Manager with its heavy emphasis on technical development has waned.
- 7.10 In the budget for 2006/7 the Council has agreed increased resources for the implementation of maintenance contracts for the entire CCTV system which should mean that operators are able to call upon specialist technical experts to effect maintenance and repairs as when the need arises. The implementation of this maintenance regime further erodes the necessity of the CCTV Manager.
- 7.11 For these reasons officers are recommending to the Executive that they recommend to PRAC the following:
- The post of CCTV Manager be deleted from the establishment of the Authority;
  - That the permanent post of CCTV Supervisor be added to the establishment of the Authority at its current grade and that officers be charged with moving as quickly possible to filling this post.
- 7.12 If members are minded to recommend this to PRAC, officers consider that the new establishment can be put in place by the end of September 2006. This will ensure that the saving identified in the budget is achieved.

## **8.0 Risk Assessment**

- 8.1 The risks associated with not carrying out the recommendations in the report are as follows:
- 8.2 In respect of the proposal to merge the duty officer and CCTV units, should this recommendation not be accepted then the Council will have a shortfall in its budget of £11,000 2006/7 (FTE £17,000) that it will need to fund from additional savings elsewhere in the Council.
- 8.3 In respect of the proposed restructure there is a risk that the progress made in effectively managing CCTV will be halted. This could lead to an increase in dissatisfaction with the service from our key partners and a decrease in staff morale. There would also be a shortfall in the Council's budget of £9,000 (FYE).

PAUL STAINES  
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