

CLOSED CIRCUIT TELEVISION SYSTEM

ANNUAL REPORT 2009/10

1 Introduction

CCTV is regarded as a vitally important tool in delivering the objectives of the Community Safety Partnership. In the 12 years since we opened the Joint (with Tunbridge Wells Borough Council) CCTV Control Room the coverage of our borough has been gradually extended and now includes the central areas of Tonbridge, West Malling and Snodland, together with many open car parks where crime has been a problem. Our partnership with Tunbridge Wells Borough Council enables us to continue to deliver a comprehensive, professional, 24 hours a day, monitoring of the town centre CCTV systems for the two boroughs.

CCTV is also recognised as 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 key objectives are in place to enable the efficient operation of the joint system, these form the lawful basis for the processing of data and they are as follows:

- 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

CCTV is recognised by both the Community Safety Partnership and the law enforcement agencies as a key tool in the on-going battle to identify, recognise and assist in the apprehension of offenders. It also provides an active deterrent to those intending to commit crime or anti-social behaviour.

The Community Safety Partnership has been 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. Through this partnership CCTV is now used more efficiently to assist in the monitoring of anti-social behaviour (ASB) and crime. The use of the many 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: Reduce crime, anti-social behaviour and the fear of crime.'* (TMBC Key Priorities 20010/11)

4 System description (Tonbridge & Malling only)

The current CCTV system consists of 105 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 – 46 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

The controlling principles covering the operation of the CCTV systems are identified within 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

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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

Efficient communications are vital to the CCTV Control Room and as such it does act as a key information hub. The CCTV Operators have the ability to talk directly with local police officers and the Kent Police centralised Force Contact and Control Room via the police 'Airwave' radio system.

Through the Community Safety Partnership we have been able to promote the newly launched Tonbridge Safe Town Partnership. As such through this partnership the Safe Town Co-ordinator has promoted the Tonbridge town centre 'Shopwatch' and 'Pubwatch' radio schemes.

These systems are continuing to 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 system covers central areas across Tonbridge, 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

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service as required. The current contract is in year 2 with options to extend annually for a further 2 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).

The important statistics to note are that during the 2009/10 year the CCTV Control Room responded to 282 requests from the Police for assistance, 271 incidents identified by Shopsafe and Pubwatch and pro-actively identified a further 127 incidents, resulting in 297 arrests. Over the year the control room has monitored and recorded a total of 682 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 2009 and March 2010 we have had 1 such RIPA authorisations.

11 Mobile Cameras

These cameras are a vital tool used to combat anti-social behaviour (ASB) and can easily be 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 2009 and March 2010.

13 Independent Audit

An independent audit was carried out in March 2010 by Thanet District Council 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

We are currently assessing, with colleagues from Tunbridge Wells Borough Council, whether we might be able to use the Kent Police Lay Visitors to undertake independent visits to the Control Room and carry out spot checks on adherence to the Code of Practice.

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Control Room Statistics — carried out by the operational contractor

Operational Analysis April 09 - March 10

Operational Analysis April 09 - March 10	Apr-09	May	June	July	August	Sept	Oct	Nov	Dec	Jan-10	Feb-10	Mar-10	Totals
Incident Monitoring – picked up by CCTV Operators	10	11	7	6	18	9	7	7	10	14	14	14	127
Incident Monitoring – prompted by Police	19	32	38	26	27	16	18	17	15	19	24	33	284
Incident Monitoring – alerts from Shopsafe radios	15	15	13	19	25	11	13	9	13	9	12	13	167
Incident Monitoring – alerts from Pubwatch radios	8	8	10	8	5	16	5	6	9	7	8	14	104
Total incidents Monitored	52	66	68	59	75	52	43	39	47	49	58	74	682
Police attended incidents - (note 1)	43	57	54	47	67	46	38	37	45	39	45	64	582
Known arrests – (note 2)	30	18	22	27	24	24	18	15	29	23	32	35	297
Number of Tape Reviews	11	10	9	15	11	8	13	17	13	16	32	44	135
Number of Tapes released to the Police	23	38	30	23	25	19	33	22	19	28	17	28	336
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	1	1	0	0	1	0	0	1	1	3	3	11

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.

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CCTV Operational Analysis – carried out by the operational contractor

Operational Analysis April 09- Mar 10													
Incidents / Offences Monitored	Apr-09	May	June	July	August	Sept	Oct	Nov	Dec	Jan-10	Feb-10	Mar-10	Totals
Alarms	0	2	0	0	0	0	0	0	0	0	3	1	6
Alcohol Related	2	2	3	5	2	5	2	3	3	5	3	4	39
Assault	6	8	9	13	8	4	3	5	10	8	5	8	87
Arson	0	1	0	0	0	0	0	0	0	0	0	0	1
Break in / Attempted Break in	0	0	0	0	0	0	0	0	0	0	0	0	0
Burglary / Attempted Burglary	0	0	1	0	0	0	0	1	1	2	0	1	6
Criminal Damage	3	3	2	3	9	3	1	1	0	3	1	2	31
Drug Related	0	2	2	0	0	4	2	2	1	0	3	3	19
Fraud / Deception / Scam	0	0	2	0	2	1	2	5	1	1	1	1	16
Missing person / Concern for welfare	11	16	12	4	6	7	9	5	5	2	9	8	94
Nuisance youths	4	0	2	1	4	0	1	0	1	2	1	1	17
Offensive Weapons	0	0	0	0	3	2	0	0	1	3	0	0	10
Other - Request to monitor	5	5	6	3	1	2	0	0	2	3	2	9	38
Public Order	1	5	7	6	10	8	7	1	5	3	8	13	74
Theft - From Persons	0	2	1	4	3	2	1	0	0	1	3	1	18
Theft - Other	0	2	2	0	0	0	0	2	1	5	5	6	23
Theft - Shop	12	12	9	16	21	7	9	12	12	6	6	10	132
Vehicle Incident /Traffic Violation	7	5	8	3	5	7	6	2	4	4	8	5	64
Wanted Persons	1	1	2	1	1	0	0	0	0	1	0	0	7
													682
	52	66	68	59	75	52	43	39	47	49	58	74	682



ANNUAL CCTV SYSTEM AUDIT

TUNBRIDGE WELLS BOROUGH COUNCIL TONBRIDGE AND MALLING BOROUGH COUNCIL

March 2010

Tunbridge Wells
BOROUGH COUNCIL

www.tunbridgewells.gov.uk



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Introduction

Tonbridge Wells & Tonbridge and Malling Borough Councils are committed to ensuring the continued support of the public for CCTV in public places by conducting regular checks and evaluations of the system and publishing the results in an Annual Report.

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.

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.

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

The Control Room is manned 24 hours a day 365 days a year. It 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

Phil Snook, Deputy Community Safety Manager at Thanet District Council undertook a site visit to the CCTV Control Room at Tunbridge Wells Borough Council on 22nd March 2010. The system was tested against the current Code of Practice, which is available to the public on the Council's website, in Tonbridge Wells Borough Council's public area and is available on request.

Sample recordings of day & night tapes were checked for recording quality, compliance against the CCTV Code of Practice 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 Tonbridge Wells and Tonbridge and Malling Borough Councils Annual reports on CCTV, which will be made available to the public in accordance with their Code of Practice.

Interviews were undertaken with the CCTV Operators & Supervisor on duty and further discussions were held with both Dave Sergeant and Ted Peel, respective CCTV Managers of Tonbridge & Malling and Tunbridge Wells Borough Councils.

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 CCTV Operation receives a prompt and satisfactory response to maintenance and repair issues.

The Control Room has a satisfactory fault reporting process in place. Once faults are identified, 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 within the control room: -

- 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:

- Reduce the fear of crime.
- Deter crime.

- Detect crime and provide evidential material for court proceedings.
- Provide assistance in the overall management of public health and safety.
- 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.
- Assist the local authority in their enforcement and regulatory functions within the borough of Tunbridge Wells and Tonbridge and Malling.

The 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 and the Code of Practice was found to be 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 a minimum 31 days. Before re-use or destruction, each tape is magnetically erased.

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 shift change.

Secondary monitoring is provided in Royal Victoria Place, Tonbridge Hub, and 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 Supervisor or Manager, 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 to 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.

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 the

radio systems. 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 Town Partnership schemes in Tunbridge Wells and 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 recently. 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 2009/10, 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 Unit.

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.

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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1XZ**

Dated 22 March 2010