



Cyngor Castell-nedd Port Talbot  
Neath Port Talbot Council

**NEATH PORT TALBOT COUNTY BOROUGH COUNCIL  
CABINET (POLICY AND RESOURCES) SUB-COMMITTEE**

**18 April 2023**

**Report of the Chief Digital Officer – Chris Owen**

**Matter for Information**

**Wards Affected:** All Wards

**Neath Port Talbot CCTV and Emergency Response Update**

**Purpose of the Report:**

1. That the update report be noted.

**Executive Summary:**

2. The CCTV public space network has been in place across the authority since the mid 1990's and is a non-statutory service provision.
3. Following a recent significant investment in the CCTV infrastructure, officers are pleased to confirm the return to full 24x7x365 days per year CCTV and emergency response monitoring and exploration of wider opportunities this brings.

**Background**

4. The NPT CCTV camera network consists of multiple cameras strategically located throughout Neath and Port Talbot town centres, along the Aberavon seafront and Briton Ferry (see

appendix 1 below for full list). Their aim is to improve safety within their working spaces and assist in tackling crime and anti-social behaviour.

5. The camera network has recently been fully replaced with a full high definition digital provision utilising the latest Wi-Fi technology. This change has resulted in a significant reduction in operating costs as we moved from the BT fibre optic network to a predominantly Wi-Fi transmission model.
6. The CCTV camera provision provides a highly visible deterrent and has supported a number of public safety scenarios including identifying criminal activity such as burglary, anti-social behaviour, assaults and assisting with arson investigations.
7. Key benefits provided by the service include:
  - Enhanced Town Centre safety
  - Improving public perception of safety in the Town Centre areas
  - Reducing anti-social behaviour
  - Targeted response and assistance in police operations to tackle anti-social behaviour in the Town Centres
  - Support for the users of Store net radio system with assistance to businesses from CCTV where required. E.g. tackling shoplifting and identifying potential issues before they occur
  - Ability to assist Police in ongoing investigations
8. Our control room has also been upgraded to better utilise the new digital images with a purpose designed monitor wall, allowing the CCTV Emergency Response controllers improved monitoring capabilities.
9. Officers have completed a full review of the teams operating arrangements, rewriting all job descriptions to ensure they are fit

for purpose and aligning them to a new 24x7x365 delivery model.

10. Following a formal management of change exercise and consultation period, staff have been aligned to their new roles. We have also increased staffing capacity by utilising the savings from the new infrastructure operating costs to recruit an additional member of the team, which provides the necessary resilience to allow the service to transition back to a 24x7x365 delivery model.
11. With the move back to 24x7x365 operation, we have opened up a wide range of opportunities for the service to increase its portfolio.
12. We have already expanded the operation to include the monitoring of the Neath multi-storey car park. This has immediately provided benefits by using these cameras alongside the public space cameras to assist with Anti-social behaviour and crime in this vicinity.
13. The service has also become the Emergency Planning Teams 24/7/365 major emergency first point of contact for the authority. This has replaced the previous model which relied on Wales and West Fire Service to be the Council's first point of contact for major civic contingency incidents.
14. CCTV Emergency Response controllers now monitor the CCTV network continuously. They are now able to liaise with emergency services and local business to maintain public safety, address any illegal activity and focus on anti-social behaviour on a 24x7x365 basis.
15. Through the Business Crime Reduction partnership we are now actively strengthening links with local businesses and the police by:
  - Participating in multi-agency town walkabouts.

- Reinstating attendance at Business Crime Reduction Partnership meetings.
  - Increased participation with Storenet radio to assist with day to day activities such as shoplifting and anti-social behaviour in the town centres.
  - Renewed ability to effectively assist Police in ongoing investigations during the daytime.
16. The service has also started to explore other income generation opportunities which include:
- Alarm monitoring for council owned buildings and schools - This is a service currently contracted out to private contractors on a building-by-building basis. There are currently around 80 civic buildings and schools, which are directly contracted to external alarm monitoring companies.
  - Provision of additional CCTV monitoring for local organisations such as Community Councils – Similar to Briton Ferry. Pontardawe Town Council have expressed an interest in exploring the possibility of NPTCBC provided a tailored CCTV monitoring service.
  - Receive CCTV feeds directly from Civic Buildings and assist in building security.
  - Provide secure remote access facilities for council buildings/locations – reducing costly security.
  - Working with Health and safety in the development of lone worker service for council staff.
17. Camera positions across the authority will be reviewed periodically to ensure they continue to meet the criteria required. We are developing an approach which will clearly set out the

criteria for camera placement, along with the process that will need to be followed.

18. Officers will provide further updates to Members as the service develops.

**Financial Impacts:**

19. There are no financial impacts associated with this report.

**Integrated Impact Assessment:**

20. There is no requirement to undertake an Integrated Impact Assessment.

**Valleys Communities Impacts:**

21. There are no valley communities impacts associated with this report.

**Workforce Impacts:**

22. There are no workforce impacts associated with this report.

**Legal Impacts:**

23. There are no legal impacts associated with this report.

**Risk Management Impacts:**

24. There are no risk management impacts associated with this report.

**Consultation:**

25. There is no requirement for external consultation on this item.

**Recommendation:**

26. That the update be noted

**Appendices:** Appendix 1 – Current NPT Camera Locations (please see below)

**List of background papers:** None

**Officer Contact:**

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## APPENDIX ONE

### LOCATIONS OF CAMERAS COVERED BY PUBLIC SPACE CCTV

| ID | AREA                | LOCATION             |
|----|---------------------|----------------------|
| 1  | Neath Town Centre   | Full Moon            |
| 2  | Neath Town Centre   | Castle Hotel         |
| 3  | Neath Town Centre   | Angel Place          |
| 4  | Neath Town Centre   | Old Market Street    |
| 5  | Neath Town Centre   | Bridge Street        |
| 6  | Neath Town Centre   | Gnoll Park Road      |
| 7  | Neath Town Centre   | Prince of Wales      |
| 8  | Neath Town Centre   | Nat West             |
| 9  | Neath Town Centre   | Green Street         |
| 10 | Neath Town Centre   | Wind Street          |
| 11 | Neath Town Centre   | New Street           |
| 12 | Neath Town Centre   | Church Place         |
| 13 | Neath Town Centre   | Water Street         |
| 14 | Neath Town Centre   | Civic Centre         |
| 15 | Neath Town Centre   | Windsor Road         |
| 16 | Neath Town Centre   | Victoria Gardens     |
| 18 | Neath Town Centre   | Civic Centre         |
| 19 | Neath Town Centre   | Victoria Gardens     |
| 20 | Neath Town Centre   | Victoria Gardens     |
| 21 | Neath Town Centre   | Windsor Road         |
| 22 | Neath Town Centre   | Stockhams Roundabout |
| ID | AREA                | LOCATION             |
| 24 | Milland Rd Car Park | Milland Road Bridge  |
| 25 | Milland Rd Car Park | Milland Lift         |
| 26 | Milland Rd Car Park | Milland Lift         |
| 27 | Milland Rd Car Park | Railway Station      |

|           |                         |                                     |
|-----------|-------------------------|-------------------------------------|
| 28        | Milland Rd Car Park     | Milland Road Car Park               |
| 29        | Milland Rd Car Park     | Milland Road Car Park               |
| 30        | Milland Rd Car Park     | Milland Road Car Park               |
| 31        | Milland Rd Car Park     | Milland Road Car Park               |
| <b>ID</b> | <b>AREA</b>             | <b>LOCATION</b>                     |
| 40        | Neath Town Centre       | Water Street/Wind Street            |
| 41        | Neath Town Centre       | Wind Street                         |
| 42        | Neath Town Centre       | Water Street(awaiting installation) |
| <b>ID</b> | <b>AREA</b>             | <b>LOCATION</b>                     |
| 164       | Baglan Library          | Laurel Ave                          |
| 201       | Port Talbot Town Centre | Cwmafan Road                        |
| 203       | Port Talbot Town Centre | Civic Centre                        |
| 205       | Port Talbot Town Centre | Prior Street                        |
| 206       | Port Talbot Town Centre | Forge Road                          |
| 207       | Port Talbot Town Centre | Bethany Square                      |
| 208       | Port Talbot Town Centre | Shopping Centre                     |
| 209       | Port Talbot Town Centre | Heilbronn way                       |
| 210       | Port Talbot Town Centre | St Mary Place                       |
| 213       | Port Talbot Town Centre | Market Car Park                     |
| 214       | Port Talbot Town Centre | Station Road                        |
| 215       | Port Talbot Town Centre | Station Road                        |
| 216       | Port Talbot Town Centre | Market Car Park                     |
| 217       | Port Talbot Town Centre | Train Station/Transport Hub         |
| 218       | Port Talbot Town Centre | Grove Place                         |
| 219       | Port Talbot Town Centre | Cramic Way                          |
| 220       | Port Talbot Town Centre | Cramic Way                          |
| 221       | Port Talbot Town Centre | Cramic Way                          |
| 301       | Port Talbot Town Centre | Water Street                        |
| <b>ID</b> | <b>AREA</b>             | <b>LOCATION</b>                     |
| 305       | Promenade               | Lido                                |
| 306       | Promenade               | Seafront                            |
| 307       | Promenade               | Western Avenue                      |



|           |                           |                    |
|-----------|---------------------------|--------------------|
| 308       | Promenade                 | Franco's           |
| 309       | Promenade                 | Scarlett Avenue    |
| <b>ID</b> | <b>AREA</b>               | <b>LOCATION</b>    |
| 401       | Briton Ferry Area         | Lodge Cross West   |
| 402       | Briton Ferry Area         | Neath Road         |
| 403       | Briton Ferry Area         | Rockingham Terrace |
| 404       | Briton Ferry Area         | Neath Road         |
| 405       | Briton Ferry Area         | Church Street      |
| 406       | Briton Ferry Area         | Lodge Cross East   |
| 407       | Briton Ferry Area         | Old Road           |
|           | <b>ADDITIONAL CAMERAS</b> | <b>LOCATION</b>    |
| 1         | Neath MSCP                | All Cameras        |
| 2         | Aberafan MSCP             | All Cameras        |