

Public Document Pack



**SCOTTISH BORDERS COUNCIL
TO BE HELD ON THURSDAY, 28
MARCH, 2024**

**Please find attached the Report in respect of Item No.
13 on the agenda for the above meeting**

13.	Public Space CCTV and Town Centre Connectivity (Pages 3 - 36) Consider report by Chief Executive. (Copy attached.)	10 mins
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CCTV and Town Centre Connectivity Investment Proposal

Report by Chief Executive

SCOTTISH BORDERS COUNCIL

28 March 2024

1 PURPOSE AND SUMMARY

- 1.1 The report brings forth a full business case to Elected Members following the report presented to Council on 28th of September 2023 outlining high level proposals and costs.**
- 1.2 The interim report from 25th January 2024 set out the progress in developing a solution to replace the CCTV system in seven Borders towns that represents best value for the Scottish Borders.
- 1.3 That report outlined the state of the current provision of CCTV and detailed the benefits and other considerations for potential investment.
 - 1.3.1 The benefits included:
 - The replacement of the existing CCTV systems, which are approaching a point of disrepair and will in any event become obsolete as of 2025.
 - An opportunity to invest in public safety through deterrent, detection and prosecution of crime.
 - The ability to collect meaningful data, for both Police Scotland and the Council.
 - The potential to use the investment in CCTV to look at use cases for the technology and wider connectivity infrastructure.
 - 1.3.2 Additional discussion on the report highlighted:
 - The wider opportunities for investment in infrastructure to support Scottish Borders as “smart, connected rural region” and the role of the project in relation to wider infrastructure programmes
 - Initial work undertaken by Hawick Community Council on the CCTV model they had developed and request for further engagement on their approach
 - The need for communities to be fully consulted on the proposed solution and for clarity around data usage and privacy

- Members requested officers proceed to develop a fully defined proposal with a costed business case and funding arrangements coming back to a subsequent Council meeting for final approval.
- 1.4 This report now brings forward that business case detailing the development of the proposals utilising the Five Case Model to demonstrate:
- The Strategic Case
 - The Socio-Economic Case
 - The Commercial Case
 - The Financial Case
 - The Management Case
- 1.5 Included within the business case is the analysis undertaken to ensure that the proposals offer the best value financial and technical offer for Scottish Borders Council in line with the recommendations from our strategic IT partners on the future proofing of our investment. The proposed solution is detailed in Section 7.4 of this report.

2 RECOMMENDATIONS

2.1 I recommend that the Council:

(a) Accepts the recommendations of Scottish Borders Council's strategic IT provider, CGI on the best value solution for CCTV and associated connectivity infrastructure for the Scottish Borders;

(b) Delegates responsibility to the Chief Executive, following consultation with the portfolio holder for Finance, HR and Transformation, to refine the solution and administrative arrangements and sign the necessary contract amendment with CGI to deliver the project within the financial and operational parameters set out in this report;

(c) Notes the receipt of comparative costs and best value analysis undertaken, and recommendations provided on technical solutions;

(d) Notes the commitment to further engagement with communities on the proposals and the implications for privacy and data security;

(e) Notes the commitment to continue conversations with Hawick Community Council on the proposals for their community and engage with Community Councils and other key groups in the 7 towns covered by this investment;

(f) Notes the intention to integrate the use of CCTV data into the wider Data and Information Strategy under development for Scottish Borders Council including considering how community owned and operated systems interact with the proposed CCTV system; and

(g) Delegates authority to the Chief Executive to agree any minor wording or drafting changes that do not materially amend the scope of these proposals set out in this report in order to address unforeseen requirements or clarifications arising during implementation.

3 BACKGROUND

- 3.1 Previous reports to council have outlined the existing arrangement for CCTV systems in the region, where Scottish Borders Council operates sixty-five Public Space CCTV cameras located in Duns, Hawick, Galashiels, Kelso, Peebles, Eyemouth and Melrose. This system is outdated and will be rendered obsolete in 2025. Further to this, 2 mobile camera systems are also utilised and owned by Police Scotland and a separate project is underway to bring more mobile cameras into service.
- 3.2 Selkirk and Newcastleton have both established different models, which Scottish Borders Council does not operate but are accessible to Police Scotland through access agreements with the community as the data controller. Elected Members have previously expressed an interest in aligning Council investment with community systems and understanding of each has been gathered from the delivery teams in each case.
- 3.3 Hawick Community Council has developed a proposal for a replacement CCTV system in the town and their proposal has been discussed with officers and local Elected Members to establish the principles of the proposal, and the likely costs.
- 3.4 A level of analysis of current CCTV locations overlaid with criminal and antisocial behaviour incidents has been developed by the Safer Communities Team and Police Scotland to help inform the requirements of new cameras.
- 3.5 Although the coverage of the proposed replacement system largely aligns with the "hot spots" identified through the data, there are outlying areas. The analysis indicates the need for a system that has a degree of flexibility that will allow a level of responsiveness to changing circumstance and patterns of criminal and antisocial behaviour. Determination will be made on the changing nature of areas of interest for CCTV coverage during the project initiation.
- 3.6 CCTV systems are available in a range of formats and can utilise different forms of connectivity, and store data in a range of ways. Officers have worked with our strategic IT partner to investigate the options available to us and have drawn on the expertise of their technical advisors to determine their recommended solution for a replacement system.

4 DATA PROCESSING AND ASSISTIVE TECHNOLOGY

- 4.1 Data Governance arrangements have been explored and a full Data Protection Impact Assessment will be developed on acceptance of this report. Officers will continue to work with counterparts in Police Scotland to determine data ownership arrangements that are suitable for both parties for the information being captured, and access arrangements of the proposed system. There has been consideration given to the learning available from the mobile CCTV deployment project led by Safer Communities & Homelessness and from other local authorities' data controller models. This will be further developed for current data use cases, with consideration of likely future opportunities beyond crime prevention.

- 4.2 Officers have consulted Police Scotland’s [national policy](#) to determine the agencies digital aspirations and confirmed with representatives that there are no standard specification requirements for CCTV or requirement to change the data access arrangements to an integrated digital solution at this time. Systems under consideration will provide scope for future integration if required.
- 4.3 Opportunities to leverage the investment to provide greater insights and information to Scottish Borders Council is part of the best value considerations. Utilising video data for purposes beyond crime prevention offers the Council opportunities for intelligence the benefits the community and helps to inform and optimise serviced delivery. However, some uses of AI (Artificial Intelligence) and other forms of technology assisted analysis, such as Machine Learning is prohibited for use by Police Scotland, such as the use of facial recognition. Careful consideration on the functionality of the proposed solution, the ability to deactivate components, and appropriate use cases for assistive technology will be outlined in the full DPIA. The purpose of data being gathered, and the use of information will be robustly demonstrated and engagement with the community will be critical to realise a solution that balances privacy with opportunity. However, SBC will continue to explore secure ways to maximise the benefits of investment in CCTV beyond initial functionality, in line with the wider digital strategy and ongoing developments.

5.0 BUSINESS CASE

5.1 Strategic Case

Investing in a replacement CCTV system for the Scottish Borders ensures that the infrastructure is in place to deter, detect and prosecute crime. The current CCTV system is inadequate for modern policing, and the imminent obsolescence of the technology further reinforces the need for a modern system.

5.1.1 Benefits include:

- Modern system which allows for secure storage of data and provides video evidence in a suitable format, with opportunities for computerised analysis and identification, such as Automatic Number Plate Recognition (ANPR).
- The system also allows for information to be reviewed easily with intelligent remote access to allow Police Scotland to access information independently, optimising officer time and removing delays.
- Beyond crime use cases, the system provides the Local Authority with information to protect Council assets and monitor the condition of infrastructure remotely and allow for real time information on condition in the event of incidents.
- Situational awareness allow Scottish Borders Council manage risk by using the video data to provide insights into footfall, crowd density

and other behaviours, with a reliable record of events offering protection against liability and corroborate evidence.

- Future opportunities to leverage the data gathered by CCTV using assistive technology to inform service optimisation and delivery through data driven decision making and strategic planning.
- The infrastructure implemented to support the CCTV system will allow the Council to explore deployment of additional devices to further information gathering to support efficiencies needed to achieve operational savings, whilst maintaining standards.

5.2 **Socio-Economic Case**

The Socio-Economic benefits for CCTV hinge on the ability to make more of the investment and stack use cases to realise the potential of data to support communities.

5.2.1 Benefits include:

- Investing in a modern CCTV system serves to improve public safety and trust amongst residents and visitors. As a deterrent, the system serves to reduce anti-social behaviour and protect assets making the region more attractive as a destination to live, visit and do business in
- CCTV has the potential to offer a vast range of data to the Council and other Community Planning Partners to support service delivery and optimisation to make public money go further. That same range of data can be extrapolated out into meaningful insights for community led planning and place making, to attract external investment and funding, and inform decision making on the expenditure of community funds.
- Tourism and the visitor economy can utilise CCTV gathered information to understand visitor patterns, traffic and footfall to better tailor their offering and maximise business opportunities contributing to the overall economic development of the region.
- Planning and development can further support economic prosperity by using the intelligence for transport planning and infrastructure development, and to target resources efficiently.
- The infrastructure that supports the CCTV proposal has the potential to support wider digital inclusion and provide a more stable ground for socio-economic equality for all Borders residents.

5.2.2 Given Scottish Borders Council's unique opportunity to leverage further investment in connectivity through the Borderlands Inclusive Growth Deal, CCTV proposals are being considered as a "phase 1" on which connectivity can be built. It is proposed that Town Centre Wi-fi and additional connectivity benefits to the community will be developed as future phases to ensure a joined-up approach across the region and maximise the potential to support a range of digital interventions to benefit the region. Investing in fibre infrastructure is the first step to support the wider aspirations.

5.2.3 Learning from this project will support strategic thinking on future CCTV and other IoT devices that are deployed by Scottish Borders Council including those within the DSIT 5G Innovation Region funded project.

5.2.4 Data Driven Innovation opportunities for the economic development of the Borders region were outlined in a paper by Edinburgh University under the Edinburgh and South-East Scotland City Region Deal and the use of data derived from CCTV and how that could be utilised in the future has been considered as part of the scoping of the project. Utilising the analytical functions of the system for wider uses will be explored following implementation and considered as part of the ongoing work on the Data Strategy.

5.3 **Commercial Case**

Investment in replacement CCTV is a proactive safety measure which responds to the ask from our communities to improve safety and preservation of the public realm. Scottish Borders Council has committed within our Council Plan to be a community led council and respond to the needs of our communities. The commercial case from investment considers the prioritisation of community safety and wellbeing as a cornerstone of empowering our communities, and foster pride in the region.

5.3.1 Considerations include:

- The Scottish Borders region has seen a ground swell in community led action through the Place Making activity supported by Council officers and our partners. The investment in the CCTV system offers a foundation of technology that can be built upon by community aspirations as Place Plans and Community Action Plans come forth and helps to realise service improvements identified as priorities for our communities.
- Enhancing community trust and engagement through communicating the opportunity the system offers for improvements to public safety and wellbeing, and engaging with the community on additional use cases that could be developed to empower them with information.
- Economic benefits borne out of the investment.
- Return on investment can be realised through service efficiencies gained from meaningful insights. On acceptance of the proposal whilst the project is being implemented there is opportunity to work with services to demonstrate the capabilities of the system and look at means to utilise the data to support service planning and optimisation.
- A modern CCTV system allows Scottish Borders Council to monitor, protect and manage infrastructure from both crime and anti-social behaviour; minimising the expenditure associated with replacement and repair; whilst also providing opportunity for insights to support proactive management of infrastructure, using object detection and other assistive technology.

5.3.2 The project procurement and delivery will be handled through the standing contractual arrangements with CGI as our strategic IT provider. Due diligence and risk assessment has been established within the Impact Assessment created by CGI, identifying the roles and responsibilities of the Council, CGI and the third-party suppliers.

5.4 **Financial Case**

The investment associated with the installation and maintenance of a new CCTV system for the Scottish Borders delivers the benefits to public safety, potential for long-term savings and economic prosperity.

The financial case for CCTV is built on the return on investment that can be realised through:

- CCTV systems acting as deterrents against crime, reducing the likelihood of vandalism, theft, and other antisocial activities. By curbing such incidents, Scottish Borders Council could save substantial sums in property damage repair.
- Minimising liability costs through improved responses to risks posed through faulty infrastructure and damaged public realm assets.
- Operational and resource efficiencies, for Police Scotland, by maximizing the effectiveness of limited resources.
- CCTV aids in enhancing public safety, thereby fostering an environment conducive to economic activity. Businesses are more inclined to invest in areas with robust surveillance infrastructure, leading to increased commercial activity and revenues for the local economy.
- Protection of public investment in infrastructure and assets, and demonstrates a commitment to external funders for ongoing care
- Revenue generation opportunities may be realised through leveraging the connectivity infrastructure of the fibre which will be available under an exclusive use arrangement for Scottish Borders Council under the proposals. Further work is required before this could be quantifiable.

5.4.1 Affordability and Funding Arrangements

It is proposed that the CCTV proposal is funded from the existing T34 budget which supports the delivery of digital transformation for the Council and the region through our strategic partner CGI.

Costs have been presented as capital and revenue budget options, to allow Scottish Borders Council to utilise the available funding to support the project over a 10-year period.

In light of the T34 capital budget available for digital investment, it is recommended the capital option is progressed with the most significant costs funded up-front from existing budgets and smaller revenue annual cost which can be funded from existing budgets with a small saving deliverable.

The current revenue costs, associated with the obsolete system, are £32k for ongoing maintenance. The ongoing revenue costs of the proposed system offers is in the region of £20k with an effective savings of in the region of £10k per year using the Capital investment model.

Energy costs are currently around £10k per annum, energy consumption of the new system as a whole will need to be calculated;

however, the current system operates 90kw cameras with the new hardware operating between 12 – 20kw (fluctuation based on ambient temperature) representing further revenue saving potential.

A one-off cost of £10k has been budgeted against street civils work required to be undertaken by the Street Lighting team for removal and ethical disposal of the old system, and for effort to facilitate the install of the new hardware.

5.4.2 Best Value

As part of the assessment of the financial case, officers tasked CGI with demonstrating best value to the authority through the technical specification being offered, and the additionality that could be realised through the investment. CGI conducted an exercise to cost comparative quotes only, based on the same requirements given to all three parties This included:

- 5.4.2.1 An exercise conducted by CGI to request two comparative quotes from suppliers Capita and BT to compare against the CommsWorld proposal. The same requirements were given to all three parties.
- 5.4.2.2 Proposals from the three vendors have been evaluated by CGI and recommendations made on the best value offering.
- 5.4.2.3 The Vendor 1 proposal was discounted based on the significantly higher cost offer made, with comparison of the Vendor 2 and recommended vendor CommsWorld proposals made on the connectivity models and systems proposed to ensure fitness for purpose now and for future usage. (See table as per 7.2)

5.5 **Management Case**

The management of the CCTV solution is considered in three parts:

- Project delivery
- Business As Usual
- Whole life cycle management

The project is a long-term investment for the Council and to maximise the outlays of the technology, the project has been costed over a 10-year period and the management case reflects the period.

5.5.1 Project Delivery

- 5.5.1.1 The project has been established under the Digital Transformation programme in recognition of the alignment with the wider Data Strategy, and emerging IoT and AI strategic thinking. The project will continue to report to the Digital Transformation board over the duration of the project delivery.
- 5.5.1.2 CGI will act as the delivery agent for the project and will be responsible for the management of the third-party delivery partner(s) and for liaising with Scottish Borders Council officers on the progress of the project and actions required of the Local Authority.

- 5.5.1.3 The project delivery will be overseen by a cross departmental team from SBC, with a nominated officer from Police Scotland acting as the liaison with the Council delivery team, with CGI providing a project team to support.
 - 5.5.1.4 The transformation team will provide a project manager to lead the internal team and support the reporting to the board.
- 5.5.2 Business As Usual
- 5.5.2.1 The current CCTV systems is managed by the Street Lighting Team within Environments and Infrastructure and the new system will continue to be managed by this team, with support for the Digital Innovation and Systems team for the management and integration of the information access and management system offered in the proposal.
- 5.5.3 Whole Life Cycle Management
- 5.5.3.1 The longevity of the solution has been considered as part of the options appraisal and is based on industry intelligence given as recommendations from CGI. Officers understand that the solution that is being proposed offers a “state of the art” installation and allows for future proofing as far as is possible with technology-based solutions.
 - 5.5.3.2 The ongoing management and maintenance of the hardware and system has been included as part of the 10-year costs forecast

6 DEVELOPING THE PROPOSAL

6.1 The Rough Order of Magnitude (ROM) proposals presented to Elected Members on the 28th of September 2023 provided outline costs for the replacement of the CCTV system in 7 towns.

Elected Members tasked officers to:

- Examine the costs presented and bring a best value solution back to Council with a full business case, which is outlined in this report.
- Consider the CCTV replacement and town centre Wi-Fi separately, and this is reflected in the approach now adopted
- Engage with communities on the proposals – a level of engagement has been undertaken with community representatives where community owned and operated systems have been developed – further engagement with the communities affected will be undertaken following the agreement of a technical solution.

6.2 Subsequent discussions with elected members also highlighted:

- A desire to build on the good work of the community led systems and look at how the Councils investment can align and integrate.
- The importance of robust management of the system to balance privacy with the need to capture data, and the use cases for doing so.

6.3 The update report to Council on 25th January 2024 advised on the progress made in delivering on the outlined tasks and culminate in this report with recommendations on a preferred system and way forward.

7 RECOMMENDATIONS, ADVICE AND SUPPORTING INFORMATION FROM CGI

7.1 CGI were tasked as our strategic IT partners to develop the ROM proposal in line with the defined asks of the Elected Members. Officers sought to realise best value by working with CGI specialists to determine a system that would meet the needs for crime prevention, detection, and prosecution in the Scottish Borders. The proposal was required to future proof the Council's investment by allowing the future "stacking" of use cases to realise strategic value for the wider Council, and importantly, offering additional value to communities.

7.2 A Request for Pricing exercise was undertaken by CGI whereby commercial operators were asked to price against the requirements and prices offered as follows.

	CGI recommended Vendor Solution	Vendor 1 Solution	Vendor 2 Solution
Base service (16 years)	£2,683,268	£4,325,795	£3,187,312

Remote support setup for management of service and account management charges	Included	Included	+5% to +15%
Patching of CCTV system	Included	Included	+5% to +10%
Penetration testing	Included	Included	+5% to +10%
Backup solution	Included	Included	+5% to +30%
Facilities management of additional sites	N/A	N/A	Unknown
Like-for like comparison	Baseline cost	+50% to +70%	+45% to +95%

Pricing was offered by the three vendors based on a combination of Capital and Revenue costs and the comparison is based on this arrangement.

Cost option figures have been shared with officers but have been anonymised in line with commercial confidentiality.

In light of the T34 Capital budget, the CGI recommended vendor also provided an option to progress with the most significant costs funded up-front as capital investment with a smaller revenue cost, which is preferable to SBC. Those costs are detailed in 8.6.

- 7.3 The solution offered has been determined by our strategic IT partners as the most cost-effective option solution through a like for like comparison and that offers best value, while taking into consideration, value for money, technical solution, information and physical security, robustness, and alignment to key SBC technical strategy. SBC officers have been engaging robustly with CGI over this matter for several months to ensure both best value and a that a suitable technical solution be developed. This report and proposal has been discussed by CMT and approved by them.

7.4 CGI Recommended Solution - CommsWorld Cloud Based Solution

<p>Credentials</p>	<p>CommsWorld are a strategic telecommunications network provider partner to CGI, working with them on a number of previous projects, including fibre build to Scottish Borders schools.</p> <p>The organisation has offices in Edinburgh and Glasgow and provides CCTV solutions as part of their core offering.</p> <p>The third-party provider proposed for both the hardware and the system is Verkada who are headquartered out of the United States and was established in 2016 as a disruptor in security solutions within the tech industry.</p> <p>The Verkada solution has been deployed for campus and building security management in sites across the UK, with the Scottish Borders installation representing the first public space deployment of the innovative system in Scotland.</p> <p>Over 22,000 organizations across 70 countries worldwide trust Verkada as their physical security layer for easier management, intelligent control, and scalable deployments.</p>
<p>Overall solution</p>	<p>The Verkada product utilises a cloud-based platform to access and manage Verkada patent cameras.</p> <p>The proposal required a fibre connection to each device, and the data is transferred back to a secure host server within Verkada’s cloud, and backed up to a UK based data centre (note, UK data centre will be established specifically to accommodate SBC and Police Scotland requirements)</p> <p>CommsWorld have advocated for a full fibre solution on the basis that this offers Scottish Borders Council the best value. This is summarised as:</p> <ul style="list-style-type: none"> • Supplier deemed it was cost effective to add to existing fibre infrastructure to accommodate locations • Considered the least disruptive way to achieve connectivity by “blowing” new fibre down existing ducts

	<ul style="list-style-type: none"> • Fibre is typically unlimited in its use so bandwidth can be added as required to accommodate future use • Wired networks mitigate against degradation of signal that might be experienced with wireless • Fibre as a physical product has longevity and a life span of 100 years +
Whole life cycle offering	<p>The CommsWorld / Verkada proposal provides a 10-year solution, with a 10-year repair or replace warranty.</p> <p>Verkada investment in research and development has enabled their exponential expansion and they have offered to provide proof of concept developments to Scottish Borders Council over the life span of the contract.</p>
Solution architecture	<p>The CommsWorld / Verkada solution is a closed architecture solution, meaning that only Verkada products can speak to the Verkada system and vice versa.</p> <p>This mimics the traditional “closed circuit” nature of CCTV.</p> <p>The solution will stand alone as a cloud-based platform accessed by secure log in, which will be available to Police Scotland and Scottish Borders Council. 5 access licenses are included within this proposal.</p> <p>Future integrations with Council systems may be possible through the use of Application Programming Interfaces (API’s). This is out with the scope of the project.</p>
Hardware specification	<p>The solution utilises a Verkada manufactured camera which provides state of the art optical technology.</p>
System specification and capability	<p>The solution employs Verkada Command to manage the Verkada physical security devices on a “single pane of glass” interface.</p> <p>The solution has built in functionality to for:</p> <ul style="list-style-type: none"> • People analytics • Vehicle analytics • License plate recognition (ANPR) • Smart search functionality to quickly review footage

	<p>Use cases for the analytics include:</p> <ul style="list-style-type: none"> • CCTV data to spot crime trends • plan for emergencies based on historical data • people and vehicle count data • occupancy trend data • traffic management <p>There is scope for additional analytics functions made possible through the introduction of API's that could be scoped against use cases following the completion of the CCTV deployment.</p>
Scalability	<p>The solution allows for additional bandwidth to be purchased on the fibre infrastructure should this be required in the future to add additional camera locations.</p> <p>Cameras can be added subject to the availability of a fibre connection. Additional fibre lay may be required to support a wider camera network (price subject solution proposal and survey) or through utilising a hybrid arrangement where cameras are connected on an unlicensed wireless spectrum. The benefits of each approach would be based on case-by-case analysis on the ease of wired connection to the expansion.</p> <p>The solution is system locked to Verkada physical security products. Currently the supplier offers solutions for sensors to monitor:</p> <ul style="list-style-type: none"> • Air Quality monitoring • CO2 • Humidity • Toxic gases • Mould • Dust • Carbon Monoxide • Noise • Motion • Pressure <p>Additional IoT deployment on the fibre infrastructure is possible but would require to be managed using a separate system which could be aligned to data infrastructure developed under</p>

	<p>separate programmes (5G Innovation Region / Borderlands).</p> <p>Additional functionality for analytics can be accessed through API integrations and can be explored as use cases are identified and agreed with Information Governance teams.</p>																																
Infrastructure build	<p>6000 metres of fibre to be blown through existing duct work as follows:</p> <table border="1"> <thead> <tr> <th>Town</th> <th>Number of Cameras</th> <th>Fibre Build (m)</th> <th>Service</th> </tr> </thead> <tbody> <tr> <td>Duns</td> <td>7</td> <td>350</td> <td>100Mbps/1Gbps</td> </tr> <tr> <td>Eyemouth</td> <td>8</td> <td>900</td> <td>100Mbps/1Gbps</td> </tr> <tr> <td>Galashiels</td> <td>12</td> <td>900</td> <td>100Mbps/1Gbps</td> </tr> <tr> <td>Hawick</td> <td>16</td> <td>1600</td> <td>100Mbps/1Gbps</td> </tr> <tr> <td>Kelso</td> <td>9</td> <td>800</td> <td>100Mbps/1Gbps</td> </tr> <tr> <td>Melrose</td> <td>5</td> <td>750</td> <td>100Mbps/1Gbps</td> </tr> <tr> <td>Peebles</td> <td>8</td> <td>700</td> <td>100Mbps/1Gbps</td> </tr> </tbody> </table>	Town	Number of Cameras	Fibre Build (m)	Service	Duns	7	350	100Mbps/1Gbps	Eyemouth	8	900	100Mbps/1Gbps	Galashiels	12	900	100Mbps/1Gbps	Hawick	16	1600	100Mbps/1Gbps	Kelso	9	800	100Mbps/1Gbps	Melrose	5	750	100Mbps/1Gbps	Peebles	8	700	100Mbps/1Gbps
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Timescales	11 months projected build time																																
Alignment with community systems and other IoT	<p>The Verkada system does not allow the community systems to be directly fed into the video management system due to the closed architecture required for the security of the system.</p> <p>Integration with community systems and other IoT installations that subsequently come forth through the 5G Innovation Region project, wider Borderlands Digital Programme or from Council led installations may be possible by deploying APIs to pull the CCTV information through to another system.</p>																																
Return on investment	<p>The return on investment is based on the ability to utilise the analytic capability capabilities of the system to provide insights to support service optimisation and economic development.</p> <p>The investment in 9 infrastructure that is available to Scottish Borders Council under an Indefeasible Right of Use (IRU) opens up opportunity for</p>																																

	revenue creation for the Council that could be used to support tariffs for digital inclusion initiatives and general economic development.
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8 SUPPORTING COMMUNITIES

- 8.1 Widespread engagement work that is being undertaken within the wider agenda of Place Making has been considered in the development of the solution, and how opportunities for Internet of Things IoT devices such as CCTV to support emerging priorities of communities in the future. The data that is available through the use of CCTV has the potential to provide intelligence to communities on things like footfall, occupancy trends, traffic flow etc that can offer valuable insights into future community led planning efforts and provide evidence for funding applications as well as for policy changes with local and national government.
- 8.2 Development of an appropriate proposal that balances the type of connectivity with cost and wider infrastructure considerations has required officers to work through a range of options prior to expanding engagement with communities. On acceptance of the report officers will stand up a communication plan to engage with the 7 towns.
- 8.3 A full Data Protection Impact Assessment (DPIA) will be developed to fulfil requirements. Community concerns around privacy and data governance will be incorporated into governance arrangements and usage statements for the system.
- 8.4 Engagement with community owned and operated systems will continue to consider options for aligning, and where possible, integrating systems. Recognition of the support offered by the delivery teams for CCTV in Selkirk and Newcastleton in assisting officers to understand their solutions.
- 8.5 Engagement with Hawick Community Council and the work they have done in developing a proposal for their community has been instrumental in informing the development of the proposals and provided a benchmark for discussions with our strategic IT partners. Recognition of the wealth of information provided from the members of the Community Council and Elected Members supporting the discussions.
- 8.6 **Financial Implications**
- a) The proposals outline a 10-year plan for expenditure to support public space CCTV deployment in 7 towns.
 - b) Capital and Revenue costs options have been provided and are demonstrated in 7.2.
 - c) An additional offer was made for a larger up-front capital investment for the majority of the costs with the revenue costs accordingly,

spreading the cost of the project over the longer term. This is outlined below.

CGI Project Charges and Billing	
One-off Implementation Charges (Capital)	£1,798,260.36
On-going Service for initial 10 yrs. (120 mths)	£208,248.76
Total Charges Over 10-year period	£2,006,509.12
Indicative On-going Service beyond 10 yrs. (68 mths) (to end of CGI contract, 16 years, optional)	£716,951.21
Total Charges Over 16-year period	£2,723,460.33

- d) The proposal outlines an opportunity for a whole life cost of the system to be committed for a period of 10 years, with option to extend to the end of the CGI contract in 2040.
- e) The capitalised model offered is reliant on the use of an Indefeasible Right of Use (IRU) agreement which is a standard form of telecommunications lease contract, that cannot be undone, between the owners of a communications system and a customer of that system. The word "indefeasible" means "not capable of being annulled, or voided, or undone". This allows the capitalisation of expenditure through the Council's normal accounting arrangements.
- f) Consideration has been given to the future investment opportunities through the Borderlands Growth Deal monies to support building upon the Council outlay for infrastructure, including this additional fibre. Further work is required to consider what further benefits might be deliverable.
- g) Opportunities for revenue creation through leveraging the exclusive use of the fibre under the IRU will be explored following approval of the report.

8.7 Risk and Mitigations

The risks for Scottish Borders Council of not evolving the CCTV systems currently available are significant. Communities consistently raise the need to feel safer, and that CCTV is a key priority for them. Some of the CCTV systems in place are already at the end of their useful life, and the current analogue system for the seven existing towns will be obsolete when the switch from to digital takes place in 2025.

The outlined proposals demonstrate an approach for investing in CCTV infrastructure that will provide a 10-year costed solution which satisfies the base use case for crime prevention and prosecution. The infrastructure that will be created opens opportunities for implementation of other IoT (Internet of Things) devices and additional use cases for the data captured as Scottish Borders Council and its communities identify needs for the information and the technology.

As with the implementation of any data gathering system, there are data privacy considerations. A full Data Protection Impact Assessment (DPIA) will be developed, subject to the acceptance of recommendations within this report, to identify any inherent risks and subsequent mitigation actions for Scottish Borders Council. It is also acknowledged that there will be risk implications for associated partner agencies. It will be the responsibility of these partner agencies to put in place appropriate risk mitigations.

8.8 Integrated Impact Assessment

A stage 1 IIA accompanies the report. This will be refined to reflect the community engagement and feedback with a full IIA completed ahead of system commissioning.

8.9 Sustainable Development Goals

CCTV and town centre Wi-Fi should complement the Digital Strategy for SBC, which in turn seeks to promote and enhance the Council's commitment to Sustainable Development goals.

The investment in connectivity to support the CCTV replacement provides an opportunity to utilise other forms of IoT including sensors to generate data on a range of different factors, including climate-based monitoring. The ability to connect devices in the future presents the proposal as a foundation for better digital inclusion in town centres.

8.10 Climate Change

The options being proposed within this report should allow an overall positive impact on climate change. In many cases, the availability of effective and widespread CCTV should reduce the need for a physical presence to undertake some surveillance, monitoring and inspection work. It may make targeted response more possible, reducing the need for travel. Cloud-based storage solutions reduce the need for physical storage space.

Additional benefits in relation to climate action may be realised through future development of the CCTV system to provide insights into key indicators such as environmental monitoring, air quality analysis, destination and traffic management and other reporting generated through video analytics.

8.11 Rural Proofing

The initial proposal is targeted at town centre locations across the Scottish Borders. However, further phases may include exploration of wider CCTV and Wi-Fi coverage to benefit more rural areas. Indeed, a major opportunity of these digital solutions, is that further scaling up could offer rural communities possibilities that have never been available or feasible previously.

The research and understanding gathered in the development of the proposals will help inform the opportunities for connectivity to deliver on our aspirations for the region and target inward investment to the areas of need in rural communities.

8.12 Data Protection Impact Statement

The enhancement of CCTV will need to be accompanied with a robust and thorough approach to data protection. Updated protocols will be required given the increased availability and volume of data, and also to ensure that any new Cloud-based solutions are consistent with the arrangements of SBC and any partners. Ultimately, there should be an overall improvement in the ability to securely manage CCTV-generated data. SBC will need to work closely with data protection professionals within associated partner agencies and with communities to ensure that the benefits from these proposals are delivered without any compromise to data protection standards. A full Data Protection Impact Assessment (DPIA) will be undertaken, which will identify all additional measures that are required.

8.13 Changes to Scheme of Administration or Scheme of Delegation

It is not anticipated that there will be any changes to the Scheme of Administration or Scheme of Delegation arising from this report.

9 CONSULTATIONS

- 9.1 The following consultees have all been consulted: Director of Finance, the Director of Corporate Governance, the Chief Officer Audit and Risk, the Director People Performance & Change, the Clerk to the Council and Corporate Communications.

Approved by

Name **David Robertson**
Title **Chief Executive**

Author(s)

Name	Designation and Contact Number
Jason McDonald	Senior Manager Business Strategy & Resources
Naomi Sweeney	Portfolio Manager
Pamela Connor	Project Support Officer

Background Papers:

CCTV Provision in the Scottish Borders – Executive 16th April 2019

Closed Circuit Television Provision in the Scottish Borders, Consultation Report – Council 26th June 2019

Closed Circuit Television Provision in the Scottish Borders – Council 30 September 2020

Public Space CCTV and Town Centre Wi-Fi – Council 28th September 2023

Public Space CCTV and Town Centre Connectivity – Council 25th January 2024

Previous Minute Reference:

[Minute from 28 September 2023](#)

[Minute from 25 January 2024](#)

Note – You can get this document on tape, in Braille, large print and various computer formats by contacting the address below. Jason McDonald can also give information on other language translations as well as providing additional copies.

Contact us at Jamcdonald@scotborders.gov.uk

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Integrated Impact Assessment (IIA)

Stage 1 Scoping and Assessing for Relevance

Section 1 Details of the Proposal

A. Title of Proposal:	Public Space CCTV and Town Centre Connectivity
B. What is it?	A new Policy/Strategy/Practice/Project <input type="checkbox"/> A revised Policy/Strategy/Practice X
C. Description of the proposal: (Set out a clear understanding of the purpose of the proposal being developed or reviewed (what are the aims, objectives and intended outcomes, including the context within which it will operate))	<p>The proposal is for the replacement of the current Scottish Borders Public Space CCTV system.</p> <p>The Council currently operate 65 cameras across Duns, Eyemouth, Galashiels, Hawick, Kelso, Melrose and Peebles. The CCTV systems are approaching a point of disrepair, and analogue systems will become obsolete as of 2025.</p> <p>The replacement of the town centre CCTV system is a strategic investment that ensures the continued effectiveness of our surveillance infrastructure in safeguarding public safety. Embracing modern technology will not only address current shortcomings from out-of-date technology, but also position the town centres for future security challenges, contributing to the overall well-being and prosperity of the community.</p> <p>The proposal is for a direct replacement of the current cameras, but upgrades hardware, system and access arrangements to provide a state-of-the-art installation that has enhanced functionality to improve performance and provide better quality video and information through analytics.</p>

	Public authorities and organisations wishing to operate CCTV functions within a public space are required to observe the obligations imposed by the Human Rights Act 1998, the Data Protection Act 1998 (DPA), and the Regulation of Investigatory Powers (Scotland) Act 2000 (RIP(S)A). A full DPIA detailing the management and use of information will be completed ahead of the system go live with governance arrangements in place for both Scottish Borders Council and Police Scotland.
D. Service Area: Department:	Environments and Infrastructure Street Lighting
E. Lead Officer: (Name and job title)	TBC
F. Other Officers/Partners involved: (List names, job titles and organisations)	Jason McDonald, Senior Manager Business Strategy & Resources, SBC Naomi Sweeney, Portfolio Manager, SBC Pam Connor, Project Support Officer, SBC Ben Hogarth, Graduate Apprentice Project Manager, SBC Alex Young, Team Leader - Street Lighting, SBC Lizzy Turner, Chief Officer – Financial & Procurement Services, SBC Laura Hill, IT Business Partner, SBC Graham Jones, Group Manager -Safer Communities & Homelessness, SBC Jenna Paterson, Information Manager, SBC Stuart Fletcher, Chief Inspector, Police Scotland Sue Young, Local Authority Liaison Officer, Police Scotland Robbie Noble, Police Scotland
G. Date(s) IIA completed:	Stage 1: 21-03-2024

Section 2 Will there be any impacts as a result of the relationship between this proposal and other policies?

Yes
<p>If yes, - please state here:</p> <p>The replacement CCTV system is a foundational piece of work to improve the connectivity infrastructure across the Scottish Borders and investing in the 7 town centres, is a “phase 1” of a wider approach to utilising Internet of Things (IoT) including cameras and sensors to support data driven decision making in the region.</p> <p>Work is ongoing around the development of a Data Strategy which will be influenced by this proposal. Future considerations on IoT and AI strategy will also be influenced by the learning from this project.</p>

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Section 3 Legislative Requirements

3.1 Relevance to the Equality Duty:	
<p>Do you believe your proposal has any relevance under the Equality Act 2010? <i>(If you believe that your proposal may have some relevance – however small please indicate yes. If there is no effect, please enter “No” and go to Section 3.2.)</i></p> <p>Yes</p>	
Equality Duty	Reasoning:
<p>A. Elimination of discrimination (both direct & indirect), victimisation and harassment. <i>(Will the proposal discriminate? Or help eliminate discrimination?)</i></p>	<p>The use of CCTV as a tool for evidence gathering allows for effective prosecution of instances of harassment, and discrimination and as such is a positive move towards supporting victims of these crimes.</p>

<p>B. Promotion of equality of opportunity? <i>(Will your proposal help or hinder the Council with this)</i></p>	<p>The use of CCTV does not directly affect any group of individuals in isolation and will have little effect on the equality of opportunity beyond providing a safer town centre environment for all. This could however foster a sense of wellbeing and make those areas more welcoming for all users at times that might have previously felt unsafe, for example, women alone at night.</p>
<p>C. Foster good relations? <i>(Will your proposal help to foster or encourage good relations between those who have different equality characteristics?)</i></p>	<p>The presence of CCTV should provide assurance to those who have different equality characteristics that there are systems in place to keep them safe. There is also the opportunity for CCTV to be used in terms of safeguarding and assist in locating vulnerable individuals, should this be required.</p>

<p>3.2 Which groups of people do you think will be or potentially could be, impacted by the implementation of this proposal? (You should consider employees, clients, customers / service users, and any other relevant groups)</p>				
<p>Please tick below as appropriate, outlining any potential impacts on the undernoted equality groups this proposal may have and how you know this.</p>				
	Impact			Please explain the potential impacts and how you know this
	No Impact	Positive Impact	Negative Impact	
<p>Age Older or younger people or a specific age grouping</p>		√		<p>Foster a sense of well-being knowing that there are systems in place to keep them safe and that any discrimination or hate crime could be prosecuted with video evidence.</p>
<p>Disability A physical or mental impairment that has a substantial and long-term adverse effect on a person's ability to carry out normal day to</p>		√		<p>Foster a sense of well-being knowing that there are systems in place to keep them safe and that any discrimination or hate crime could be prosecuted with video evidence.</p>

day activities. This may be visible or invisible, progressive or recurring.				
Gender Reassignment/ Gender Identity anybody whose gender identity or gender expression is different to their birth sex		√		Foster a sense of well-being knowing that there are systems in place to keep them safe and that any discrimination or hate crime could be prosecuted with video evidence.
Marriage or Civil Partnership people who are married or in a civil partnership		√		Foster a sense of well-being knowing that there are systems in place to keep them safe and that any discrimination or hate crime could be prosecuted with video evidence.
Pregnancy and Maternity (refers to the period after the birth and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth),		√		Foster a sense of well-being knowing that there are systems in place to keep them safe and that any discrimination or hate crime could be prosecuted with video evidence.
Race: including colour, nationality, ethnic origins, including minorities (e.g. gypsy travellers, refugees, migrants and asylum seekers)		√		Foster a sense of well-being knowing that there are systems in place to keep them safe and that any discrimination or hate crime could be prosecuted with video evidence.
Religion or Belief: different religious or philosophical beliefs, customs (including atheists and those with no aligned belief) e.g. Christianity, Islam, Hindu, pacifism, vegetarianism, gender critical.		√		Foster a sense of well-being knowing that there are systems in place to keep them safe and that any discrimination or hate crime could be prosecuted with video evidence.
Sex women and men (girls and boys)		√		Foster a sense of well-being knowing that there are systems in place to keep them safe and that any discrimination or hate crime could be prosecuted with video evidence.

Sexual Orientation , e.g. Lesbian, Gay, Bisexual, Heterosexual		√		Foster a sense of well-being knowing that there are systems in place to keep them safe and that any discrimination or hate crime could be prosecuted with video evidence.
<p>3.3 Fairer Scotland Duty</p> <p>This duty places a legal responsibility on Scottish Borders Council (SBC) to actively consider (give due regard) to how we can reduce inequalities of outcome caused by socioeconomic disadvantage when making <u>strategic</u> decisions.</p> <p>The duty is set at a strategic level - these are the key, high level decisions that SBC will take. This would normally include strategy documents, decisions about setting priorities, allocating resources and commissioning services.</p>				
<p>Is the proposal strategic?</p> <p>Yes</p> <p>If No go to Section 4</p>				
<p>If yes, please indicate any potential impact on the undernoted groups this proposal may have and how you know this:</p>				
	Impact			State here how you know this
	No Impact	Positive Impact	Negative Impact	
Low and/or No Wealth – enough money to meet basic living costs and pay bills but have no savings to deal with any unexpected spends and no provision for the future.	√			The implementation of a new CCTV system is unlikely to have any direct effect on individuals' financial positions.

<p>Material Deprivation – being unable to access basic goods and services i.e. financial products like life insurance, repair/replace broken electrical goods, warm home, leisure and hobbies</p>		√	<p>The implementation of a new CCTV system is unlikely to have any direct effect on individuals' ability to access goods and services. However, may be an indirect benefit in accessing services through the improved security and sense of well-being as a result of the proposal.</p> <p>There may be opportunities to use the information from the system in the future to understand footfall, trends and use of services to influence improvements</p>
<p>Area Deprivation – where you live (e.g. rural areas), where you work (e.g. accessibility of transport), see rural proofing guidance</p>		√	<p>The CCTV installation will allow for information to be captured on crime trends, people and vehicle count, occupancy trend data and traffic management amongst other things. This will help the Council to understand places better to support service delivery, and plan for emergencies based on historical data.</p> <p>The research and understanding gathered in the development of the proposals will help inform the opportunities to deliver on connectivity for the region and target inward investment to the areas of need.</p>
<p>Socio-economic Background – social class i.e. parents' education, employment and income</p>		√	<p>The implementation of a new CCTV system has been shown to improve the attraction of investment in an area, and has the potential to attract business and visitors as a result of the proposals.</p> <p>Future opportunities to use the data to provide intelligence on footfall, consumer trends etc will offer further opportunities to support economic development</p>
<p>Care experienced people</p>		√	<p>Improvements to the overall safety of the area and supporting safeguarding of individuals and assisting in locating vulnerable individuals.</p>

Carers paid and unpaid including family members		√		Improvements to the overall safety of the area and supporting safeguarding of individuals and assisting in locating vulnerable individuals.
Homelessness		√		Improvements to the overall safety of the area and supporting safeguarding of individuals and assisting in locating vulnerable individuals.
Addictions and substance use		√		Improvements to the overall safety of the area and supporting safeguarding of individuals. The proposals provide access to video information for effective prosecution of crime and will act as a deterrent for anti social behaviour.
Those involved within the criminal justice system		√		The new CCTV system will allow for better quality video information being made available to Police Scotland to assist with detection and prosecution of crime. The information available to the Police through the new system will support victim statements and provide tistme-based evidence. As policy allows, analytical tools can also be utilised to expedite process, such as the use of ANPR (automatic number plate recognition).

3.4 Armed Forces Covenant Duty (*Education and Housing/ Homelessness proposals only*)

This duty places a legal responsibility on Scottish Borders Council (SBC) to actively consider (give due regard) to the three matters listed below in Education and Housing/ Homelessness matters.

This relates to current and former armed forces personnel (regular or reserve) and their families.

Is the Armed Forces Covenant Duty applicable?

No

If “Yes”, please complete below

Covenant Duty

How this has been considered and any specific provision made:

The unique obligations of, and sacrifices made by, the armed forces;

The MOD Statutory Guidance gives the following examples:

- Danger
- Geographical Mobility
- Separation from Family
- Service Law
- Unfamiliarity with Civilian Life
- Hours of Work
- Stress

The principle that it is desirable to remove disadvantages arising for Service people from membership, or former membership, of the armed forces;

<p>The principle that special provision for Service people may be justified by the effects on such people of membership, or former membership, of the armed forces.</p>	
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Section 4 Full Integrated Impact Assessment Required

Select No if you have answered “No” to all of Sections 3.1 – 3.3.

Yes *(please delete as applicable)*

If yes, please proceed to Stage 2 and complete a full Integrated Impact Assessment

If a full impact assessment is not required briefly explain why there are no effects and provide justification for the decision.

<p>Signed by Lead Officer:</p>	<p>Jason McDonald</p>
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Designation:	Senior Manager – Business Strategy & Resources
Date:	21/03/24
Counter Signature Director:	Nuala McKinlay
Date:	21/03/24

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