

Bath & North East Somerset Council

MEETING/ DECISION MAKER:	Councillor Mark Shelford - Transport and Highways Cabinet Member Councillor Charles Gerrish - Cabinet Member for Finance and Efficiency	
MEETING/ DECISION DATE:	On or after 10 Feb 2018	EXECUTIVE FORWARD PLAN REFERENCE:
		E 3025
TITLE:	Parking CEO's Replacement HHCT, Bodycams & Radios	
WARD:	All	
AN OPEN PUBLIC ITEM		
List of attachments to this report: Appendix 1 – Business case for the CEO's Hand Held Computer Terminals (HHCT) Appendix 2 – Business case for the CEO's Bodycams Appendix 3 – Business case for the CEO's Radios		

1 THE ISSUE

1.1 There is a strategic requirement to refresh the Hand Held Computer Terminals (HHCT) and related equipment to issue Penalty Charge Notices (PCNs) to enforce parking restrictions; and body worn video cameras & radios essential to ensure health & safety of Parking Services Civil Enforcement Officers (CEOs) by reducing incidents of physical and verbal abuse. All equipment is now end of life and this refresh is part of a rolling programme.

2 RECOMMENDATION

The Cabinet Members are asked to;

2.1 Fully approve the £50k capital budget for the replacement of hand held computer terminals.

2.2 Fully approve the £25k capital budget for the replacement of body worn video cameras.

2.3 Fully approve the £28k capital budget for the replacement of radios.

3 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)

3.1 The projects will be funded from service supported borrowing and required provision for this has been included within the budget for future years.

3.2 The capital budget required for each project has been based on indicative pricing following discussions with suppliers and is based on our existing solution. This is considered to be sufficient for each project within provisional capital budgets held in the existing capital programme for 2017/18 under the following scheme names with the provisional budgets as per the February 2017 budget report;

- a) Parking enforcement hand held computer terminals (£80k)
- b) Body worn video cameras for civil enforcement officers (£25k)
- c) Radio system replacement (£45k)

3.3 Maintenance costs for each system are incorporated within existing revenue budgets.

3.4 This is part of a rolling programme subject to rigorous annual assessment to review the current condition of existing equipment. All procurement and implementation will be managed by the Parking Services team with specialist input from services as required.

4 STATUTORY CONSIDERATIONS AND BASIS FOR PROPOSAL

4.1 The Traffic Management Act 2004: The Secretary of State recommends the use of HHCT in the *Operational Guidance to Local Authorities: Parking Policy and Enforcement* to issue PCNs.

5 THE REPORT

5.1 Handheld Computers

- a) This is a rolling programme with replacement taking place a minimum of every 3 years and is subject to a rigorous annual assessment review. This review assesses the current condition of existing equipment to ensure the all-weather devices remain reliable, robust and future proof to enable efficient and effective enforcement of the Council's parking restrictions through the issue of PCNs where appropriate.

- b) The use of HHCT ensures a seamless transition of evidence from the CEOs issuing a PCN to the Business Support team in the back offices processing and taking enquiries from the public.
- c) The provision of high quality evidence enables the Business Support team to respond to challenges from the public in a robust manner and supports the Councils position with the quasi legal Independent Adjudication service, the Traffic Penalty Tribunal (TPT).
- d) Currently 30k PCNs are issued annually through the use of this equipment which generates £1M of revenue.
- e) All existing units have Microsoft CE operating system which is due to become out of support later this year.
- f) The project will replace all existing HHCT to ensure that replacement units can be allocated to individual CEOs to reduce the potential for any incidents of mistreatment and ensure greater responsibility amongst CEOs for the equipment.
- g) This project is in line with the Council priority to provide an efficient business to residents by providing state of the art enforcement systems.

5.2 Body worn video cameras

- a) CEOs face the risk of verbal and physical assault on a daily basis whilst undertaking their duties and in 2013 a member of staff was the victim of a serious assault (staff member head-butted) which led to the recognition that staff should be equipped with these devices to ensure their immediate safety and prevent or minimise the risk of serious injury.
- b) The equipment is worn on the CEOs uniform and operated in all weathers therefore its useable life is reduced. This is part of a rolling programme with replacement taking place a minimum of every 3 years and is subject to a rigorous annual assessment review of the current condition of the existing equipment. The equipment is also utilised by CEOs during the build up to events where vehicle removals are required. The recording of the removal process by the CEO ensures that a detailed record of the removal is kept; should a motorist claim damage to their vehicle during the lifting process thereby protecting the Council's reputation.
- c) Footage captured by the cameras is of a high enough quality to be acceptable as evidence by the Police. Footage is also usable internally to support investigations as appropriate ensuring that CEOs act in an appropriate manner as ambassadors of the Council, thereby protecting the Councils reputation.

- d) We are now experiencing an increased failure rate in existing units which have now been discontinued by the manufacturer and the repair of these defective units is no longer cost effective.
- e) The project will replace all existing units to ensure that replacements can be allocated to individual CEOs to reduce the potential for any incidents of mistreatment and ensure greater responsibility amongst CEOs for the equipment.
- f) This project is in line with the Council priority to provide an efficient business to residents by providing state of the art enforcement systems.

5.3 Radios

- a) CEOs are at risk of verbal and physical assault on a daily basis whilst undertaking their duties and need to be in contact with the control room and other CEO's at all times while out on patrol, including the use of a panic button on the radios. This complies with the lone workers health & safety policy.
- b) The use of this equipment maintains a vital link in communications throughout the Council's area and is not dependant on mobile phone masts producing good signal strengths.
- c) The CEO's wearing the radios can also be tracked of their location by a third party GPS software system giving further assurances to their safety. This feature also enables CEOs to be immediately utilised to support crowd control and provide information to the public in the event of a major security incident taking place.
- d) As the radios are worn on the CEOs uniform and operated in all weathers, its useable life is reduced. This is part of a rolling programme with replacement a minimum of every 5 years and is subject to a rigorous annual assessment review of the current condition of the existing equipment.
- e) The project will replace all existing radios to ensure that replacements can be allocated to individual CEOs to reduce the potential for any incidents of mistreatment and ensure greater responsibility amongst CEOs for the equipment.
- f) This project is in line with the Council priority to provide an efficient business to residents by providing state of the art enforcement systems.

6 RATIONALE

- 6.1** HHCT are essential to ensure the effective enforcement of parking restrictions and thereby encourage compliance, helping to reduce congestion on the network and improve air quality.
- 6.2** Body worn video cameras and radios support the deployment of CEOs to enforce parking restrictions. This equipment reduces the risk of conflict, verbal and physical assault from motorists and ensures that CEOs are not prevented from issuing PCNs where appropriate.
- 6.3** The use of body worn video cameras and radios help improve the wellbeing of CEOs and ensure a reduction in incidents of sickness absence.
- 6.4** The replacement of the equipment outlined in this report ensures that the Council can fulfil its requirements to manage traffic as outlined within the Traffic Management Act (2014) and issue PCNs where appropriate. This encourages motorist's compliance with parking restrictions and supports the delivery of objectives in the Council's adopted transport policies.
- 6.5** The replacement of the Civil Enforcement equipment requested in this report is essential for the Wellbeing, Health & Safety of the CEO's and vital for the prevention of contraventions in B&NES.

7 OTHER OPTIONS CONSIDERED

- 7.1** Continue with current equipment and don't replace – This option has been rejected for the following reason –
- a) The current equipment is now unreliable and end of line and due to its daily use and exposure to the weather and increasing number of units is no longer functioning and repairs are not cost effective. This places staff at risk of not being able to carry out their roles due to Health and Safety implications and in line with the Traffic Management Act (2014).
- 7.2** Postpone the upgrade for a defined period of time –
- a) This option has been rejected for the reasons set out in 7.1.

8 CONSULTATION

- 8.1** The business cases for these items have been reviewed by Divisional Directors and approved.
- 8.2** The Council's Strategic Director of Place and Section 151 Officer have had the opportunity to input to this report.

9 RISK MANAGEMENT

9.1 A risk assessment related to the issue and recommendations has been undertaken, in compliance with the Council's decision making risk management guidance.

Contact person	Andy Dunn – (01225) 39 5415
Background papers	The business cases to support each item are included as appendices to this report.
Please contact the report author if you need to access this report in an alternative format	