

REPORT TO: POLICY & RESOURCES COMMITTEE – 8 JUNE 2015

REPORT ON: CORPORATE REVIEW OF BUILDING SECURITY

REPORT BY: DIRECTOR OF CITY DEVELOPMENT

REPORT NO: 204-2015

1 PURPOSE OF REPORT

- 1.1 To report on the findings of a detailed investigation into the building security systems within the Council and to recommend the creation of a new corporate Safety and Alarm Centre.

2 RECOMMENDATION

- 2.1 It is recommended that a single Safety and Alarm Centre is created at West Housing Office with a scheduled opening in May 2016.
- 2.2 It is further recommended that a post of Safety and Alarm Centre Coordinator be established to oversee the set up and ongoing operation of the Safety and Alarm Centre.

3 FINANCIAL IMPLICATIONS

- 3.1 The estimated capital expenditure required to create the centre is £750,000. Finance is currently available in the 2015/16 Capital Plan to cover this and, additionally, grant funding is being sought from the 'Smart City' ERDF bid.
- 3.2 The estimated additional revenue expenditure required to run the centre is £265,000 per annum; however, savings can be realised across the Council which will at least cover this cost with the potential for an overall saving to the Council.

4 BACKGROUND

- 4.1 In February 2012, a Corporate Review into Council Building Security (including out of hours alarm call outs) was established within the Changing for the Future Programme. Across the city, the Council has historically invested in a wide-range of technologies across all of it's portfolio to protect people and property.

5 CURRENT OPERATING MODEL

CCTV Cameras and Systems

- 5.1 The Council currently has approximately 1,000 property related CCTV cameras in 79 properties across the city as follows:

Housing – 11 multi storey blocks located at Dallfield Court, Dudhope Court and in Lochee with 81 cameras installed. Additionally there are various levels of caretaker cover at Dallfield Court, Dudhope Court and Lochee. The Housing Department will be seeking to carry out a review of its CCTV provision at all 11 multi storey blocks.

Car Parking – a mini hub has been established at Gellatly Street Multi Storey Car Park to view CCTV images from the 113 cameras, respond to customer helplines and control barrier systems at Olympia, Greenmarket and Shore Terrace Car Parks.

Other – the remaining 800 cameras are installed at Council properties across the City.

6 PROPOSED MODEL

6.1 It is proposed that the Community Alarm and Emergency Out of Hours Services are moved to vacant floorspace which is available at West Housing Office and an integrated team be established to provide the following services.

- Monitoring and response to CCTV activities, lone worker, staff panic, lift, intruder and motion detection alarms, initiating responses to sites when required
- A mobile response team will respond to alarm activations, customer problems and provide patrols to potential high risk areas
- Central key holder for all operational Council properties
- 24/7 cover for all services above
- Community Alarm service
- Council Out-of Hour Emergency service
- 24/7 door access control and CCTV monitoring for all multi storey blocks
- Provide and advise on security issues across the Council

Co-location of the proposed additional services with the Community Safety Hub would allow greater synergy, joined up working and the delivery of a truly integrated city-wide community safety strategy.

6.2 It is proposed that the Community Safety Manager/Community Safety Hub Coordinator will also manage the Safety and Alarm Centre. A post of Safety and Alarm Centre Coordinator is proposed to oversee the establishment of the Safety and Alarm Centre and the day to day delivery of the agreed range of services. It is proposed that Staff are transferred from City Development (Car Parking) and Environment Department (Emergency Out of Hours) to operate the Centre. The Social Work Community Alarms staff will be co-located at the Centre.

6.3 The Housing Department will be seeking to consult stakeholders on a review of caretaker services and will factor in the services to be provided by the Safety and Alarm Centre, with the intention of completing their review to coincide with the opening of the Centre in May 2016.

6.4 A System Backup for the monitoring of CCTV, along with lone worker, staff panic, lift, property intruder and motion detection alarms would be provided by the mini hub at Gellatly Street Car Park in the event of power cuts, etc, at West Housing Office. The Community Alarm back up system is at Claverhouse Social Work Office.

6.5 The IT Division recommend a network solution for the transmission of CCTV images from the 79 Council properties to the West Housing Office. A logically separate network, known as a virtual local area network (VLAN), will be implemented to separate the CCTV traffic from all other Council network traffic. This would create a secure transmission path for the CCTV images.

6.6 The proposed safety and alarm centre will bring together a range of Council services and will create better 24/7 linkages to our staff, customers, tenants and building users. The current city-wide investment in technology to make people and property "safe and secure" will be delivered by co-ordinated and integrated strategies.

6.7 The establishment of a Corporate Safety and Alarm Centre will help to control and reduce self insured losses at Council properties and in this way be consistent with the Council's Risk Management strategy.

7 PUBLIC SPACE CCTV

- 7.1 The Council is currently in discussion with Police Scotland in relation to the future of Public Space CCTV, however, there is nothing in this report that would adversely impact on future options.

8 POLICY IMPLICATIONS

- 8.1 This Report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management. There are no major issues.

9 CONSULTATIONS

- 9.1 The Chief Executive, the Director of Corporate Services and Head of Democratic and Legal Services have been consulted and are in agreement with the contents of this report.

10 BACKGROUND PAPERS

- 10.1 None

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MPG/EWT/MS

27 May 2015

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