



Notice of the next Council Meeting

Members of the Public and the Press are invited to attend all Council Meetings

(Public Bodies (Admission to Meetings) Act 1960)

Dear Councillors,

You are hereby summoned to attend the following meeting:

Meeting of... Community Services Committee

**Place... W101 Bridgwater Room, Town Hall, High Street, Bridgwater,
Somerset, TA6 3AS**

Date... Wednesday, June 12, 2024

Time... 18:30

Councillors will be discussing all the items listed overleaf on the Agenda.

Yours faithfully

David Mears

David Mears

CEO and Town Clerk

6 June 2024

(Prior to the start of the meeting)

Questions and comments from members of the public

To ask a question or speak at a meeting, you will need to submit your request to a member of the Democratic Services Team in advance of the meeting. You can request to speak at a council meeting by emailing your full name, the agenda item and your question to the Democratic Services Team emailing enquiries@bridgwater-tc.gov.uk Any requests need to be received by 5pm on the day that provides 2 clear working days before the meeting (excluding the day of the meeting itself). For example, if the meeting is due to take place on a Thursday, requests need to be received by 5pm on the Monday prior to the meeting. The Chair will invite you to speak at the beginning of the meeting under the agenda item Public Question Time, but speaking is limited to 3 minutes. You can only speak to the Council or Committee once. If there are a group of people attending to speak about a particular item, then a representative should be chosen to speak on behalf of the group.

1N.B Councils cannot lawfully decide items of business that is not specified in the summons/agenda (LGA1972 Sch 12, paras 10(2)(b) and Longfield Parish Council v Wright (1918) 88 LJ Ch 119).

Under the Openness of Local Government Bodies Regulations 2014, any members of the public are allowed to take photographs, film, and audio record the proceedings and report on all public meetings (including on social media). No prior notification is needed but it would be helpful to let the office know of any plans to film or record so that any necessary arrangements can be made to provide reasonable facilities to report on meetings. This permission does not extend to private meetings or parts of meetings which are not open to the public. All recording and photography equipment should be taken away if a public meeting moves into a session which is not open to the Public.

If you are recording the meeting, you are asked to act in a reasonable manner and not disrupt the conduct of meetings, for example by using intrusive lighting, flash photography or asking people to repeat statements for the benefit of the recording. You may not make an oral commentary during the meeting. The Chairman has the power to control public recording and/or reporting so it does not disrupt the meeting. Recording must be clearly visible to anyone at the meeting

A G E N D A

CSC2024/1 - To receive apologies of absence

CSC2024/2 - Declarations of Interests

Members to declare any interests, including Disclosable Pecuniary Interests they may have in agenda items that accord with the requirements of the Town Council's Code of Conduct and to consider any prior requests from members for Dispensations that accord with Localism Act 2011 s33(b-e) (NB this does not preclude any later declarations)

CSC2024/3 - To agree standing Agenda items

Current suggestions of headings,

1. Grants/Funding
2. Events
3. Comms
4. Town Centre
5. Museums in Bridgwater
6. Communities (ReCreation, RollerCoaster, Pantry, warm spaces)
7. Volunteers

CSC2024/4 - To agree the Grants Process for 2024/25:

1. To set out the timetable for the allocation of the Grant Budget (£18,000) across 2024/25

CSC2024/5 - Grants - to consider the grant requests below

CSC2024/5.1 - Mingle Bristol CIC - £2,218.50

CSC2024/5.2 - Wellington Counselling CIC - £2,400

CSC2024/5.3 - Rusty Road to Recovery - £2,500

CSC2024/5.4 - DofE (Duke of Edinburgh) Somerset Committee - £2,500

CSC2024/5.5 - Friends of Bridgwater Docks - £700

CSC2024/6 - To consider the request from South West Heritage Trust for financial support for Brick and Tile Museum

The request is for £21,800 to be taken from the devolution budget

CSC2024/7 - CCTV in Bridgwater - to consider the request from Somerset Council to fund CCTV in Bridgwater

The request figure is approximately £165,000 to be taken from the devolution budget. Members to note that this will form a recommendation to the August full council meeting.

End of Agenda

CIRCULATION

Councillors: Smedley (Chair), Aujla, Heywood, Hubble, Leavy, Lerry, Marsh, and Rodrigues

Funding left as @ May 2024 = £18,000

Total funding requests = £10,318.50

Name	Project description	Project start date	Total requested	Total Project cost	Funding secured	Funding requested	Funding received from BTC in 2023/24
Mingle Bristol CIC	To set up a "Cosy Room" with sensory needs and 1-2-1 support needs. Such as mental health talk, help with online applications, therapist meetings. Also other local organisations have submitted interest to use this room for their services, such as Second Step and Diversity voice. The facility currently hosts a café that will offer employment skills opportunities and is open to all but does currently help support those with learning difficulties.	June/July 24	£2,218.50	£2,218.50	£0	None	£0
Wellington Counselling CIC	There are three main objectives our group delivers to our community and beyond: *We provide free and affordable counselling for vulnerable children, young people and adults in our community, as well as therapeutic groups. *We also provide employment for local counsellors and placements	Dependent on funding.	£2400		We have funding via an SLA with Wellington Town council to offer support to people in Wellington- £17400pa. Our funding	Somerset Community Foundation for £5000.	

Name	Project description	Project start date	Total requested	Total Project cost	Funding secured	Funding requested	Funding received from BTC in 2023/24
	<p>for trainee counsellors. * We are actively networked into local and Somerset wide community groups and statutory organisations from which we receive referrals, as well as individuals being able to refer themselves into our services.</p> <p>This funding will be used to provide free or subsidised counselling to vulnerable children, adults and families in Bridgwater.</p>				<p>from Open mental Health and the Postcode local Trust has expired so we cannot provide counselling for people in Bridgwater any more.</p>		
Rusty Road to Recovery	<p>Recently moved premises and during the move the compressor was broken. Looking to replace the compressor and install concrete rafts to reinforce the floor and allow ramps to be erected. Currently unable to do certain activities such as Airbrush and classic car restoration.</p>	<p>Dependent on funding.</p>	<p>£2500</p>	<p>£2500</p>	<p>£0</p>	<p>None</p>	<p>£2000</p>
DofE Somerset Committee	<p>To give YP that meet the bursary criteria in Bridgwater the chance to have their participation place funded so that they can access the DofE award through their school / college and parents don't have the financial pressure to pay. It will also take pressure off of the schools and colleges, where finances are</p>	<p>Summer 24</p>	<p>£2500</p>	<p>The maximum grant available is £200/Bronze, £300/Silver, and £400/Gold if low-income criterion is met. Otherwise, the maximum is £100/Bronze, £150/Silver,</p>	<p>Somerset Freemasons - £5000 Lions Club £200</p>	<p>Bishops Fox Foundation for support of Taunton based applicants.</p>	<p>£0</p>

Name	Project description	Project start date	Total requested	Total Project cost	Funding secured	Funding requested	Funding received from BTC in 2023/24
	<p>also tight at present – meaning that pupil premiums can go further Applications are done by the centres (Schools, colleges) and sent to the committee – these are checked and if the committee agrees - funding is given to the centres. No money is given to the young people directly. Funding would be ring fenced from Bridgwater Town Council for Bridgwater schools - including Haygrove, Chilton Trinity, Robert Blake, Bridgwater College, Polden Bower, Bridgwater College Academy and Brymore</p>			<p>£200/Gold. There is no minimum amount.</p>			
Friends of Bridgwater Docks	Painting of buoy at Bridgwater docks.	Dependent on funding	£700	£700	£0	£0	£0



Bridgwater Town Council

REPORT

Report to:	Community Services Committee
Agenda Item:	
Date of Meeting:	12.06.24
Date of this Report:	31.05.24
Author:	Rob Semple
Lead Officer:	Rob Semple

Community Grant Fund

Recommendations

Members decision is requested.

1. Background

Bridgwater Town Council has an allocated budget of £18,000 to be awarded to grant applicants that meet the criteria for the 24/25 financial year. There are four planned meetings this year, this means there is approximately £4,500 per meeting available. Currently balance is £18,000.

2. Grant applications

Four new grant applications for members to consider. The total being requested is £10,318.50

Applicants –

Mingle Bristol CIC - £2,218.50

Wellington Counselling CIC - £2400

Rusty Road to Recovery - £2500

DofE Somerset Committee - £2500

Friends of Bridgwater Docks - £700

For further grant detail please see attached table.

3. Legal Considerations

All grant applications comply with Bridgwater Town Councils community Grant Funding Policy.

4. Financial and Risk Considerations

The current grant requests are within the current annual grant budget level if supported by members.

5. Equalities Considerations

Grant scheme open to all groups that fit local criteria.

6. Climate Change and Sustainability Considerations

No applicable considerations.

7. Conclusion and Recommendations

Members to review new grant applications and approve, reject or defer.

Report Sign-off

Title	Name	Date
CEO/Town Clerk	David Mears	
Director of Amenities	Scott Mason	
Director of Community Services	Rob Semple	31.05.24
Director of Finance and Corporate Services	Sally Jones	
Leader of Council		
Leader of the Opposition		
Committee Chair/Lead Councillor		
Lead Manager		

End of report.



South West Heritage Trust

Somerset Brick and Tile Museum

1. Background

The South West Heritage Trust (SWHT) was created in 2014 to provide heritage services previously delivered directly by Somerset County Council (now Somerset Council) and Devon County Council.

SWHT runs three museums, namely Somerset Rural Life Museum in Glastonbury, the Museum of Somerset in Taunton, Somerset Brick and Tile Museum in Bridgwater and Avalon Archaeology at the Avalon Marshes Centre. It provides statutory archive services, statutory local studies library services and the statutory Historic Environment Record on behalf of Somerset Council and supports the local authority in the discharge of statutory obligations under the National Planning Policy Framework. It manages large museum and archive collections (including the outstanding Bridgwater Borough archive collection) and extensive heritage landscape assets on behalf of Somerset Council.

2. The Museum

The brick kiln was transferred to the ownership of the County Council in 1981 and the adjacent land in 1988. The museum opened to the public in 1994 following the restoration of the kiln structure and the creation of the museum building. The museum tells the story of brick and tile making, historically one of Somerset's most significant industries, and is centred around what is now the only remaining traditional brick kiln in South West England. The adjoining modern structure, built in the form of a traditional drying shed, houses museum exhibits and interpretation as well as the activity space.

The kiln was one of six belonging to the former Barham Brothers works at East Quay, Bridgwater, and produced clay products for export around the world. It is Grade II* listed and a Scheduled Ancient Monument. Until 2019 the day-to-day operation of the museum was undertaken by *Discovery*, a social enterprise providing services for people with learning disabilities.

The museum has not undergone any major capital works since it opened and is now in need of development to enable it to flourish. A pilot project to explore the potential of the museum has been underway since it reopened after the pandemic late in 2021. The project has included a programme of basic improvements to the premises and the appointment of a site manager with the remit of introducing events and promoting the museum to the people of Bridgwater and beyond. There is

now a more diverse and successful public programme, including workshops for adults and children, group and school visits, and activities for families. Audiences engaging with the site are growing, and there is regular use by Somerset Recovery College as well as engagement from adults and children with additional needs. Hands-on activity at the site supports audience wellbeing and encourages creativity. Annual visitor numbers have grown steadily, rising from 815 in 2021 to 2518 in 2023. The site is free to enter with a suggested donation of £3. Activities are charged for at affordable levels.

3. The Brick and Tile Museum Project

The Trust aims to transform the museum in order to maximise its use as a heritage community venue that supports inclusion, wellbeing and participation. We want to tell richer and more compelling stories so we can provide audiences with a deeper understanding of the historical, social and cultural context of the brick and tile industry, drawing on personal stories and the town's identity as a place of making.

Our strategic aims for the project are to:

- Protect and conserve the last remaining traditional brick kiln in South West England.
- Enable the local community to celebrate its heritage, raising the profile of Somerset's industrial past.
- Enhance the financial, social and cultural benefits the museum brings to the local community.
- Create a resilient and sustainable future for the museum, embedding it in the local economy and heritage infrastructure.
- Increase understanding of the site within the context of the town and the River Parrett and link it to an industrial heritage trail.
- Develop partnerships with local organisations in order to support the museum and the wider heritage offer.
- Open up the associated collections, including by using digital technologies to expand access and engagement.

This year, Trust staff will undertake a full options appraisal and prepare a National Lottery Heritage Fund development grant application. Work will also begin on Museum Accreditation in collaboration with Arts Council England.

As a key partner, Bridgwater Town Council would be invited to take part in quarterly Steering Group meetings.

4. Financial Position of the Trust

The financial position of the Trust is under more severe pressure than at any time since the Trust was founded in 2014. High levels of inflation have eroded the Trust's

grant funding and significant measures have been implemented to reduce costs, including staff reductions, a recruitment freeze, budget reductions, and work to reduce utilities and building overheads, coupled with increased income generation. The Trust is a very lean organisation and has reduced core expenditure by £211,000 in the last two financial years, even with rising costs.

The Trust's primary funder, Somerset Council, has made the difficult decision to reduce core funding to the Trust by £150,000 from 1 November 2024. This reduction will have a major impact, and the Trust's Leadership Team and Board of Trustees are now considering further measures to ensure the Trust can remain financially viable.

Current proposals include closing the Brick and Tile Museum. Such a step would be deeply regrettable at a time of increasing demand from audiences, particularly the local community, and when we are building the case for investment from key funders including the National Lottery Heritage Fund.

5. Bridgwater Town Council

We are requesting financial support from Bridgwater Town Council to ensure that the Brick and Tile Museum can continue to bring benefit to Bridgwater both culturally and economically. In order to continue operating the museum at current levels, an additional £21,800 is required in the Trust's forward year. A further £4,500 above that level would enable us to enhance the interpretation around the brick kiln in the forward year.

Funding from Bridgwater Town Council would be used to support staffing and premises costs, enabling the museum to remain open and the development project to continue. Without such investment the operation of the museum will become unviable, directly impacting our ability to work towards a sustainable future for the site and to support local community well-being, particularly people in lower income families and those with additional needs.

Financial support through a formal grant agreement and partnership would enable the museum and the Trust to contribute more fully to Bridgwater Town Council's ambitions for heritage and culture. Examples of possible collaboration include civic events, heritage advice, heritage trails and interpretation, and closer engagement with the museum development project. Funding would help to ensure that the museum can continue to deliver important benefits for Bridgwater people and the town as a whole.

Sam Astill
Chief Executive Officer
South West Heritage Trust

22 April 2024

Appendix 1 – Audience Data

1. Visitor Statistics

The museum is open on Tuesdays from 10.00 am to 4.00 pm, with booked activity taking place on other days. Following the appointment of a Site Manager in 2021, and the development of a new engagement programme, the Brick and Tile Museum visitor numbers have continued to grow.

Brick and Tile Museum		2019	2020	2021	2022	2023	2024
Quarter 1	January	32	60	0	38	102	86
	February	47	285	0	319	166	292
	March	37	23	0	14	215	154
	Q1 Total	116	368	0	371	483	532
Quarter 2	April	23	0	0	247	275	
	May	115	0	3	175	101	
	June	55	0	60	57	195	
	Q2 Total	193	0	63	479	571	
Quarter 3	July	42	0	46	72	144	
	August	75	0	109	464	381	
	September	43	0	139	74	121	
	Q3 Total	160	0	294	610	646	
Quarter 4	October	55	14	162	256	345	
	November	32	0	164	196	170	
	December	41	0	132	149	303	
	Q4 Total	128	14	458	601	818	
Yearly Total		597	382	815	1460	2518	

2. Audience Engagement

The Brick and Tile Museum provides a range of engagement opportunities for families, adults, and schools. ‘Making’ workshops with clay are accessible to a wide range of audiences, encourage creativity and support wellbeing for under-served audiences. On-site kiln facilities allow the Site Manager to fire objects, allowed quality items to be produced and taken away. Prices points for activities are carefully considered to encourage wide participation.

Activity	Charge
Museum Tour and Tile-Making Demonstration	£3.50 Pre-book
Bridgwater Town Tour	£3.50 Pre-book
Coffee and Clay	£5 Drop-in
Clay in Action: KS2 school workshop	£175 Pre-book

Family activities – Play with Clay	£4 Pre-book
Group visits	£4 per person Pre-book

2.1 2023 Programme of Activities

Activity	Number of Events	Total footfall
Family Activities	23	1153
Group Visits	21	186
Town/museum tour	6	57
Adult workshops	14	276
Schools	15 workshops	242

2.2 Audience Feedback

‘We had a wonderful time, as always.’

‘Thank you for having us today, we had a lovely time.’

‘Thank you for today it was good fun and very relaxing.’

‘Thank you, had a lovely couple of hours getting creative.’

‘The kids loved their session today as they have done throughout the year. Thank you.’

‘Boys loved it. Thank you so much.’

3. Partnerships

The museum is building relationships with local groups and partners including Bridgwater Cultural Partnership, the Blake Museum, Somerset Recovery College, English Heritage, Historic England, Discovery (a social enterprise providing services for autistic people and people with learning disabilities), Somerset Council, Somerset Industrial Archaeological Society, Silver Bridge School (an independent Special School), Bridgwater Quayside Festival, Quantock Landscape Partnership Scheme, Natural England, and the Wildlife and Wetlands Trust.

SERVICE LEVEL AGREEMENT – CCTV, Management and Maintenance Obligations

Document Owner:	Somerset Council
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Version

Version	Date	Description	Author
1		Service Level Agreement	
1.2	8/3/2024	Revised Service level Agreement	SAD

Approval

(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)

Approvers	Party	Signed	Approval Date
Sarah Dowden	Somerset Council ("The Council")		
	Council ("the Client")		

This Agreement comes into force on the most recent Approval Date

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1.0 Parties to Agreement

1.1 (1) Somerset Council (The ‘Council’) and (2) Bridgwater Town Council,

2.0 Duration of Agreement

2.1 Shall come into force on 1st April 2024 and shall remain for 3 years, ending 31st March 2027.

2.2 There is a break clause after year 1, to allow the opportunity for review

3.0 Service Level

3.1 The Service being provided by the Council under this Agreement relates to the procurement and installation, management and maintenance of a Video Management Solution and the monitoring, maintenance and management of a CCTV monitoring system (together the CCTV IT, Management and Maintenance Obligations) in accordance with the established CCTV Code of Practice in the administrative area served by Bridgwater Town Council

3.2 This Agreement establishes the performance levels for the Service as set out in Appendix 1 (the Service Level) and the annual financial contribution payable by Bridgwater Town Council towards the Service as set out in Appendix 2 (the Annual Contribution).

4.0 Review of this Agreement

4.0 This Agreement will be reviewed by the Council and Bridgwater Town Council on an annual basis.

4.1 Either party may suggest a variation to the terms of this Agreement including a variation to the Services provided to take account of any changes in law or change in how Bridgwater Town Council functions. Such a request should be made in writing to the Service Director, Regulatory and Operational Services or the client.

4.2 Any changes to this Agreement must be agreed by both parties and documented and a new version updated as part of ongoing version control.

5.0 Services Aims and Objectives

5.1 The Council shall provide the Service to Bridgwater Town Council to the Service Level and in accordance with the legitimate aims of the service as set out in the Code of Practice.

5.2 Active liaison between the parties is essential. Liaison on a day-to-day basis will be between the CCTV Manager and client who shall provide and update their contact details to one another in a prompt and timely manner.

6.0 Payment Arrangements

6.1 The Client shall pay to the Council the Annual Contribution as set out in Appendix 2 within 30 days of the Councils invoice for each financial year or part thereof comprised in the Term.

6.2 All sums payable under this Agreement unless otherwise stated are exclusive of VAT and other duties or taxes.

7.0 Administrations and Technical Support

7.1 The Council shall provide the administrative and technical support necessary to provide, support and manage the Service to the Service Level. The parties each acknowledge that the Video Management System Solution and the CCTV Equipment identified in Appendix 1 shall remain in the ownership of the Council.

8.0 Increase/Decrease in Service and Termination

8.1 Where the Council and/or the Client require changes to the Service or the areas covered these changes shall be negotiated and accommodated at the earliest opportunity and recorded in writing in accordance with Clause 4.2 above.

8.2 If the payments or any part of them shall remain unpaid for a period of 30 calendar days after they have become due, the Council may give the Client 14 days notice to terminate this Agreement. Unless such sum has been paid before the expiration of such notice, this Agreement shall upon such expiration cease and the Council's obligations under it shall cease but without prejudice to the liability of the Client in respect of such or any other breach of this Agreement.

8.3 In all other circumstances, each party shall give the other not less than 6 (six) months written notice of its intention to terminate this Agreement.

9.0 Councils Additional Responsibilities

9.1 To provide a response to all complaints/enquiries within 7 working days.

9.2 To advise the Client of foreseen difficulties in Service delivery at least 5 working days prior to any anticipated disruption to Service Level

9.3 To advise the Client of any outage, non-operation, or inability to monitor any camera that is likely to persist for more than 6 hours within one working day of the day on which the event arises.

9.4 To obtain the Clients approval in advance of addition, change or removal of permanent camera locations affecting its town.

10.0 Clients Additional Responsibilities

10.1 To liaise with the Council to assess the operational position of the Service should they have any suggestions of complaints

10.2 To consider the level of Service requested by the Client ensuring adequate provision for any agreed service improvements or increases in areas requiring CCTV.

10.3 To consider reports (condition surveys) carried out by the contractor and provided by the Council on the need for additional or complimentary CCTV and make clear decisions on the finance for such work.

10.4 To advise the Council on any events within their area which may place additional capacity on the service.

11.0 Liability

11.1 Save for liability for death or personal injury arising from their negligence and/or the failure to deliver the service compliantly within the regulatory frameworks, the Council will not be liable to the Client in respect of any loss or damages incurred by the Client as a result of a failure by the Council to provide the Service.

11.2 Copyright of all images and tapes of all images will remain the property of the Council. However, as the nominated responsible officer for the day to day operation of the CCTV system, the Commissioning Officer (CCTV) has a legal obligation to ensure compliance with the Data Protection Act 2018 and the UK General Data Protection Regulation 2021 and will make all decisions on the release of information.

12.0 Force Majeure and Disaster Recovery Plan

12.1 Neither party shall have any liability under or be deemed to be in breach of this Agreement for any delays or failures in performance which result from circumstances beyond the reasonable control of that party (an event of "Force Majeure"). In the event that a Force Majeure event continues for a continuous period of more than 6 months, either party may terminate this Agreement by written notice to the other party.

13.0 Arbitration

13.1 Any dispute, difference or question between the parties to this Contract with respect to any matter or thing arising out of or relating to this Contract which cannot be resolved by negotiation within a reasonable time (being no more than 28 days) and except insofar as may be otherwise provided in this Contract, shall be referred to relevant Service Director in the first instance.

Signatories to this Agreement

Sarah Dowden – Service director regulatory and operational Services Somerset Council

Date

Bridgwater Town Council

Date

APPENDIX 1 THE SERVICE

The Council shall provide:

1. A published annual report outlining the service operation summary, related to this agreement
2. Reasonable access to such images as allow the Client to maintain good governance aligned with the legitimate aims of the Service e.g. insurance claims
3. Right of access to such management and operational information as further the aims of good governance
4. An annual stock condition report outlining the status of the suite of cameras, repairs and maintenance undertaken and outlining investment/maintenance needs for the ensuing 12 months.
5. An annual overview of costs associated with the Service, to include a financial summary of any and all monies held in reserve on behalf of the Client
6. A Service Risk Register

In addition the Council will

7. Arrange the repair/replacement of the CCTV Equipment, as it becomes faulty, in accordance with its maintenance schedule. In the event of any camera being beyond immediate repair contact will be made with the Client to advise and seek further instructions. For repair work, the Council will liaise with the Client over timescales, once the information has been received from the contractor.
8. Undertake at least 1 routine maintenance visit per year, by the contractor, where cameras will be inspected for defects & serviced as necessary. The Client will be informed, and provided with a copy of the report when it has taken place.
9. Investigate and respond to all complaints from members of the public concerning the operation of the CCTV cameras.
10. Liaise with operational partners including the Police on a regular basis to ensure the system is utilised to its maximum potential but still remains within the operational parameters. In particular, keeping under review the operational need for cameras in conjunction with the Client as required under the Freedom of Information Act 2000
11. Register the system under the Data Protection Act 2018 and to assess the schemes impact on the Human Rights Act and other legislation as it is introduced.
12. Undertake management checks and audits as necessary to ensure the system is operated professionally, competently and in accordance with Data Protection laws, UK GDPR, Human Rights legislation, the Freedom of Information Act 2000 and other relevant applicable legislation.
13. Operate and bear the cost associated with the police "Airwave" unit installed in the control room and covering the Somerset area.
14. Recorded images will at all times remain in the Council's ownership.
15. Provide quarterly reports to include:
 - The length of time each of its camera were not operative, being monitored or recorded due to faults (by camera location)
 - What that fault was with each camera, the monitoring or recording system
 - Any updates or repairs by camera (e.g. new part ordered etc)

- On a best endeavours basis, reports or access to reports from the VMS to enable the Client to understand the active use and monitoring of cameras in their area.
 - A quarterly report of incidents identified by CCTV Operators, including if the incident was reported to the Police. Where reported to the police whether CCTV images have been provided to the Police.
16. Managing the contract with the contractor (“the Contract”) who maintains the cameras
 17. Ensuring any breakdowns/technical faults are minimized and rectified as soon as is reasonably practicable in order that down time is minimal and the Service outlined can be delivered as per specification set out in the Contract.
 18. It is important to emphasise that the CCTV system is not a “spy” system. It is intended to assist in the detection of crime and the criminals involved, and to provide evidence in support of successful prosecutions. There will be no interest shown in or deliberate monitoring of, people carrying out their legitimate business. Where covert operations are required, legitimate requests will be made through the relevant RIPA delegations.
 19. The system will meet the legitimate aims as set out in the Code of Practice
 - To help reduce the fear of crime and antisocial behaviour.
 - To deter crime and antisocial behaviour.
 - To detect crime and antisocial behaviour and provide video images as evidence in both criminal and civil proceedings.
 - To assist in the overall good management of local authority function in Somerset
 - To enhance community safety, assist in developing the economic wellbeing of the Authority areas and encourage greater use of Town Centres, car parks etc.
 - To assist the parties to achieve their respective enforcement and regulatory functions.
 - To assist in Traffic Management where applicable.

System Operation

The following services will be provided by the Council:

20. To record images from all the Clients cameras 24 hours a day, 365 days a year and manage the supporting storage system.
21. Operating the Police radio system.
22. To staff the control room 24 hours a day, 365 days a year with highly trained and licenced CCTV operators.
23. To monitor, on rotation, all CCTV cameras throughout Somerset 24 hours a day, 365 days a year proactively with the intention to identify criminal and anti-social behaviour.
24. The Council cannot guarantee to capture or respond to every incident. Monitoring will be carried out along with other cameras owned by the Council. The Monitoring Officers or the Council’s Management or the Police will determine priorities.
25. The Council reserves the right to suspend monitoring of the Cameras for the purposes of updating, repairing or renewing equipment in the Council’s Control Room or in the event that the Control Room is relocated or in the event of industrial action. The Client to be notified as set out in section 9.
26. Where an incident is identified by an operator (or via police radio, member of the public etc) the operator will take appropriate action

27. To respond to any criminal incident identified by a CCTV operator or referred to the control room from other agencies/partners.
28. Footage is held for 28 days, unless requested to be held for the purposes of an investigation. If there is sufficient grounds (under relevant code of practices) then the footage can be held for longer.
29. To record all observed incidents of criminal and anti-social activity and refer such activity to the appropriate agency for a response.
30. To provide recorded material of acceptable evidential standards to the Police for criminal prosecutions. Such evidence will include all necessary paperwork, operator logs and witness statements.
31. To provide recorded material of acceptable evidential standard to the Client for the purpose of pursuing the legitimate aims of the service e.g. damage to Council property
32. To undertake pre-arranged presentations of the systems effectiveness to community representatives of the Client.
33. To complete and retain all written and electronic information relating to the system for the recommended period of time in accordance with the Data Protection Act 2018 and the UK GDPR.
34. The Council will be responsible for authorising all requests from the Police, HM Customs and Revenue Service, appropriate Government Agencies and any other duly authorised official organisation to use the CCTV cameras as part of a surveillance operation/criminal investigation

APPENDIX 2 –ANNUAL CONTRIBUTION

1. Monitoring Charges

- (i) For the financial year 2024/2025 the charges shall be as follows
Annual Monitoring Charge - £170,695.28 for 61 cameras
- (ii) For the financial year 2025/2026 and 2026/27 the charges shall be as for the previous financial year with an annual uplift in line with RPI

2. Ad-Hoc Costs, Expenses and Charges

Any further costs, expenses or charges incurred in relation to the Service will be the responsibility of the Client. This could be new camera locations, upgrades to cameras / or the system within the Parish or town councils area. If needed, this work will be done in consultation with the Client.

Example of new camera cost (with a wireless connection): £4,300

APPENDIX 3 – SLA MEETING AGENDA

These shall be in the form of 1 individual meeting per year, and one whole group meeting per year, with partners (police) invited.

1. Introduction
2. Round up of activity (statistics) over the previous period (SC)
3. Feedback from Town Council
4. Camera location review
5. Camera downtime / repair during the period
6. Forward look – replacement / new camera
7. AOB

APPENDIX 4 – NATIONAL CCTV CODE OF PRACTICE

[Surveillance Camera Code of Practice \(publishing.service.gov.uk\)](https://publishing.service.gov.uk)

APPENDIX 5 – CCTV CAMERAS AND LOCATIONS

(camera number, location, model)

Number	Place	fixing	type	Model	Installed
1	Bridgwater - Bath Road/New Market	Column	Digital	Samsung	2015
2	Bridgwater - Northgate Yard Carpark	Column	Digital	Bosch 1080P HD	2023
3	Bridgwater - Mount Street	Column	Digital	Bosch 1080P HD	2023
4	Bridgwater - Dampiet CarPark	Column	Analogue	Preditor	2008
5	Bridgwater - Fore St/Binford Place	Column	Digital	Bosch 1080P HD	2023
6	Bridgwater - Fore street	Wall	Digital	Samsung	2015
7	Bridgwater - The Drove	Column	Digital	Bosch 1080P HD	2023
8	Bridgwater - High Street	Wall	Digital	Samsung	2015
9	Bridgwater - St Mary St	Wall	Digital	Samsung	2015
10	Bridgwater - St Mary St/Broadway	Wall	Digital	Samsung	2015
11	Bridgwater - West Quay	Column	Digital	Solaris	2019
12	Bridgwater - Northgate Carpark	Column	Digital	Samsung	2015
13	Bridgwater - Cornhill	Wall	Digital	Samsung	2015
15	Bridgwater - Rhode Lane	Column	Digital	Bosch 1080P HD	2023
16	Bridgwater - Rhode Lane	Column	Digital	Bosch 1080P HD	2023
17	Bridgwater - Rhode Lane	Column	Digital	Bosch 1080P HD	2023
18	Bridgwater - The Galleries	Column	Digital	Bosch 1080P HD	2023
20	Bridgwater - Parkway/Fairfax Road	Column	Digital	Bosch 1080P HD	2023
21	Bridgwater - Coronation Park	Column	Digital	360 Vision predator (White Light)	2015
22	Bridgwater - Back of Parkway Shops	Wall	Digital	Bosch 1080P HD	2022
23	Bridgwater - Lonstone/Fairfax	Column	Digital	Bosch 1080P HD	2022

24	Bridgwater House Layby	Wall	Digital	Bosch 1080P HD	2015
26	Bridgwater - Church Street	Column	Digital	Bosch 1080P HD	2022
27	Bridgwater - Bus Station/Asda	Column	Digital	Bosch 1080P HD	2022
28	Bridgwater - Penel Orlieu	Column	Digital	Samsung	2015
29	Bridgwater - Rear of Town Hall	Wall	Digital	Samsung	2015
30	Bridgwater - Angel Crescent	Wall	Digital	Samsung	2015
31	Bridgwater House Front/Kings Square	Wall	Digital	Samsung	2015
32	Bridgwater - Kings Square	Column	Digital	Samsung	2015
33	Bridgwater - St Johns St	Column	Digital	Bosch 1080P HD	2023
34	Bridgwater - Retail Park/McDonalds	Column	Digital	Samsung	2015
35	Bridgwater - Docks	Wall	Digital	Samsung	2015
36	Bridgwater - Broadway/West/North St	Column	Digital	Samsung	2015
37	Bridgwater - Laciota House	Column	Digital	Samsung	2015
38	Bridgwater - Penel Orlieu/Cinema	Column	Digital	Samsung	2015
39	Bridgwater - Colley Lane Main Gate	Column	Digital	Preditor	2018
40	Bridgwater - Prezzo/Cornhill	Wall	Digital	Samsung	2015
41	Bridgwater - YMCA	Building	Digital	Samsung	2018
42	Bridgwater - Blake Carpark/ Mount	Column	Digital	Bosch 1080P HD	2023
43	Bridgwater - Blake Carpark	Column	Digital	Bosch 1080P HD	2023
44	Northgate Yard	Column	Digital	Bosch 1080P HD	2023
45	Northgate Yard west (Mount St)	Column	Digital	Bosch 1080P HD	2023
46	Bath Road junction with Kingsdown	Column	Digital	Bosch 1080P HD	2020
47	Bath Road opposite Campus	Column	Digital	Bosch 1080P HD	2020
48	Bath Road junction college way	Column	Digital	Bosch 1080P HD	2020
49	Cross Rifles	Column	Digital	Bosch 1080P HD	2020
50	Broadway with Barclay street	Column	Digital	Bosch 1080P HD	2023
51	Broadway junction with Taunton road	Column	Digital	Bosch 1080P HD	2023

52	Quantock Road junction NDR	Column	Digital	Bosch 1080P HD	2020
53	Bridgwater - Indoor Market	Column	Digital	Samsung	2015
54	Bridgwater - St Mary St/Church	Column	Digital	Samsung	2015
56	Taunton Road near to Paragon Place	Column	Digital	Bosch 1080P HD	2023
57	Bridgwater - Kendal Road	Column	Digital	Bosch 1080P HD	2020
62	Colley Lane		Digital		2015
63	Albert Street		Digital		2022
64	West Street	Column	Digital	Bosch 1080P HD	2022
65	Blake Gardens	Column	Analogue	Preditor	2010
66	Blake Gardens	Column	Analogue	Pelco Spectra IV	2010
67	Cranleigh Gardens	Column	Digital	Fixed analogue GANZ	2023
68	St Johns Street	Column	Digital	Bosch 1080P HD	2023
69	Victoria park Community Centre	Column	Digital	Bosch 1080P HD	2023

Camera lifespans generally between 5-10 years