

REPORT TO EXECUTIVE

Date of Meeting: 4 April 2022

REPORT TO COUNCIL

Date of Meeting: 19 April 2022

Report of: Director Net Zero and City Management

Title: Additional Staffing at Control Centre

Is this a Key Decision?

No

Is this an Executive or Council Function?

Executive / Council

1. What is the report about?

Staffing levels within the Authority's Control Centre.

2. Recommendations:

To recruit an additional 3 x full time equivalent staff in order to increase the capacity to proactively monitor city centre CCTV.

3. Reasons for the recommendation:

To ensure staffing provision is at a level to make best use of the recent joint Council, Police and Home Office investment of £550K in upgrading and extending the existing CCTV network with the aim of supporting improved public safety.

4. What are the resource implications including non financial resources?

A revenue sum of £87,000 would be needed to cover salary and on-costs of the proposed additional staff. The Council received around £87,000 extra from the Government in funding that will be used to fund the proposal in 2022-23. The amount will be added to the One Exeter discretionary services work to be undertaken during 2022-23 to address the requirement for a balanced budget.

5. Section 151 Officer comments:

As set out above, the Council received an additional £87,000 in the final settlement from Government as the Business Rates multiplier was increased by RPI rather than CPI and a small amount was added to the one-off Services Grant. This will fully fund the proposal in 2022-23. In the long term, members are aware of the financial challenges facing District Councils and the amount will be added to the discretionary services piece of work, which will seek to prioritise the discretionary services provided by the Council.

6. What are the legal aspects?

Please see below.

7. Monitoring Officer's comments:

The request for this additional funding is in accordance with the Council's Organisational Change Policy. There are no changes to additional post but the request is to fund the creation of 3 additional posts.

8. Report details:

- 8.1 The Council operates a 24/7/365 Control Centre from a city centre location away from the Civic Centre.
- 8.2 From this Control Centre a team of 9 x full time equivalent staff proactively monitor public space CCTV cameras, operate the Council's own community alarm scheme (Homecall) and deal with all 'out of hours' calls into the Authority (with the exception of Housing Repairs enquiries).
- 8.3 The current staffing levels provide for two people to be on duty at any one time and a Control Centre Operations Manager post does offer additional support (mainly during the daytime Monday – Friday).
- 8.4 Staff sickness and annual leave is usually covered by existing team members on an overtime basis or bank staff when available.
- 8.5 It has become evident that the above arrangement does not necessarily offer the appropriate level of service resilience, particularly in instances of short notice sickness ahead of a night shift.
- 8.6 Additional staff resource at night and over weekends would dramatically reduce any instances of staff having to lone work in emergency situations. This could be achieved by employing an additional 3 x FTEs at a total sum of £87,000 per annum.
- 8.7 The provision of extra staff at these times would also ensure full benefit can be obtained from the CCTV upgrade and extension works being carried out between March and September 2022 by enabling increased proactive CCTV monitoring, around the evening economy in particular.

9. How does the decision contribute to the Council's Corporate Plan?

This would help demonstrate a well-run Council and contribute greatly towards public safety and confidence in the city centre.

10. What risks are there and how can they be reduced?

None identified.

11. Equality Act 2010 (The Act)

11.1 Under the Act's Public Sector Equalities Duty, decision makers are required to consider the need to:

- eliminate discrimination, harassment, victimisation and any other prohibited conduct;
- advance equality by encouraging participation, removing disadvantage, taking account of disabilities and meeting people's needs; and

- foster good relations between people by tackling prejudice and promoting understanding.

11.2 In order to comply with the general duty authorities must assess the impact on equality of decisions, policies and practices. These duties do not prevent the authority from reducing services where necessary, but they offer a way of developing proposals that consider the impacts on all members of the community.

11.3 In making decisions the authority must take into account the potential impact of that decision in relation to age, disability, race/ethnicity (includes Gypsies and Travellers), sex and gender, gender identity, religion and belief, sexual orientation, pregnant women and new and breastfeeding mothers, marriage and civil partnership status in coming to a decision.

11.4 In recommending this proposal no potential impact has been identified on people with protected characteristics as determined by the Act because a safer city centre has only beneficial impact for all.

12. Carbon Footprint (Environmental) Implications:

12.1 Important to complete this section in light of the Council declaring a Climate Emergency. Consider whether the recommendations you are making in the report will help, hinder or have no direct impact on delivering our carbon reduction target (carbon neutral by 2030).

12.2 You should think about things like:-

- Travel (and, if travel is unavoidable, whether lower carbon options will be pursued e.g. walking, public transport, electric car);
- Infrastructure (e.g. LED lighting, energy efficient heating/hot water, solar panels, electric car charging points);
- Waste (e.g. recycling, composting, reducing non-recyclable waste); and
- Any other specific carbon reduction initiatives.

12.3 If there are no direct carbon/environmental implications for the decision please state:

No direct carbon/environmental impacts arising from the recommendations.

13. Are there any other options?

13.1 The use of volunteer staff has been explored but discounted as it provides no contractual control over staff attendance/behaviours etc within a sensitive working environment.

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Local Government (Access to Information) Act 1972 (as amended)

Background papers used in compiling this report:-

None

Contact for enquires:

Democratic Services (Committees)

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