



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:

Chris Owen

Chief Digital Officer

Tel: 01639 686217

c.m.owen@npt.gov.uk

Chris Cole

Operational Manager – CCTV

Tel: 01639 686167

c.j.cole@npt.gov.uk

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
ID	AREA	LOCATION
40	Neath Town Centre	Water Street/Wind Street
41	Neath Town Centre	Wind Street
42	Neath Town Centre	Water Street(awaiting installation)
ID	AREA	LOCATION
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
ID	AREA	LOCATION
305	Promenade	Lido
306	Promenade	Seafront
307	Promenade	Western Avenue

308	Promenade	Franco's
309	Promenade	Scarlett Avenue
ID	AREA	LOCATION
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
	ADDITIONAL CAMERAS	LOCATION
1	Neath MSCP	All Cameras
2	Aberafan MSCP	All Cameras