

Body Worn Video Camera replacement STRATEGIC OUTLINE BUSINESS CASE

Theme(s)	Prevention / Customer & Community / Revenue Generation
Project title (& ref)	Body Worn Video Camera replacement
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1. STRATEGIC CASE

Summary of the proposal

- *Outline of the project and the headline outcomes / benefits*
- *Context / supporting data explaining why this project is important and how it relates to Council objectives (with reference to national / local policies as appropriate)*

This business case outlines the strategic requirement to replace the existing and aging body worn video cameras currently being used by the Council's Parking Civil Enforcement Officers (CEO).

Civil Enforcement Officers face the risk of 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. The use of this equipment has seen a reduction in reportable incidents and the evidence captured allows further action to be taken by the Police which could lead to successful prosecutions.

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.

As the equipment is worn on the CEOs uniform and operated in all weathers its useable life is reduced to three years and a three year rolling replacement programme is in place. As at Jan 2017 all existing units have now been discontinued by the manufacturer resulting in the repair of defective units not cost effective.

The project will replace all of the existing cameras to ensure that enough are purchased to one for each CEO. Replacement units will be allocated to individual CEOs to reduce incidents of mistreatment and ensure greater responsibility amongst CEOs for the equipment.

This project is in line with the Council priority to provide an efficient business to residents by providing state of the art enforcement systems.

The suppliers will be required to quote for maintenance agreements to cover years 2

and 3 whilst product is outside of the first year warranty. Successful supplier will be required to supply additional cameras and associated equipment to the Council at the same, or lesser cost, per unit should additional cameras be needed during the three year period.

Scope in relation to other projects / programmes

- *Brief description of how the project relates to existing projects / programmes*
- *Recommendation as to whether this project should be standalone or part of another project or programme (including reference to other ideas submitted as part of the strategic review)*

This is a standalone project; however consideration should be given to the wider benefits of body worn video cameras to other services within the Council. This is to be considered within the specification and Services who have expressed an interest in this equipment will be fully engaged prior to procurement.

The corporate IT strategy requires all systems to be secure and the continued use of an obsolete product and unsupported product requires the security risks to be documented and monitored.

Removal of this risk will reduce the overall risk to the Authority.

Project objectives and customer / stakeholder requirements

- *Summary of the project's objectives / requirements to deliver the stated outcomes / benefits*
- *List of the customer / stakeholder groups impacted by this project (both internal and external)*
- *Initial evidence of customer / stakeholder support for the project's objectives*
- *Reasons why some customers / stakeholders may not support the project's objectives*

To replace the current body worn video camera, ensuring the sufficient working units and ongoing maintenance to support all staff involved in the enforcement of parking restrictions.

Stakeholders:- External

Members

Police

Stakeholders:- Internal

Parking Services

Neighbourhood & Environmental Services Staff

Public Protection Staff

IT

Finance

Trade Union representatives

Support:-

This project concerns the direct replacement of existing equipment, the business case for which included agreement and recognition from Trade Union

Representatives, that this equipment is a positive step and provides a safer working environment to those on the front line.

The equipment provides evidential quality recordings which can be used by the Police when incidents need to be reported.

Opposition:-

Motorists who, to avoid the receipt of a Penalty Charge Notice (PCN), make use of actions which threaten and intimidates the CEOs.

The general public may view the equipment within the wider context of big brother fears if the equipment is not used responsibly and according to Council policy.

Risks and how they will be managed

- *Summary of the main risks to successful delivery of the project and its outcomes / benefits, covering: business risks; service risks; security / confidentiality risks; constraints / dependencies*
- *Probability of each risk materialising (high, medium or low)*
- *Impact of each risk materialising (high, medium or low)*
- *Outline of risk management strategy*

Risks will be managed in line with the normal corporate risk strategies with a risk register developed and updated by the project team.

High risk areas will be escalated to the SRO through the defined governance structures.

Initial risks highlighted as part of the business case development process are set out below:

1. Failure of the tender process including legal challenges

The tender process will be conducted in line with all statutory and legislative requirements. Professional procurement advice will be provided by nominated procurement experts.

Probability – Medium

Impact – High

2. New technology exceeding budget

The project budget will be monitored in line with corporate requirements with input from relevant members of the Finance Team. Any potential overspend will be identified as soon as possible and consideration given to the effect of reducing the scope by not increasing the budget to match the specification or routes to secure additional funding.

Probability - Low

Impact - Medium

3. Non compatibility with current systems

An IT Team representative will be included within all stages of the procurement processes to ensure that compatibility is maintained with current systems. Additional input will be provided by the suppliers of existing systems where appropriate to ensure that no conflicts occur.

Probability – Low

Impact – High

4. Public perception that the cameras are used to entrap motorists.

Policy and Guidance document to be reviewed and updated to ensure that all staff are aware of how and when to use the equipment.

Probability – Low

Impact – Medium

5. Failure to replace equipment resulting in an increase in assaults against CEOs whilst attempting to enforce parking restrictions and reduction in PCN

issue and income.

Clear benefits of this equipment to be presented in the business to acquire capital funding.

Probability – Low

Impact – High

Options appraisal

- *Summary of alternative options considered and how the preferred option has been identified*

Other options considered:

1. Continue with current equipment and don't replace –

This option has been rejected for the following reasons –

The current equipment is discontinued 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 as the service is unable to provide all staff with a fully functional unit. Failure to provide staff with this equipment increases the risk that staff will avoid confrontational situations with motorists and result in a reduction in PCN issue, thus reducing income to the Council.

2. Postpone the upgrade for a defined period of time –

This option has been rejected for the reasons set out above.

2. FINANCIAL CASE

Commentary on financial business case

- *Summary of what identified costs are required for and the key assumptions behind the cost savings figures*
- *Explanation of how conservative the estimates are (if appropriate, state key figures for good and bad case scenarios)*
- *Reference to the current budget (MTSRP) lines the savings relate to*
- *Income – completely new or relating to existing budget line?*
- *Sources of funding*
- *Consideration of future costs avoided (e.g. preventative focus)*

Income – this project will protect the current income received from parking enforcement (noting that the aim of any enforcement regime is 100% compliance and thus no income).

Current budget for the monitoring of this income is £975k per annum.

The income, as per legislative requirements, is used to offset the costs of providing enforcement and any surplus used to fund transport and transport related schemes including highway maintenance for all road users.

Failure to deliver the project will result over time in a reduction in income received as the safety and welfare of staff will take a priority in situations where motorists exhibit aggressive behaviour and attempt to intimidate staff.

These encounters will lead to an increase in long term sickness amongst CEOs who are subject to this behaviour or potential assaults, further reducing the teams effectiveness to enforce restrictions and issue PCNs where appropriate.

Commentary on non-financial benefits

A reduction in incidents of aggressive and unacceptable behaviour from motorists towards CEOs.

Reduction in long term sickness of CEOs.

Availability of evidential quality video footage to support Police action where appropriate.

3. MANAGEMENT (DELIVERY) CASE

Project approach and structure

- *Summary of recommended approach and structure of this project*
- *Governance, roles, resourcing (incl. use of external resource)*

The project will be run in line with corporate project management principles.

Headline project implementation timetable

Soft market testing	01-Apr-17
Tender	01-Aug-17
Appoint new supplier	18-Aug-17
Implementation and roll out	22-Aug-17

Critical success factors impacting project delivery

- *Prioritised CSFs (high, medium or low)*
- *Key dependencies / assumptions*

Key assumptions –

Capital funding being available to allow project to proceed

Any other comments relevant to project delivery

Parking Services is aware that other Services are considering the benefits that this equipment provides. Public Protection has borrowed units from Parking.

To ensure a more effective use of available staff resource, Parking Services propose to lead on this project (as the single largest purchaser) on behalf of other services where applicable.