

## Section 4 Integrated Impact Assessment

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### Summary Report Template

Each of the numbered sections below must be completed

Interim report	<input checked="" type="checkbox"/>	Final report	<input type="checkbox"/>
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 (Tick as appropriate)

**1. Title of proposal**

IP Video Surveillance System Upgrade for the Public Realm

**2. What will change as a result of this proposal?**

The City of Edinburgh Council (the Council) intends to upgrade its public realm Closed Circuit Television (CCTV) system from analogue to digital in the immediate future. The upgrade programme consists of replacement of analogue cameras (in existing locations), the transmission route and Video Management System (VMS). New camera locations will also be assessed to fill gaps in the network pertinent to public safety. Upon replacement of the hardware, the CMF (central monitoring facility) will be refreshed and designed to host the new system and improve the ways of working for staff.

This project seeks to increase the quality of data captured, number of variables measured by the IP cameras and introduce video content analysis. The intention is to enable data capture and analytics to provide actionable information which will improve the command and control capability in addition to providing real-time data with improved visualisation and advanced data processing functions. This is to allow the Video Surveillance System (VSS) to be digital, resilient and open-protocol, which will be adaptable and able to be slotted into the larger CEC vision of a Smart City Operations Centre in the future.

**3. Briefly describe public involvement in this proposal to date and planned**

A multi-agency CCTV Working Group created to develop a strategy for the upgrade and integration of CCTV services provided a broad membership of stakeholders. The CCTV Working Group ensured elected members' leadership and representation.

A webpage was published on 03/12/2020 as part of the information sharing programme about the upgrade. This will be further populated as details of the system are released to the public domain and the project is no longer in a commercially sensitive period. The webpage features a frequently asked questions section outlining key elements of the project for the public. Information sharing activity is planned for communicating to the public how the system will change and contact details will be provided for any queries / questions. This will take place in the format of social media messaging, lamp-post wraps in the built environment and further news articles distributed online.

**4. Is the proposal considered strategic under the [Fairer Scotland Duty](#)?**

Yes

**5. Date of IIA**

29/06/21

6. Who was present at the IIA? Identify facilitator, Lead Officer, report writer and any partnership representative present and main stakeholder (e.g. NHS, Council)

<b>Name</b>	<b>Job Title</b>	<b>Date of IIA training</b>
Miranda Matoshi	ERDF Project Manager	29/09/2020
Shirley McLaren	Community Safety Manager	N/A
Richard Anderson	CCTV Supervisor	N/A
Ben Quinn	CCTV Supervisor	N/A
Suzan Ross	Community Justice Development Officer	05/11/2019

## 7. Evidence available at the time of the IIA

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected?
Data on populations in need	<p>Y - National records of Scotland.</p> <p>Visit Scotland – Edinburgh and Lothians Factsheet 2019. (The Great Britain Tourism Survey, International Passenger Survey, Scottish Accommodation Occupancy Survey etc.)</p> <p>The Edinburgh People Survey (EPS) is the Council's annual citizen survey (2019)</p>	<p>There is a need for a city such as Edinburgh to have public realm CCTV coverage due to its high-profile nature. The population in need consist of the entirety of the city and region (Lothians), inclusive of residents and tourists. Furthermore, hosting several world class festivals such as the Fringe and large events such as Hogmanay increases the demand for public safety infrastructure.</p> <p>On 30 June 2019, the population of City of Edinburgh was 524,930.</p> <p>84% of residents feel safe in their neighbourhood after dark. Safety was likely to be rated lower by those with a long-term health problem or disability (70%), retired people (73%), those aged 65+ (76%), unemployed people (also 76%) and women (78%).</p> <p>52% of residents satisfied with the way antisocial behaviour is dealt with.</p> <p>61% of residents satisfied with the way violent crime is dealt with. Those likely to be more satisfied with the way violent crime is dealt with were retired people (67%), those aged 65+ (68%, v 58-60% of other age groups), men (62% v 59% of women), those without a long-term health problem/disability (62% v 55% of others), and those without children (61% v 57% of those with children). Satisfaction was lower for unemployed respondents (42%) and for ethnic minorities/non-UK citizens (56% compared to 61% of non-ethnic minorities/UK citizens). Dissatisfaction was higher among socio economic groups D (14%) and E (13%) compared to just 5% for SEG B.</p> <p>66% residents attended a festival in Edinburgh last 2 years. 25 to 44-year olds were the age group with the highest attendance (74%).</p> <p>Grand total tourism visits (day &amp; overnight tourism) in 2019 was 30,134,000. In 2019, Edinburgh and the Lothians was the most popular Scottish region to visit for both domestic and international travellers.</p>

<b>Evidence</b>	<b>Available – detail source</b>	<b>Comments: what does the evidence tell you with regard to different groups who may be affected?</b>
		<p>4.9 million day trips tourists went for a meal in a restaurant, café, hotel, pub etc. (average annual figures)</p> <p>3.2 million day trip tourists went sightseeing on foot. (average annual figures)</p> <p>2 million day trip tourists attended an arts cultural festival or event. (average annual figures)</p> <p>All of the aforementioned statistics reference groups that may be affected significantly by the upgrade but as previously outlined, all residents &amp; visitors of Edinburgh will be passively affected by the service improvements.</p>
Data on service uptake/access	<p>Y - Monthly CCTV stats provided by Police Scotland Liaison staff.</p> <p>The Edinburgh People Survey (EPS) is the Council's annual citizen survey (2019)</p>	<p>Monthly CCTV stats outline the impact of the service in relation to Police matters. Provides a baseline for understanding the impacts of data created by the service area.</p> <p>People “using” the service can be perceived as all the residents and tourists of the city. This is due to the fact that the service is “passive” and no direct engagement is required with the public aside from submission of subject access requests. The passive service provides reassurance and may have a direct impact on the feelings of safety as outlined in the EPS.</p>
Data on socio-economic disadvantage e.g. low income, low wealth, material deprivation, area deprivation.	<p>Y - The Edinburgh People Survey (EPS) is the Council's annual citizen survey (2019)</p> <p>Scottish Index of Multiple Deprivation 2020</p>	<p>Areas with less reported satisfaction with regards to how crime and ASB is managed, along with areas that report lower feelings of safety after dark will be affected the most by the upgrade. There are clusters of camera locations that correlate with these statistics from the EPS but also with the SIMD2020.</p>
Data on equality outcomes	N/A	
Research/literature evidence	<p>Y - “Guidance for in house monitoring surveillance systems” issued by the Surveillance Camera Commissioner (SCC) CCTV Strategy 2011 ISO standards</p>	<p>Adhering to this guidance and featuring it in the specification of requirements improves the standards for privacy &amp; cybersecurity. This improves data protection for the public and will positively impact any individuals in the public realm.</p>
Public/patient/client experience information	N/A	

<b>Evidence</b>	<b>Available – detail source</b>	<b>Comments: what does the evidence tell you with regard to different groups who may be affected?</b>
Evidence of inclusive engagement of people who use the service and involvement findings	<p>Y - Senior users of the system have been involved throughout the process of identifying the operational requirements, along with key stakeholders such as Police Scotland.</p> <p>Sessions conducted between technical consultants and users of the system in Nov 2020.</p>	<p>These stakeholders will be affected directly or indirectly by the upgrade, whether a user of the system or in receipt of the intelligence / data.</p> <p>The system and intelligence should improve in terms of accessibility and should experience an increase in quality.</p>
Evidence of unmet need	Y – Feedback from senior users.	<p>At present, the system has grown over time to enable and prioritise functionality without consideration for the end-user. This has evolved into a system where the operators take unnecessary steps and interruption in attention during their manual workflow management.</p> <p>Furthermore, there is a lack of rich data sets exported by the obsolete system that could lead to better understanding service “usage”.</p>
Good practice guidelines	Y - “Guidance for in house monitoring surveillance systems” issued by the Surveillance Camera Commissioner (SCC)	Emphasis on cyber security requirements to ensure data protection of all subjects in the public realm.
Carbon emissions generated/reduced data	Y – Data sets from LEZ & Intelligent Infrastructure projects	<p>Co-ordination with parallel projects such as Low Emission Zone and Intelligent Infrastructure- identifying the hotspots for focussing carbon emission reduction efforts.</p> <p>These hotspots are to be covered by new cameras and will contribute to carbon emission modelling- improving environmentally based decision making for residents and visitors of Edinburgh.</p>
Environmental data	<p>Y – Data on one where the camera locations are and any future new locations.</p> <p>Energy consumption</p>	<p>This identifies which areas will benefit from new higher quality cameras and which zones in the city are within the field of view. It will also outline where the temporary civil works will be located in the city.</p> <p>Existing energy consumption has been estimated for the cameras and some of the obsolete equipment in the CMF.</p>
Risk from cumulative impacts	Y	Growing demand exceeds what the service can cope with within the existing system.

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected?
		<p>Further deterioration of the software and hardware presents a high risk of catastrophic failure.</p> <p>Without the upgrade the aforementioned groups will not benefit from improved public safety &amp; incident severity mitigation.</p>
Other (please specify)		
Additional evidence required	Yes	<p>Police Scotland information outlining their existing systems, how standard operating procedures are to be carried out and how improvements in workflow can be implemented.</p> <p>Impact of condition of existing facility &amp; systems on users.</p>

**8. In summary, what impacts were identified and which groups will they affect?**

<b>Equality, Health and Wellbeing and Human Rights</b>	<b>Affected populations</b>
<p><b>Positive</b></p> <p>The new system user interface will improve significantly for frontline operators. This will lead to an improvement in morale, job satisfaction, employee retention and wellbeing of frontline staff.</p> <p>There are opportunities to ensure the design and layout of the newly upgraded facility are suitable for people with additional workplace requirements e.g. standing desks, wheelchair accessibility. Reference ISO standards.</p> <p>The system will create a city operations hub for disaster resilience and risk prevention. The system will be networked to key stakeholder control rooms such as Police Scotland and Scottish Fire &amp; Rescue Service to enable seamless co-ordination to escalating incidents. Improves public safety and feelings of safety.</p> <p>At times, CCTV operators can be the first responders to vulnerable individuals- missing persons, health emergencies etc. Video analytics will make this process more efficient for the service area.</p> <p>The ability to mask images and pixilation technology (privacy protection of individuals when sharing data) is an essential</p>	<p>Operators / Supervisors: frontline staff</p> <p>Frontline staff</p> <p>All members of public &amp; partnered stakeholders</p> <p>All members of public &amp; partnered stakeholders</p> <p>All members of public</p>

<p>element of the system. This function is likely to be carried out historically after the event has been captured and individual people need to be obscured. –</p> <p>The increased ability to export data sets on the system usage will provide future justifications for camera coverage, based on demands and correlation with other data sets.</p> <p>Community benefits from the implementation of the project will include:</p> <ul style="list-style-type: none"> <li>• Work experience placements</li> <li>• Digital infrastructure school visits</li> <li>• Barefoot Education &amp; Outreach engagement with schools</li> <li>• Community engagement volunteering</li> <li>• Sponsorship of two community training centres, supporting digital inclusion in partnership with the Good Things Foundation</li> <li>• Modern apprentice (college leaver)</li> <li>• Promotion of job opportunities</li> </ul> <p><b>Negative</b> Concerns from the public about privacy &amp; data protection relating to the upgrade of the system.</p> <p>Frontline staff and users of the system will go through a process of significant change- with the new facility and system. Workflow processes will be amended as a result.</p> <p>During the transition phase / implementation, the service area will have a reduced capacity. Less chance of being able to efficiently handle incidents in real time, less chance of successfully recording evidence of any incidents. Reduction of number of staff monitoring the feeds at one time.</p>	<p>All members of public &amp; partnered stakeholders</p> <p>Public</p> <p>Frontline staff</p> <p>Public &amp; Partnered Stakeholders</p>
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<p><b>Environment and Sustainability including climate change emissions and impacts</b></p> <p><b>Positive</b> This project will publish open data sets (pedestrian, cyclist, vehicle counts etc) available to the public – it is envisaged that businesses, third sector organisations and academics can make use of the data. The intention is to use the data sets provided by the new system for the purposes of traffic flow modelling and generate insights as to where congestion occurs. Thereby improving Edinburgh's air quality and reducing carbon emissions.</p> <p>Increasing the quality of the data sets to enable Planning colleagues to develop evidence-based strategies on the movement of people in the built environment.</p>	<p><b>Affected populations</b></p> <p>All members of public &amp; wider community</p> <p>Staff &amp; Public</p>
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<p>Reduction in energy consumption of the equipment in the facility.</p> <p>The potential use of camera columns to house air-quality monitoring equipment in the future. Our estate provides a unique opportunity for a city-wide survey of this nature.</p> <p>Fly-tipping detection and enforcement will be improved by making use of the network in key areas.</p> <p>Household Waste Recycling Centres may implement ANPR CCTV, utilising the Video Management System and integrated into Pentagull (booking system). Workflow processes for managing HWRCs becomes more efficient and sustainable.</p> <p>New system will be able to provide meta data on the system usage, incidents recording, auditable trail of actions etc. thereby providing the service area actionable information that can lead to service improvements and/or increases in sustainability. Data sets will provide key information that can lead to evidence based standard operator procedures and better system calibration.</p> <p>Reusing equipment where possible throughout the upgrade, for example, re purposing existing CMF monitors for satellite sites.</p> <p><b>Negative</b> Implementation of the infrastructure will create bottlenecks in the city with regards to traffic flow- potentially leading to increased levels of pollution temporarily.</p> <p>Creation of waste during the strip out works of removing the obsolete equipment.</p>	<p>Global</p> <p>Public</p> <p>Community</p> <p>Public &amp; staff</p> <p>Staff &amp; public</p> <p>Global</p> <p>Community</p> <p>Global</p>
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<p><b>Economic including socio-economic disadvantage</b></p> <p><b>Positive</b> The camera system contributes to public safety throughout the area it covers and other than the city centre the network is disproportionately concentrated in areas of economic hardship that face issues with ASB and crime. The camera network is an integral part of a long-term multi agency approach to resolving these problems for the local population.</p> <p>Cameras in areas facing economic disadvantage can help in building business and investment confidence as well as reassurance to the local community more generally. Local traders in disadvantaged areas have in the past become regular callers to the CMF, asking for cameras to be directed to their business premises to ensure they are protected whilst dealing with youth ASB or shop lifters. This group of stakeholders is consistent in their positive attitude and desire</p>	<p><b>Affected populations</b></p> <p>Community</p> <p>Business Community</p>
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<p>for coverage built on personal experience of the impact the system can have.</p> <p>Open data sets that will be monitored and gathered by the video analytics software can provide footfall measurements for local businesses to better understand customer behaviour. New data sets may present significant insights which could lead to a demand in the city being met by a business / start up.</p> <p>Crime prevention in particular people who are at an economic disadvantage being victims of crime including financial crime/robbery or because the crime being committed against them may cause them financial hardship through being off work/loss of earnings etc – people at disadvantage less likely to have level of security that people in wealthy areas can afford so have to rely more on public security. The upgrade of the system will offer improvements in public security and in turn support the aforementioned affected populations.</p> <p>The project will deliver increased 5G coverage as part of the transmission element of the system. This will provide connectivity to thousands of homes that have no fixed internet connection in disadvantaged areas where the service area has significant presence.</p> <p><b>Negative</b> Civil works during the implementation phase may disrupt footfall for local businesses.</p> <p>During the transition phase there will be less coverage in the city, thereby potentially impacting business/premises security.</p> <p>Awareness that the public realm system is being upgraded/in the middle of a limited capacity, this may be exploited by malicious actors.</p>	<p>Business Community</p> <p>Community</p> <p>Business Community</p> <p>Business Community</p> <p>Public &amp; Partnered stakeholders</p>
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**9. Is any part of this policy/ service to be carried out wholly or partly by contractors and if so how will equality, human rights including children’s rights, environmental and sustainability issues be addressed?**

Contractors were assessed on their commitment to progressing towards adopting the five Fair Work First criteria for workers (including any agency or sub-contractor workers) engaged in the delivery of this contract. This included current and planned actions that show how they will embed these practices during the lifetime of this contract. Responses included tangible and measurable examples and also described how they will report on, and demonstrate progress, to the contracting authority during the lifetime of the contract.

All work carried out by the aforementioned Contractors are to adhere to a significant number of regulations listed in the Specification of Requirements.

- 10. Consider how you will communicate information about this policy/ service change to children and young people and those affected by sensory impairment, speech impairment, low level literacy or numeracy, learning difficulties or English as a second language? Please provide a summary of the communications plan.**

Information sharing activity / communications strategy is being continually developed with the Communications department. Current plans are to publish information on the Edinburgh Council website (existing information has been screened for accessibility), social media platforms and physical on-site lamp-post wraps featured in high-footfall areas of the city.

- 11. Is the policy likely to result in significant environmental effects, either positive or negative?** If yes, it is likely that a [Strategic Environmental Assessment](#) (SEA) will be required and the impacts identified in the IIA should be included in this.

No. It will aid other departments in improving environmental effects indirectly through service improvement.

**12. Additional Information and Evidence Required**

**If further evidence is required, please note how it will be gathered. If appropriate, mark this report as interim and submit updated final report once further evidence has been gathered.**

Further information is required from key partners such as Police Scotland- to fully understand the impact this change will have on service provision. This will be co-ordinated in a series of meetings between the partners (horizon scanning etc). Ongoing information gathering with current frontline staff will also establish a baseline data set for exiting working conditions and morale.

- 13. Specific to this IIA only, what recommended actions have been, or will be, undertaken and by when? (these should be drawn from 7 – 11 above) Please complete:**

Specific actions (as a result of the IIA which may include financial implications, mitigating actions and risks of cumulative impacts)	Who will take them forward (name and job title)	Deadline for progressing	Review date
Liaison with Police Scotland to horizon scan, identifying and assessing impacts and risk.	Miranda Matoshi – ERDF Project Manager & Shirley McLaren Community Safety Manager	July 21	September 21

<b>Specific actions (as a result of the IIA which may include financial implications, mitigating actions and risks of cumulative impacts)</b>	<b>Who will take them forward (name and job title)</b>	<b>Deadline for progressing</b>	<b>Review date</b>
Review and update policy and procedure.	Miranda Matoshi – ERDF Project Manager & Ben Quinn & Richard Anderson – CCTV Supervisors	July 21	December 21
Interim Building Warrant to flag up any issues / impacts.	Miranda Matoshi – ERDF Project Manager & Successful Contractor	July 21	September 21
Privacy Masking Implementation into the system	Miranda Matoshi – ERDF Project Manager & Successful Contractor	April 22	September 22
Training for frontline staff and senior management – train the trainer sessions which can then provide sessions for partners. Training for web server access.	Ben Quinn & Richard Anderson – CCTV Supervisors & Successful Contractor	April 22	September 22
<p><b>Resilience</b> Should there be any other major event / incident that occurs during the Works Programme in the City Centre, it is the responsibility of the Contractor to ensure the system is fully operational for the duration of the event / incident.</p> <p>Planning Phase: takes into account key dates in the calendar. Contractually, any work to be conducted on the system must ensure it does not interfere with the CCTV staff's capability to operate the cameras/system effectively during these high-risk periods. Achieving continuous service delivery has been considered and implemented throughout every stage of the project.</p>	Miranda Matoshi – ERDF Project Manager & Successful Contractor	January 22	April 22
Liaise with Roads colleagues to ensure that the project is programmed in a phased manner, in order to reduce disruption and potential bottlenecks.	Miranda Matoshi – ERDF Project Manager & Successful Contractor	September 21	January 22
Waste disposed of in adherence to WEEE regs.	Successful Contractor	December 21	September 22

<b>Specific actions (as a result of the IIA which may include financial implications, mitigating actions and risks of cumulative impacts)</b>	<b>Who will take them forward (name and job title)</b>	<b>Deadline for progressing</b>	<b>Review date</b>
Civils works to be planned thoroughly in order to reduce the disruption and upheaval to the built environment, thus reducing the chances of requiring Chapter 8 pedestrian management plans.	Miranda Matoshi – ERDF Project Manager & Successful Contractor & Roads Teams	September 21	December 21
Reducing the level of detail to release information about the project to the public for security purposes. Liaise with Comms / Committee Services.	Miranda Matoshi – ERDF Project Manager	July 21	August 21

**14. Are there any negative impacts in section 8 for which there are no identified mitigating actions?**

No

**15. How will you monitor how this proposal affects different groups, including people with protected characteristics?**

Analyse data from routine surveys as listed in section 7. Liaise with frontline staff- before and after the upgrade. Monitor data sets from Police Scotland to outline the impact the upgrade has had on outcomes.

**16. Sign off by Head of Service**

Name

*J. Kerne*

Date 02/07/2021

**17. Publication**

Completed and signed IIAs should be sent to [strategyandbusinessplanning@edinburgh.gov.uk](mailto:strategyandbusinessplanning@edinburgh.gov.uk) to be published on the IIA directory on the Council website [www.edinburgh.gov.uk/impactassessments](http://www.edinburgh.gov.uk/impactassessments)