

CLOSED CIRCUIT TELEVISION SYSTEM

ANNUAL REPORT 2008/09



CCTV Control Room

1 Introduction

Tonbridge and Malling Borough Council has been operating a CCTV system since 1995. In 1998 we commissioned the joint (with Tunbridge Wells Borough Council) CCTV Control Room and commenced live, 24 hours a day, monitoring of the town centre CCTV systems for the two boroughs.

CCTV is an important tool when used to assist law enforcement agencies. It provides public reassurance, a deterrent to offenders, and valuable evidence linking perpetrators of crime to a specific location and time.

2 Objectives

The objectives of the joint system which form the lawful basis for the processing of data are:

- To help reduce the fear of crime
- To help deter crime
- To help detect crime and provide evidential material for court proceedings
- To provide assistance in the overall management of public health and safety
- To enhance community safety, assist in developing the economic well being of Tunbridge Wells and Tonbridge & Malling Boroughs and to encourage greater use of the Town Centres, shopping areas, car parks and similar locations within the two Boroughs
- To assist the Local Authorities in their enforcement and regulatory functions within the Boroughs of Tunbridge Wells and Tonbridge & Malling
- To assist in Traffic Management

3 Context

We started off CCTV as a stand alone, mainly car park, security tool. Since opening the CCTV Control Room we have continued to develop the system to cover further locations across the borough in response to changing crime patterns and direction from the Community Safety Partnership.

The Community Safety Partnership was set up to make the Borough an even safer place for residents, visitors and businesses. It consists of the staff from various services from the Borough Council, Kent County Council, the Police and other relevant agencies.

We now provide comprehensive CCTV systems in the public areas and car parks in central Tonbridge, Snodland and West Malling. We also provide coverage in the Blue Bell Hill commuter car park, the public car parks in Aylesford and at a number of recreational areas in Tonbridge. In each of these areas the lighting has been improved where necessary and signs provided to make it clear to the public that they are in an area monitored by our CCTV systems.

CCTV provides a stable deterrent to those intending to commit crime and helps to reduce the fear of crime for residents. In a recent survey by the Community Safety Partnership, 95% of residents stated that they felt safe when walking alone at night and some credit must surely come from the pro-active effective monitoring of public areas with CCTV, particularly within the town centres. Of course in addition to this the CCTV operators provide professional support and assistance to the Police when they are dealing with live incidents.

The use of CCTV cameras across the Borough is in line with the Council's key corporate priorities in so far as the CCTV operators and cameras '*Work with partners to increase community safety by tackling: acquisitive crime, anti-social behaviour, perception of crime, substance misuse and violent crime*' (TMBC Key Priorities 2009/10)

4 System description (Tonbridge & Malling only)

The current CCTV system consists of 100 cameras primarily linked by fibre-optic cable to the central joint CCTV Control Room in Tunbridge Wells. The locations of the cameras are as follows.

Tonbridge High Street, car parks and surrounding areas – 41 cameras
Snodland High Street area and car park – 11 cameras
Aylesford car parks – 13 cameras
West Malling High Street and car parks – 22 cameras
Blue Bell Hill car park – 6 cameras

Mobile cameras – 7 cameras

All the images from these cameras are recorded 24 hours a day, 7 days a week on to high quality video tapes or in some circumstances digitally.

5 Systems controlling principles

There are two key documents that set out both the operational guidance and general principles.

The Code of Practice sets out the objectives of the CCTV system along with the guiding principles in its operation especially considering the key pieces of

legislation that impact upon its operation. The Code of Practice can be viewed on the TMBC website.

The Procedural Manual translates the Code of Practice into practical day-to-day operational practice and we have it as a working document to give guidance to operators. They use it as a reference document and it is also a manual for new operators. The Procedural Manual is kept in the Control Room.

6 Communications – Airwave/Shopwatch/Pubwatch

The CCTV Control Room also acts as a key information hub. The CCTV Operators have the ability to talk directly with local police officers and the Kent Police centralised Force Control Room (FCC) via the police 'Airwave' radio system.

The Tonbridge town centre 'Shopwatch' and 'Pubwatch' radio schemes are operating well and allow shop keepers and publicans to talk via radio links to the operators in the CCTV Control Room and the town centre police officers. Retailers and publicans benefit by receiving a dedicated and visible crime/ASB deterrent with enhanced links and a greater working partnership with CCTV Control Room and the local police. Staff in the shops and pubs have been police trained bringing with it extra skills in dealing with customers and criminals. These radio links allow vital current information to be relayed directly to the CCTV Operators which in turn allows us to monitor via nearby cameras and alert the police to current and emerging problems.

The Shopwatch radio link is currently being expanded to include West Malling, Snodland and Martin Square in Larkfield.

7 CCTV Monitoring contract - Staffing review

The control room is manned with 2 operators 24 hours a day 365 days a year. Tunbridge Wells Borough Council is responsible for providing the CCTV Operators and currently achieves this through a 2 year contract with options to extend for a further 2 years. Remploy Ltd. currently undertake this service and are one of the UK's leading providers of employment services to people with disabilities and complex barriers to work.

8 Maintenance contract - review

To keep the system functioning efficiently, we carry out routine maintenance and repairs as necessary. This is currently undertaken by Chroma Vision Ltd., a company which specialises in CCTV systems and provides a 24 hour call out service as required. The current contract runs for 1 year with options to extend annually for a further 3 years.

9 CCTV Performance Evaluation

These statistics are taken from data held within the CCTV Control Room and provide a simple and clear indication as to the types and numbers of incidents dealt with throughout the year (Annex A).

Some important statistics to note are that during the 2008/09 year the CCTV Control Room responded to 323 requests from the Police for assistance, 266 incidents identified by Shopsafe and Pubwatch and pro-actively identified a further 197 incidents, resulting in 291 arrests. Over the year the control room has monitored and recorded a total of 786 incidents in the Borough.

The CCTV operational analysis provides a detailed review of the type of incidents monitored. In addition to this there is a substantial amount of routine monitoring to pick up things such as ongoing concerns relating to the inappropriate evening use of car parks, particularly in Tonbridge, by some motorists.

10 Targeted Operations

The CCTV system is operated in accordance with the principals and requirements of the Human Rights Act 1998 but inevitably there may on occasions be a need for 'directed' (targeted) surveillance. Authorisations can be made in accordance with the Regulation of Investigatory Powers Act (RIPA) 2000 subject to the authorisation of a senior Police officer or a senior Borough Council officer. Between April 2008 and March 2009 we have had 2 such RIPA authorisations.

11 Mobile Cameras

In the last 3 years, system development has concentrated on the use of the mobile cameras. These are state of the art cameras which can be fitted to existing street lighting columns in locations where there are hot-spots of anti-social behaviour (ASB) or other concerns. These cameras are a vital tool and easily moved to another location at the direction of the Community Safety Partnership to assist with issues of immediate concern but which are unlikely to need a permanent camera positioned. They are versatile in tackling ASB as they can be installed in almost any location where there are street lights. These cameras would normally be deployed for any period between 2 weeks and 6 months, depending on local need and competing concerns elsewhere in the borough. We currently operate 7 mobile CCTV cameras.

12 Complaints

No complaints were received about the CCTV service between April 2008 and March 2009.

13 Independent Audit

An independent audit was carried out in May 2009 by Sevenoaks District Council's CCTV Manager to assess compliance with the Council's CCTV Code of Practice. The report also evaluated the CCTV system and found it to be running efficiently with cameras and equipment working to a very good standard. There were no areas of concern (Annex B).

14 Lay Visitors

CCTV is a powerful tool in use against crime. Ideally the Joint CCTV Control Room situated in the Town Hall in Tunbridge Wells would benefit from visits from independent, accredited Lay Visitors. We would encourage them to visit the Control Room several times each year and comment on the Operators and Managers adherence to the Code of Practice. In practice, engaging sufficiently motivated people to undertake this voluntary role has proved difficult. We are now assessing whether we might be able to use the Kent Police Lay Visitors who undertake a similar role within Police Stations.

Control Room Statistics — carried out by the operational contractor

Operational Analysis April 08 - March 09

Operational Analysis April 08 - March 09	Apr-08	May	June	July	August	Sept	Oct	Nov	Dec	Jan-09	Feb-09	Mar-09	Totals
Incident Monitoring – picked up by CCTV Operators	25	20	18	13	15	14	12	11	9	17	26	17	197
Incident Monitoring – prompted by Police	39	28	37	33	32	26	26	25	14	20	23	20	323
Incident Monitoring – alerts from Shopsafe radios	18	17	18	24	10	10	21	19	17	20	16	15	205
Incident Monitoring – alerts from Pubwatch radios	2	3	4	5	5	8	6	6	7	5	6	4	61
Total incidents Monitored	84	68	77	75	62	58	65	61	47	62	71	56	786
Police attended incidents - (note 1)	59	47	41	59	45	45	51	48	43	57	57	43	595
Known arrests – (note 2)	21	21	21	43	17	21	28	25	28	21	19	26	291
Number of Tape Reviews	13	10	5	11	4	7	12	11	5	10	14	6	108
Number of Tapes released to the Police	27	25	17	23	20	15	27	26	15	15	17	28	255
Total monthly CCTV person hours	796	820	796	820	820	796	820	796	820	820	748	820	9672
Complaints received	0	0	0	0	0	0	0	0	0	0	0	0	0
'Thank you' letters received	0	0	3	2	2	1	1	1	2	1	0	1	14

Notes

- 1 These figures are lower than the total incidents monitored, however not every incident recorded requires police attendance. The Police response will depend on the availability of officers on duty, however the live images are sent to the Kent Force Communications Centre to enable them to actively monitor and prioritise their response.
- 2 These arrests have been made with the assistance of the CCTV Operators.

CCTV Annual Monitoring Report 2008/09**CCTV Operational Analysis – carried out by the operational contractor**

Operational Analysis April 08- Mar 09													
Incidents / Offences Monitored	Apr-08	May	June	July	August	Sept	Oct	Nov	Dec	Jan-09	Feb-09	Mar-09	Totals
Alarms	0	1	0	0	2	1	0	0	0	0	1	2	7
Alcohol Related	5	5	3	1	2	2	4	4	2	2	3	7	40
Assault	5	6	5	6	6	9	7	8	7	8	7	5	79
Break in / Attempted Break in	1	1	1	1	1	1	0	0	1	0	1	1	9
Burglary / Attempted Burglary	5	1	1	0	0	2	0	0	1	0	0	0	10
Criminal Damage	3	3	2	4	5	3	2	3	0	1	3	2	31
Drug Related	0	1	0	2	1	2	2	4	3	2	0	0	17
Fraud / Deception / Scam	2	3	1	4	0	0	3	3	0	1	0	0	17
Missing person / Concern for welfare	12	11	15	9	8	10	10	10	5	5	9	5	109
Nuisance youths	2	0	1	0	0	0	3	0	0	2	5	3	16
Offensive Weapons	3	1	0	1	0	1	1	0	1	1	0	0	9
Other - Request to monitor	1	7	4	7	8	4	3	7	2	4	3	3	53
Public Order	8	4	6	9	7	5	1	6	2	2	7	0	57
Racial incidents	0	0	0	0	0	0	0	0	0	1	0	0	1
Theft - From Persons	6	0	2	2	1	0	0	1	1	5	0	1	19
Theft - Other	0	0	2	4	3	1	4	0	0	3	2	2	21
Theft - Shop	13	11	13	16	10	9	15	10	15	12	9	12	145
Vehicle Incident /Traffic Violation	17	10	19	8	9	8	7	4	5	12	20	12	131
Wanted Persons	1	3	2	1	1	0	2	1	2	1	1	0	15
													786
	84	68	77	75	64	58	64	61	47	62	71	55	786



**ANNUAL CCTV SYSTEM
AUDIT**

**TUNBRIDGE WELLS BOROUGH
COUNCIL
TONBRIDGE AND MALLING
BOROUGH COUNCIL**

May 2009

Tunbridge Wells
BOROUGH COUNCIL

www.tunbridgewells.gov.uk



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Introduction

Closed circuit television surveillance is an increasing feature of our daily lives. It plays a significant role in protecting the public and assisting the police in the investigation of crime. It has been mentioned many times that the UK has led the world from its early introduction in the 1970's to the massive growth in CCTV installation and use in the 1990's.

The Government has invested heavily in local authority-operated CCTV schemes and most town centres benefit from CCTV cameras.

CCTV has been instrumental in helping the police identify and bring to justice those involved in all aspects of criminality, not just serious crime and terrorist incidents. CCTV in the UK has significant public support and year on year of crime surveys record that the public feels safer due to the presence of CCTV.

Tunbridge Wells and Tonbridge and Malling Borough Councils are committed to ensuring the continued support of local residents and visitors for CCTV in public places by conducting checks, audits and evaluations of the system.

There is a natural inclination to assume that CCTV surveillance systems will make a significant impact in reducing the level and fear of crime within town centre environments. However, establishing whether CCTV is an appropriate counter measure, determining the system requirements and measuring the ongoing success following implementation can only be achieved through an appropriate evaluation process.

The Tunbridge Wells Borough Council's CCTV Control Room works in partnership with Tonbridge and Malling Borough Council.

The CCTV system comprises of 126 CCTV cameras consisting of 64 in Tonbridge, 29 in Tunbridge Wells and 33 in remote car park sites. These cameras' are a mixture of fixed, pan, tilt and zoom.

The Control Room is manned continuously, 24 hours a day 365 days a year. Consists of a display monitor stack with the capability of viewing 18 cameras on a monitor wall, all of which are recorded in time-lapse mode via a multiplexer on to SVHS 24 hour tapes from the control console. Both operator positions have their own incident monitors within the control desk where there is the facility for incident recording in real time. Two real time spot monitors are recorded constantly on Pelco digital equipment at 21 frames per second.

Either operator can select any camera on any of the active monitors, which allows both operators to select specific areas that need to be monitored.

A replay console, sited adjacent to the control desk, allows the multiplexed video tapes to be reviewed without interfering with the recording operation within the control console.

Methodology

Sharon Wright the CCTV Control Room Manager at Sevenoaks District Council undertook a site visit to the CCTV Control Room at Tunbridge Wells Borough Council on 11th May 2009. The system was tested against the current CCTV Code of Practice, which is available to the public on the Council's website, in Tunbridge Wells Borough Council's public areas and is available on request.

Random samples of day and night time tapes were removed from the system and checked for recording quality, compliance against the CCTV Code of Practice and Procedure Manual, and for Human Rights and Data Protection issues.

Inspection of control room procedures, audit trails, incident logs, maintenance procedures, data management systems, CCTV signage and access control were carried out. Assessment of Health and Safety in the control room and staff were examined together with inspection of emergency procedures.

It is anticipated that this report will be incorporated into the Tunbridge Wells and Tonbridge and Malling Borough Council's Annual Reports on CCTV, which will be made available to the public in accordance with their Code of Practice.

Interviews were undertaken with the three CCTV Operators on duty, with Dave Sergeant and Ted Peel, respective CCTV Managers.

1. Maintenance

The picture quality of the CCTV system was found to be of a good standard, with all cameras fully functioning. A regular monthly cleaning programme is in place, with preventive maintenance checks carried out every 6 months.

The system is maintained to a good standard by the Council's appointed maintenance contractor. The current contractors have been contracted to Tunbridge Wells and Tonbridge and Malling Borough Councils for approximately 10 years. The current contract is for a 2-year period with the possibility to extend. The contract was re-newed this year. Indications show the CCTV Operation receives a prompt and satisfactory response to maintenance and repair issues.

The Control Room has a satisfactory fault reporting process in place. Having identified the fault as accurately as possible, the CCTV operator will record the faults on the Fault Board, and then contact Tonbridge & Malling Borough Council via a daily fax report sheet. The Designated Officer from Tonbridge and Malling will then look at the nature of the fault, consult the maintenance contractor on appropriate remedial action, and decide on the response. He will then inform the Control Room of the outcome.

The CCTV operators will only contact the maintenance contractor directly when a fault is discovered outside of office hours, if there is either a system failure or a camera failure in the CCTV system.

2. Documentation

The CCTV Code of Practice and CCTV Procedure Manual are kept within the Control Room. The following documentation is completed: -

- Visitors Log
- Operators Daily Report Log
- Incident Log
- Tape/ Data Register
- Maintenance Log
- Stills movement and seizure report
- Emergency Procedures

Documentation was inspected and found to be fully completed and held in accordance with the Code of Practice.

The Key Objectives of the system, which form the lawful basis for the processing of data, are:

To help reduce the fear of crime.

To help to deter crime.

To help detect crime and provide evidential material for court proceedings.

To provide assistance in the overall management of public health and safety.

To enhance community safety, assist in developing the economic well being of Tunbridge Wells and Tonbridge and Malling and to encourage greater use of the town centres, shopping areas, car parks, and similar locations within the two boroughs.

To assist the local authority in their enforcement and regulatory functions within the borough of Tunbridge Wells and Tonbridge and Malling.

Within the broad outline, the appropriate Divisional Commander of West Kent Police, in partnership with the Chief Executive of each Borough Council, will periodically publish and review specific key objectives based on local concerns.

3. Access

The control procedures for access to the CCTV Control Room were reviewed. Access is via a main entrance door with a lockable key coded pad and visible porthole, as well as an intercom system and external camera. The Code of Practice is strictly adhered to.

4. System Management

A random sample of day and night time tapes were reviewed, all the cameras viewed were operated in accordance with the Code of Practice. The CCTV Control Room was found to operate in accordance with the Human Rights Act (specifically Article 1-gather information lawfully, and Article 8- and individuals Right to privacy) on these random reviews. The images were of a good quality.

A full audit trail is available for all tapes, which are kept securely within the Control Room. Access to these tapes is restricted to authorised personnel. Tapes are uniquely and sequentially referenced.

The recorded image quality of every tape is checked twice a day to ensure that it meets an acceptable standard. All recorded tapes are retained for 30 days. Before re-use or destruction, each tape is magnetically erased, in accordance with manufacturer's requirements.

The video tapes are used and stored in accordance with the Procedure Manual. At the end of the 12-month life span within the system, the tapes are destroyed and the destruction certified.

Tape seizure records were inspected, and found to be in accordance with the Code of Practice.

Tapes cannot be withdrawn from the recording system except at the designated times, unless this has been authorised by a Police Officer of the rank of Inspector or above, or the CCTV Manager.

Operators carry out a handover procedure, which is logged, between shifts. This ensures that all Operators are fully aware of the day's occurrences, and provides for a seamless operation when changing shifts.

Secondary monitoring is provided in Royal Victoria Place, Tonbridge Hub, the CCTV review suite in Tonbridge & Malling Borough Council offices at West Malling, Tonbridge Police Station and Kent Police Force Communications Centre at Maidstone. These facilities are only used by authorised and trained personnel. Under the Data Protection Act 1998, access to the images in the secondary rooms is controlled. The manager of each secondary site is responsible for ensuring compliance with the Code of Practice, the Procedure Manual and relevant legislation at all times.

The CCTV Operators carries out time checks on a regular basis.

5. Health and Safety

Each operator is aware of the Health and Safety policy, the provisions of which must be complied with at all times. Any discrepancies or concerns are brought to the attention of the CCTV Site Leader, or one of the Designated Officers, who in turn ensures appropriate action is taken.

Regular breaks are taken away from the room and operators are encouraged to take short comfort breaks as appropriate. Operators are not expected to be absent from the room for an undue period or at key times of the day or night. Drinks are not be placed near vulnerable pieces of equipment.

Due to the System's capability to produce high quality pictures in real time, occasions may arise where the operators witness graphic and traumatic events. The Designated Officers ensure that operators, in such circumstances, attend critical debriefings and are made aware of the assistance that is available to them via health and safety officers.

If the need arises to evacuate the CCTV Control Room by virtue of either a security alert or fire alarm, all control room staff will act in accordance with local instructions, detailed in the Tunbridge Wells 'Fire Procedures Manual'. Copies of this manual are displayed in the Control Room.

The Control Room would benefit from regular Risk Assessments carried out to ensure and monitor compliance.

6. Communications

CCTV Operators communicate with Kent Police by way of a Police 'Airwave' radio that is situated within the Control Room. They also have access to various shop safe radio systems and are able to co-ordinate responses and act on information received via this medium. The Control Room also uses telephone links and a directory of contact numbers and addresses is held in the CCTV Control Room, which is updated as required.

7. Partnership Working

The joint CCTV Operation has a good record of partnership working with Kent Police. They also work closely with an excellent Safe Town Partnership scheme in Tunbridge Wells, as well as Tonbridge and Malling. The scheme has also recently expanded into North Farm Industrial Estate and Knights Park.

8. Lay Visitors

Lay Visitors have not attended the CCTV Monitoring room for a few years. The purpose of such visits is to ensure that, within the constraints of the Data Protection Act 1998 and other relevant legislation, the system, its management and operation remain as open as possible to public scrutiny.

Lay Visitors are asked to ensure CCTV operators and managers adhere to the CCTV Code of Practice and the CCTV Procedure Manual, reporting any contravention appropriately.

9. Performance Indicators

Although there are no specific performance indicators included in the Code of Practice, monthly reports are produced and are monitored. It is anticipated that the Unit will Benchmark itself with other similar-sized Local Authority across Kent in the future.

10. Complaints

Information received on this visit indicated no complaints were received by the Unit in 2008/9, although numerous letters of commendation and thanks were received from many sources. Kent Police and the Crown Prosecution Service are especially appreciative of the efforts made by the CCTV Operators. It is recommended that these letters be kept in a separate file, in order that the good work carried out is readily available in the future.

11. Training

All CCTV Operators and Managers working within the CCTV Unit in Tunbridge Wells Borough and Tonbridge and Malling Council have been trained to the Security Industry Authority standard, and are licensed as such. All Remploy contracted staff work shifts to provide cover for 24 hours a day, 365 days a year.

All operators, including those who may have access to control or monitoring facilities at a secondary monitoring site, are fully trained in the use of each item of equipment as well as in the content of the Code of Practice and the Procedure Manual. This training includes all relevant legal issues.

Operators should all undertake continuation training on a regular basis. The Data Protection Act 1998, Human Rights Act 1998 and the Regulation of Investigatory Powers Act should be included in any training given to staff.

12. Signage

A sample of signage was inspected, and found to be compliant with the Information Commissioners recommendations.

13. Conclusion

It is recommended that Lay Visitors are put in place to assist with inspection of compliance into the CCTV system.

Regular Annual CCTV Audits and Inspections are carried out, as well as Annual CCTV Reports.

Implementation of regular Health and Safety Risk Assessments to assist with monitoring.

The Tunbridge Wells and Tonbridge and Malling Borough Council's CCTV Control Room plans to develop and improve their system over the next two years, this will include changing to digital technology. As well as the continuation of replacing the old Sony Cathode Ray Tube monitors to JVC flat screen monitors.

The evaluation of Tunbridge Wells Borough Council and Tonbridge and Malling CCTV System found the Control Room to be running efficiently, the cameras and equipment were working to a very good standard. There were no areas for concern observed.

Signed

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Dated 31st May 2009