

# **CLOSED CIRCUIT TELEVISION SYSTEM**

## **ANNUAL REPORT 2012/13**



**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 standalone, 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 previous 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 assist and promote *'Low levels of crime, anti-social behaviour and the fear of crime'* (TMBC Key Priorities 2012/15)

#### **4 System description (Tonbridge & Malling only)**

The current CCTV system consists of 154 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 – 49 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  
Kings Hill Council Offices – 27  
Castle Offices – 19

Mobile cameras – 7 cameras

All the images from these cameras are recorded 24 hours a day, 7 days a week on to high quality digital storage system.

#### **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.

## **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 that ends in April 2013. 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.

## **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 2012/13 year the CCTV Control Room responded to 311 requests from the Police for assistance, 392 incidents identified by Shopsafe and Pubwatch and pro-actively identified a further 186 incidents, resulting in 269 known arrests. Over the year the control room has monitored and recorded a total of 889 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 2012 and March 2013 we have had 2 TMBC RIPA authorisations.

## **11 Mobile Cameras**

The mobile cameras are CCTV cameras that can be fitted to existing street lighting columns predominantly in locations where there are hot-spots of anti-social behaviour (ASB) or other concerns. These cameras are a vital tool and can 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. Between April 2012 and March 2013 we have pro-actively operated 7 mobile CCTV cameras.

## **12 Complaints**

No complaints were received about the CCTV service between April 2012 and March 2013.

## **13 Independent Audit**

An independent audit was carried out by Mrs Dianne Hopper in February 2013 to assess compliance with the Council's CCTV Code of Practice. (Mrs Hopper recently retired from Dover District Council where she held the role of CCTV manager for many years. She has extensive experience in carrying out audits on various CCTV systems and since her retirement has been undertaking independent audits of CCTV systems across Kent.)

The report also evaluated the CCTV system and found it to be running efficiently with cameras and equipment working to a very good standard. This report raised no areas of concern in relation to our systems. (Annex B).

## Annex A

### Control Room Statistics — carried out by the operational contractor

	Apr-12	May-12	Jun-12		Jul-12	Aug-12	Sep-12		Oct-12	Nov-12	Dec-12		Jan-13	Feb-13	Mar-13	Total
<b>CCTV Instigated Incidents</b>	25	20	13		5	17	16		13	14	17		18	19	9	<b>186</b>
<b>WKP Instigated Incidents</b>	30	30	33		22	25	26		23	26	24		20	24	28	<b>311</b>
<b>Shopsafe Instigated Incidents</b>	26	30	24		19	26	23		28	23	29		32	32	39	<b>331</b>
<b>Pubwatch Instigated Incidents</b>	6	6	8		2	9	5		6	5	6		2	4	2	<b>61</b>
<b>Total Incidents Monitored</b>	87	86	78		48	77	70		70	68	76		72	79	78	<b>889</b>
<b>Police Attended incidents</b>	72	59	54		29	53	47		42	35	54		47	59	43	<b>594</b>
<b>PND's</b>	0	3	1		1	2	1		0	0	2		2	3	1	<b>16</b>
<b>Known Arrests</b>	35	13	23		11	25	13		13	25	25		34	24	28	<b>269</b>
<b>Tape Reviews</b>	20	43	35		23	33	18		21	17	25		17	14	26	<b>292</b>
<b>Number of Tapes Seized</b>	4	11	3		3	6	7		9	0	0		0	0	0	<b>43</b>
<b>Number of R/T Discs Seized</b>	13	15	5		12	15	6		15	12	24		20	9	13	<b>159</b>
<b>Complaints Received</b>	0	0	0		0	0	0		0	0	0		0	0	0	<b>0</b>
<b>Written Thanks/Commendations</b>	0	0	0		0	0	0		0	0	0		1	2	0	<b>3</b>

### 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.

## Annex A

## CCTV Operational Analysis – carried out by the operational contractor

Incidents/Offences Monitored	Apr-12	May-12	Jun-12		Jul-12	Aug-12	Sep-12		Oct-12	Nov-12	Dec-12		Jan-13	Feb-13	Mar-13	Total
Alarms	1	1	1		0	0	0		0	0	0		0	0	1	4
Alcohol Related	5	4	6		4	8	2		2	1	4		6	8	2	52
Assault	3	5	4		4	7	4		3	6	4		2	3	2	47
Break in/Attempted Break In	2	0	2		1	1	0		0	1	0		0	0	0	7
Burglary/Attempted Burglary	0	0	0		0	0	0		1	2	0		0	1	0	4
Criminal Damage	4	1	3		0	2	2		7	5	3		1	1	3	32
Drug Related	4	1	2		0	3	0		0	1	2		3	3	0	19
Fraud/Deception/Scam	3	4	0		0	0	0		3	2	2		1	3	1	19
Misper/Concern for Welfare	6	14	11		6	8	14		2	7	10		6	5	7	96
Nuisance Youths	0	2	4		0	1	3		2	1	2		1	3	1	20
Offensive Weapons	0	2	0		2	1	0		1	1	0		0	0	0	7
Other - Requests to monitor	5	5	5		5	5	5		7	4	2		5	8	7	63
Public Order	20	25	15		5	12	14		11	5	11		13	4	10	145
Racial Incidents	0	0	0		0	0	0		0	0	0		0	0	0	0
Theft - From Persons	1	5	2		0	0	0		3	2	1		1	1	2	18
Theft - Other	5	1	3		0	2	2		1	4	7		2	8	2	37
Theft - From Shop	15	13	14		17	20	17		20	17	20		21	19	32	225
Vehicle Incident/Traffic Violation	10	3	6		4	7	5		6	7	6		9	8	8	79
Wanted Persons	3	0	0		0	0	2		1	2	2		1	4	0	15
<b>Total Incidents Monitored</b>	<b>87</b>	<b>86</b>	<b>78</b>		<b>48</b>	<b>77</b>	<b>70</b>		<b>70</b>	<b>68</b>	<b>76</b>		<b>72</b>	<b>79</b>	<b>78</b>	<b>889</b>



# CCTV Audit

Annex B

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## **[**                    **AUDIT REPORT** **CLOSED CIRCUIT TELEVISION (CCTV)** **TUNBRIDGE WELLS BOROUGH COUNCIL** **TONBRIDGE AND MALLING BOROUGH COUNCIL** **]**

Audit Report  
Closed Circuit Television (CCTV)

TUNBRIDGE WELLS BOROUGH COUNCIL  
AND  
TONBRIDGE AND MALLING BOROUGH COUNCIL

1     Terms of Reference

- 1.1 Full Systems review denoting all procedures and operational protocols to ensure compliance with current legislation, Procedure Manual and Code of Practice.

2     Scope

- 2.1 Review Procedure Manual and Code of Practice to ensure they are accurate and up to date.
- 2.2 Undertake testing to ensure compliance with Procedure Manual and Code of Practice.
- 2.3 Review procedure and test compliance with Subject Access Request under the Data Protection Act 1998 (DPA)
- 2.4 Review procedure and test compliance for applications under the Regulation of Investigatory Powers Act 2000(RIPA)

### 3 Introduction

3.1 Tunbridge Wells Borough Council and Tonbridge and Malling Borough Council have implemented a CCTV system into the towns of Tunbridge Wells, Knight's Park, North Farm, Paddock Wood, Southborough, Rusthall, Cranbrook, Lamberhurst, Hawkshurst, Pembury, Tonbridge, West Malling and Bluebell Hill. The system is jointly owned and managed by both Councils, who work in partnership in the interests of economies of scale and cost effectiveness.

3.2 The provision of CCTV monitoring is a non-statutory function. Although the original system, which was installed in 1997, was part funded by Government grants, there is no funding available for the on-going maintenance and provision of the CCTV Service, and this expenditure is completely met by the two Authorities.

3.3 The system comprises of a mixture of 104 fixed, pan tilt and zoom cameras that are strategically placed primarily in town centres and car parks. 67 of these cameras are monitored on behalf of Tonbridge & Malling Borough Council, and 37 on behalf of Tunbridge Wells Borough Council. Transportable or mobile cameras may also be temporarily sited where there is a requirement, and these cameras are governed by the same Code of Practice and Procedure Manual as the fixed system. All images can be relayed to Kent Police Head Quarters at Maidstone. There are no recording facilities at any location other than the CCTV Control Room situated in Tunbridge Wells Borough Council's Town Hall. A second review suite is located at Tonbridge & Malling Borough Council's offices at King's Hill. Live data feeds from the Kent Police Control Centre from the Tunbridge Wells CCTV Control Room are available in Police vehicles and various Police Stations.

3.4 The main objectives of the scheme are those of crime prevention and detection, community safety, traffic management and the enforcement of regulatory functions.

3.5 The Partnership has produced a statement that is available within the Code of Practice, and can be accessed via [www.tmbs.gov.uk](http://www.tmbs.gov.uk)

3.6 The CCTV Control Room has access to the Police "Airwaves" radio system, and, in association with Tonbridge and Malling Community Safety Partnership and the Tunbridge Wells Safe Town Partnership, uses the radio links with the local Shopwatch and Pubwatch Schemes.

3.7 The CCTV service is represented at daily tasking meetings with the Community Safety Unit in order to share information and harmonise partnership working.

3.8 The CCTV installation contains an integral clock, which ensures that the correct date and time are always displayed correctly. In addition to this, the operators test the system against the speaking clock on a daily basis, to ensure continuity within the system.

3.9 The scheme is managed effectively and efficiently by a Partnership CCTV Manager, who is responsible for the Control Rooms at both Tunbridge Wells and Sevenoaks. A recent Mid Kent Audit found that the Control Rooms had effective controls in place, and the Assurance level was rated as substantial. The innovative use of a professional CCTV Manager taking responsibility for multiple sites and installations appears to work extremely effectively. This partnership proves to be financially advantageous to both Councils at a time when savings must be demonstrated.

3.10 The Control Room is in the final stages of a CCTV upgrade. Both Councils appointed an independent consultant to undertake a feasibility study comprising of various options that would be beneficial financially and operationally for both. This included a review of the current CCTV hardware that comprises the Tonbridge & Malling Borough Council and Tunbridge Wells Borough Council's CCTV systems, and a review of the implications and costs for the following options:

- An upgrade of the existing CCTV system, monitoring, control and recording of cameras, based on the CCTV Control Room remaining at its current site at the TWBC's Town Hall. With this option the possibility that there may be a requirement to move the equipment at a later date to a new Control Room location, if for example the Town Hall was to closed or be sold.
- An upgrade of the CCTV system based on the cameras being monitored controlled and recorded by another Local Authority from another location, either as a client/customer or as a partner.
- The option to do nothing
- The option to close the CCTV system.

The recommendation was to upgrade the existing control room, and this is now in the final stages of implementation.

3.11 Staff Monitoring is contracted out to Remploy. This contract comes to an end on 31March 2013, and OCS Legion will take over the monitoring contract from 1 April 2013.

3.12 A schedule of the testing undertaken and subsequent results is contained within this report.

## 4. Observations

### 4.1 Procedure Manual and Code of Practice

4.1.1 A comprehensive procedure manual and code of practice exist for the provision of the service, which has been formally agreed and entered into by TMBC, TWBC and Kent Police. These documents reflect current responsibilities, and are up to date.

### 4.2 Compliance Testing

4.2.1 Testing was undertaken to ensure compliance with the Procedure Manual and associated Code of Practice. A schedule of the tests is contained within this report, and details the testing undertaken, cross referenced to the Procedure Manual and/or Code of Practice, the objective of the testing and the results.

#### 4.2.2 Visitors

Access to the Control Room is strictly controlled to ensure that the confidentiality of information is maintained. All visitors are required to sign a Visitors Book, and in doing so confirm a declaration of confidentiality.

#### 4.2.3 Operational/Shift Event Log

Operators are responsible for recording all activities and events while operating the system in the Operational/Shift Event Log.

### 4.3 Data Protection Act

4.3.1 Compliance with the Data Protection Act 1998 (DPA) is fundamental to the Service, which collects and records significant amounts of personal data. An assessment of this compliance was undertaken as part of the audit review.

4.3.2 The scheme forms part of the Council's data protection notification to the Information Commissioner. Section 163 of the Criminal Justice and Public Order Act 1994 creates powers for Local Authorities to provide Closed Circuit Television coverage of any land within their area for the purpose of crime prevention or victim welfare thus providing a lawful process for the collection of CCTV images.

#### 4.3.3 Subject Access requirements

Under the DPA, individuals have a right of subject access to information held about them.

Six Subject Access Requests were received between January and December 2012. Documentation relating to these requests were inspected and found to comply under the Act.

#### 4.3.4 Signage

Four sample sites were inspected at random to ensure that adequate and appropriate signage was displayed in compliance with the fair processing requirement of the DPA 1998.

All sites visited displayed correct and adequate signage.

### 5 Regulation of Investigatory Powers Act

5.1 The Regulation of Investigatory Powers Act (RIPA) enables Public Authorities and Police to undertake covert surveillance under certain conditions without breaching individual's rights under Article 8 of the Human Rights Act 1998.

5.2 The use of the CCTV system by the Councils and third parties, namely the Police, for directed surveillance would require an authorised application under RIPA for the information to be obtained lawfully. Directed surveillance, through the use of CCTV has not been undertaken between January 2012 and December 2012. An annual reporting mechanism to the Information Commissioner is in place via the Internal Audit Section. The Assistant Information Commissioner undertook an inspection of the CCTV Operation on 18<sup>th</sup> October 2012, had no cause for concern and was in full praise of the Control Rooms operations.

### 6 Performance Monitoring

6.1 The operation undertakes performance monitoring using a comprehensive set of benchmarks on a monthly basis. The information resulting from these records forms the basis of an Annual Report. It would be good practice to publish this report on the Council websites, to encourage public confidence in the system.

6.2 Staff are currently being trained on a new automated system to record incidents. When commissioned, this system will greatly enhance the reporting and control mechanisms.

## 7 Maintenance Contract

7.1 The maintenance contract is put out to tender on a regular basis, and includes all parts and labour. The current Contractor provides a satisfactory service and gives no cause for concern.

## 8. Testing

### Schedule of Tests- Procedure Manual and Code of Practice

Test	Objective	Result
Check random footage to ensure the Operators do not: -Attempt to look into rooms of a property or in particular living areas -Attempt to look into gardens of residential premises without due cause - Attempt to gain a close up of a person's anatomy - Monitor, and therefore record, the activities of courting couples	To ensure that restricted activities are not undertaken by Operators during monitoring	A review of recordings was undertaken to ensure all incidents, including monitoring that picked up more than 50% of a person's anatomy or features was recorded as such that all other monitoring was considered routine. The testing covered the time period between 3am and 5am on 27th January 2013, for camera numbers 512 and 506. The footage reviewed did not include any restricted activities
Sample check requests for information by the Police	To ensure that the authorisation of the Police Supervisory Officer including their name and warrant number along with the details of the recipient of the information are recorded in the appropriate log	Reviewed as part of a main sample testing. All documentation inspected complied with the Code of Practice.
Review Visitor Books and Security Log. Test that each entry contains name, company, date, time of arrival and departure, authorisation and reason for visit. Test that the book includes a declaration of confidentiality.	To ensure that access to the Control Room is secure	Reviewed as part of the main sample testing. A general review of the documentation showed that entries are comprehensive.

Review records management procedures. Determine how retention Policy is managed.	To ensure that records are not retained longer than necessary in accordance with the Data Protection Act.	Recordings are kept for 31 days before being automatically overwritten. Paperwork is destroyed on a regular basis as and when file space is needed.
Inspect SIA registrations	To comply with current legislation regarding contracted-out operations.	This documentation was inspected and found to be compliant. A register is held by the CCTV Manager to ensure all certificates are current. The CCTV Manager is at present an SIA authorised mentor. This gives her direct access to check on any SIA licence. <b>Result</b>
<b>Test</b>	<b>Objective</b>	
<p>Incident Log</p> <p>Select a random sample of incidents and check that the following are recorded in the Incident Log</p> <ul style="list-style-type: none"> <li>- Serial number</li> <li>- Time, date and operator completing the entry</li> <li>- Consecutive serial number for the incident</li> <li>- Camera ID</li> <li>- Incident type</li> <li>- Police notified time</li> <li>- Incident originated by</li> <li>- Police report number</li> <li>- Description of incident</li> <li>- Location of incident</li> <li>- Police arrest?</li> <li>- View images of these incidents to ensure accuracy of log entry</li> </ul>	To ensure compliance with Procedure Manual	<p>A random sample of an incident was reviewed to ensure that the necessary entries were made in the log book.</p> <p>The results of this testing were satisfactory, and it was noted that the Operator used the camera to its full advantage. All images demonstrated clarity.</p>
<p>Media Management Log</p> <p>Review the operation of the media management log to ensure that the use and whereabouts of all media is recorded from delivery to the monitoring room to disposal, where applicable</p>	To ensure compliance with the Procedure Manual	All paperwork inspected complied with the Code of Practice and the Procedure Manual. Paperwork is also currently being updated to include the use of digital recordings.



<p>Image Viewing/ Stills Log</p> <p>Where images have been viewed, check that this has been properly authorised and that a record of the viewing has been entered into the log including</p> <ul style="list-style-type: none"> <li>- Serial number</li> <li>- Time/date</li> <li>- Operator completing the entry</li> <li>- Media ID reference/serial number</li> <li>- Name of person carrying out the review</li> <li>- Camera ID</li> </ul>	<p>To ensure appropriate authority exists to review images</p>	<p>In each case, the viewing log had been correctly completed</p>
<p>Check that any covert surveillance is only undertaken with an authority under RIPA</p>	<p>To ensure legislative compliance is met</p>	<p>Directed surveillance was not requested during 2012.</p>
<p><b>Test</b></p>	<p><b>Objective</b></p>	<p><b>Result</b></p>
<p>Inspect sample number of signs to ensure that they include</p> <ul style="list-style-type: none"> <li>- The presence and purpose of CCTV monitoring</li> <li>- The ownership of the system</li> <li>- Contact details of the Data Controller of the system</li> </ul>	<p>To ensure that legislative compliance is met</p>	<p>Four signs were inspected at random, and complied with current legislation.</p>
<p>Test all Subject Access Requests received during 2012 to ensure that:</p> <ul style="list-style-type: none"> <li>- All requests are directed to the Systems Manager</li> <li>- Third Party data is not disclosed</li> <li>- Identity of the data subject has been verified</li> <li>- The appropriate logs have been completed</li> </ul>	<p>To ensure that legislative compliance is met</p>	<p>Subject access requests were examined and found to comply in each case.</p>

<p>Shift/Operational Log</p> <p>Sample test that the following details are recorded in the Log:</p> <ul style="list-style-type: none"> <li>- Serial number for entry</li> <li>- Time/date and Operator completing entry</li> <li>- Camera ID where applicable</li> </ul> <p>Check that, where applicable, log contains:</p> <ul style="list-style-type: none"> <li>- Operator booking on/off</li> <li>- Periods away from the room</li> <li>- Visitors to the room including reason and duration</li> <li>- System faults</li> <li>- Operator instructions/requests</li> <li>- Handover notes at shift changes</li> </ul>	<p>To ensure compliance with Procedure Manual</p>	<p>Logs reviewed for 7<sup>th</sup> and 8<sup>th</sup> February 2013 and were found to comply in all cases</p>
<p>Inspect Police vetting forms for all persons employed in the CCTV Operation</p> <p><b>Test</b></p>	<p>To comply with the Code of Practice</p> <p><b>Objective</b></p>	<p>All certificates were current, and automatic renewal is undertaken by Kent Police</p> <p><b>Result</b></p>
<p>Ensure that Operators check at the change of shift that :</p> <ul style="list-style-type: none"> <li>- All cameras are operating correctly and providing usable images</li> <li>- Time control system is operating correctly</li> </ul>	<p>To ensure compliance with the Procedure Manual</p>	<p>Procedures verified as correct, and documented in log. The speaking clock is contacted on a weekly basis to ensure correct times are being automatically shown.</p>
<p>Evidence that specific key objectives are reviewed and published</p>	<p>To comply with the Code of Practice</p>	<p>The CSU and the police in partnership are currently looking at this year's priorities. Key objectives are set based on crime data in the Districts on an annual basis. This year will include violence (including NTE</p>

		and Domestic), acquisitive crime of all varieties, and Anti-Social Behaviour. These priorities are then entered into the Partnership Plan, which is available on the Councils' websites.
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## 9 Audit Summary

9.1 The overall operation of the service is good, with highly professional Operators complying with the Code of Practice and Procedural Manual as made out.

## 10 Recommendations

10.1 There is currently no requirement under the Code of Practice to provide for a Lay Visitor Scheme. It is recognised that recruiting for this role is difficult, not least of all because there is no tangible reward. However, it is also recognised as good practice to demonstrate that an "outsider" has the ability to monitor the images recorded by the CCTV Operation. It may be prudent to nominate the Portfolio Holder to this role, which will demonstrate transparency and further instil public confidence in the Service.

10.2 It is recommended that all CCTV signage is inspected on an annual basis to ensure compliance, and to document this inspection. This would have the additional benefit of ensuring that no signs had been removed or defaced.

10.3 It would demonstrate transparency to publish the Annual CCTV Report on the respective Council websites.

10.4 Investigations should be undertaken into the feasibility of benchmarking the Service against other Authorities of a similar size.

Dianne Hopper  
22 February 2013