

Report To:	SCRUTINY PANEL B	Date:	29 JANUARY 2019
Heading:	SCRUTINY CONSIDERATION OF CCTV		
Portfolio Holder:	CABINET MEMBER (JOINT FOCUS)		
Ward/s:	ALL		
Key Decision:	NO		
Subject to Call-In:	NO		

Purpose of Report

This topic was added to the Scrutiny Workplan to gain an understanding of CCTV, to consider the impact it has within the Community, and how it contributes to the Council's Corporate Priorities. The purpose of this report is to present the information covered over the course of this review and enable Members of the Panel to make an informed decision on recommendations to Cabinet.

Recommendation(s)

Panel Members are requested to:

- Note and discuss the information contained in this report;
- Give consideration to and decide upon recommendations for Cabinet in due course.

Reasons for Recommendation(s)

Consideration of Ashfield District Council's CCTV scheme was added to the Scrutiny Workplan in September 2017.

Alternative Options Considered

No alternative options have been considered yet, any considerations following the review will be detailed in a report to Cabinet in due course.

Detailed Information

This report includes:

- An overview of Ashfield District Council's CCTV scheme;
 - Shared Service Arrangement;

- Performance statistics;
- Camera locations;
- Benefits of CCTV;
- A summary of the two site visits to the CCTV Control Room located at Sherwood Lodge
- A summary of the informal working group
- Potential considerations
- National picture on CCTV

Background

At the last meeting of the Panel, Members were provided with additional information on the CCTV Shared Service Arrangement Ashfield District Council is a part of, location maps of cameras within Ashfield, along with data illustrating incident categories and CCTV statistics from recent months. Members also discussed guidance from the Information Commissioner's Office and the national picture of CCTV going forward. The second visit to the CCTV Control Room located at Sherwood Lodge was also discussed considerably.

Why does Ashfield District Council Utilise CCTV?

CCTV is a popular and effective tool for increasing community safety and reducing the fear of crime. The use of CCTV as a tool to detect and assist operations against crime has grown substantially. As the number of CCTV installations increase across Britain, so does a growing recognition and acceptance of the benefits of CCTV and the role it has in reducing crime.

As well as its uses for crime detection and prosecution, CCTV is also considered to have a substantial deterrent and reassurance effect. The presence of CCTV can make communities feel safer and greatly reduce the fear of crime. CCTV is effective on its own, but must be used in conjunction with other crime reduction measures. It is important for any CCTV to be adapted and evaluated for local settings and needs.

Other benefits CCTV can provide are:

- Better targeting and use of Police resources
- Detection of incidents
- Identification of criminals
- Strong evidence as a fearless and accurate witness
- Incident prevention
- Increased chance of locating missing persons

Ashfield District Council utilises CCTV for the following purposes:

- Protecting areas and premises
- Deterring and detecting crime and anti-social behaviour
- Assisting in the identification of offenders leading to their arrest and successful prosecution or other appropriate action
- Reducing fear of crime, disorder, and aggression
- Encouraging continued investment of directly monitored locations

Shared Service Arrangement

Ashfield District Council forms part of a CCTV Shared Service including two other local authorities in Nottinghamshire; Newark and Sherwood District Council and Broxtowe Borough Council.

The monitoring of the CCTV for the three authorities in the Shared Service is undertaken by Profile, an outsourced contract managed by Broxtowe Borough Council.

Ashfield District Council has 29 wireless CCTV cameras that are monitored 24 hours a day, 7 days a week at a control room situated at Nottinghamshire Police Headquarters (Sherwood Lodge).

The control room also provides a 24-hour contact centre for all out-of-hours calls made to this Council.

The key topics that the CCTV Shared Service Arrangement sets out are:

- Key Objectives of the partnership;
- The Principles of Collaboration;
- Performance Indicators; and
- The Respective Roles and Responsibilities each party has within the Partnership.

Key Objectives

Key objectives are established for all involved parties:

- All parties agree to:
 - Perform the key responsibilities set out in the agreement;
 - Record and share performance indicators; and
 - Cooperate in the management of CCTV to ensure the efficient and effective running of operations between all parties

Principles of Collaboration

The Principles of Collaboration advises involved parties to adopt a set of principles when carrying out the Partnership. These principles include;

- Open communication about any major issues or opportunities
- Full cooperation and accountability for each parties' respective roles
- Continued efforts to achieve the full potential of the Partnership
- Maintain an open network of communication to share information, experience, and skills to develop effective working practices, mitigate risk, and reduce costs
- Comply with applicable laws and standards
- Manage stakeholders effectively

The Principles of Collaboration section details the desired working relationship between Ashfield District Council, Newark and Sherwood District Council, and Broxtowe Borough Council, outlining the importance of open communication, and the need for accountability to ensure all actions are taken in a timely and positive manner.

Performance Indicators

Each party is responsible for the recording and sharing of the following performance indicators:

- The total number of incidents monitored between two dates

- The percentage of those incidents generated by the Police
- The percentage of those incidents proactively generated by the Control Room
- The percentage of those incidents that result in lawful 'on street' detentions by Police and/or PCSO's.
- The total number of camera hours between two dates
 - The percentage of those hours when cameras are not functioning
 - The percentage of those hours when recording is not functioning
- The number of shifts when the CCTV Control Room is staffed below the agreed level
- The number of Police requests to view footage between two dates
 - The percentage of those requests responded to within 24 hours
 - The percentage of those viewings that result in the retrieval of evidence
 - The percentage of those viewings that result in CCTV evidence forming part of a prosecution or other formal action
- The number of complaints received

This information is intended to be used to produce the annual report that reviews the general performance of the Shared Service, and to inform any action taken to improve it. The sharing and recording of performance statistics is important for all parties in adhering to the Principles of Collaboration, and ensuring continued efforts are made to develop the Shared Service Arrangement.

The draft Shared Service Arrangement is attached as Appendix A.

Control Room Site Visits

Over the course of the review, Members of the Panel have undertaken two site visits to the CCTV Control Room, located at Sherwood Lodge, Nottinghamshire Police Headquarters.

These visits were undertaken to assist Members in gaining a greater understanding of the following:

- How CCTV is utilised throughout Ashfield
- Monitoring of Ashfield District Council's CCTV cameras
- Staffing at the CCTV Control Room
- Image quality
- Communication between Control Room Staff and Nottinghamshire Police

First Visit

The initial visit took place on the 21 March 2018, and allowed Members the opportunity to observe the Control Room during daytime operations. Control Room Staff, alongside the Emergency Planning and CCTV Officer from Newark and Sherwood District Council, were available to answer operational questions and give insight into how the system is used to detect and deter crime.

During the visit Members were informed that:

- Control Room Operatives demonstrated to Members how the cameras are used and the quality of imaging available
 - This included a demonstration of the zooming functionality of the cameras

- Two Security Industry Authority licensed operators continually staff the Control Room
- The Control Room monitors approximately 160 cameras between Ashfield District Council, Broxtowe Borough Council, and Newark and Sherwood District Council
- All cameras have been strategically placed in accordance with a carefully planned network designed to deter and detect acts of crime and disorder
- The Control Room has direct links with Nottinghamshire Police through dedicated radio and telephone links
 - The Control Room Operatives also have the capability to directly transmit images to the Police to facilitate live incident monitoring

Second Visit

The second visit was arranged to give Members of the Panel an additional opportunity to observe the Control Room with the added benefit of seeing evening operations, and took place on 21 November 2018.

At the second Sherwood Lodge visit, the following was discussed:

Camera Quality

- Concerns were raised over camera image quality in night-time conditions
 - Camera locations such as Kingsway Park and Sutton Lawn had particularly low visibility
- Further concerns were raised that Ashfield District Council has not kept up with modern technology developments
- Control Room Operatives demonstrated HD/infra-red cameras in use by other local authorities and Members noted the increased quality and clarity

Camera Location

- Members expressed concerns that camera locations were not regularly evaluated
- Lack of Ashfield District Council CCTV coverage in Huthwaite, Annesley, and the Rurals
- Members were informed that cameras had been moved recently
 - Morrisons, Kirkby to Sutton Lawn
 - Station Street to Kingsway Park
- Members were advised that with any camera relocation, serious consideration must be given to the dispersion of crime throughout the District

Communication

- Members were informed that Control Room Operatives maintain constant radio communication with the Police and Community Protection Officers to ensure incidents are dealt with proactively and reactively

- If an incident is identified, the Police will provide commentary to assist Control Room Operatives with effective monitoring
- Control Room Operatives assured Members that due to the continuous communication between the Control Room, CPOs and the Police, a good network of knowledge has been built

Staffing

- Peak times are identified and staffed accordingly
- A major event would see an additional staff member in the Control Room
- Control Room Operatives respond to incidents reactively and proactively
- Concerns were raised that two Control Room Operatives may not be sufficient to effectively monitor Ashfield District Council's cameras as well as the cameras of the Shared Service Agreement partners.

Overall, both visits to the CCTV Control Room were invaluable in allowing Members of the Panel to gain a greater understanding of how the cameras are monitored and the way incidents are reacted to. Members also gained insight into the quality of imaging and how communication is maintained between the Control Room, the Police and Community Protection Officers.

CCTV Informal Working Group

Purpose of the Working Group

Over the course of the review, several avenues of discussion emerged from Panel meetings that led to the organisation of an informal working group. The informal working group met on the 10 December 2018, with representatives from Planning, Licensing, Communications, Community Safety, Commercial Development, and Nottinghamshire Police all in attendance to provide guidance and information to further the review.

During the informal working group the following was discussed:

Licensing:

Members requested to speak with a representative from the Council's Licensing team to discuss the possibility of enforcing CCTV conditions within licensing applications. The representative from Licensing informed Members that the ability to impose CCTV conditions is available to the Council under current provisions, but the responsibility of the cameras would fall to the licensed premises holder.

Planning:

Members enquired as to the possibility of including CCTV conditions during the planning process. A representative from the Council's Planning team informed Members that any CCTV conditions included in planning provisions would be more of the exception than the rule. Furthermore, any additional cameras added to the Control Room would incur higher monitoring costs for the Council as part of the Shared Service Arrangement.

Commercial Development

Early in the course of the review, Members questioned the commercial viability of Ashfield District Council's CCTV scheme and if any opportunities could be explored. During the informal working group, the Service Manager – Commercial Development informed Members that there are little to no commercial opportunities available regarding CCTV and that other options should be considered. Members were also reminded that even in the event of commercial opportunities, any venture would have to be pursued collaboratively as per the Shared Service Arrangement with Broxtowe Borough Council and Newark and Sherwood District Council.

Communications

Concerning improving public awareness and perception of Ashfield District Council's public space CCTV, Members requested the opportunity to discuss methods to do so with a representative from the Council's Communications team. The representative from Communications informed Members that the team would be able to work collaboratively and utilise social media, the Council's website, and the Press to improve public perception and awareness.

Community Safety:

A representative from Community Safety assured Members they will continue to work in collaboration with Nottinghamshire Police, specifically to identify new camera sites and identify hotspots and key camera locations. Enquiries were also made into the possibility of Community Protection Officers being provided with remote access to CCTV to alleviate pressure from Control Room Operatives. However, upon further research this was not deemed to be a viable option.

Nottinghamshire Police

A representative from Nottinghamshire Police assured Members that the CCTV operated by Ashfield District Council is a vital asset for them in day to day operations as part of combined efforts to prevent and react to crime and disorder. Nottinghamshire Police look forward to continued collaboration with the Council within the Integrated Hub.

CCTV Performance Statistics

The purpose of Ashfield District Council's CCTV cameras is to deter and reduce crime and increase community safety. At previous Panel meetings, Members have discussed the need to ensure performance information and statistics for each individual camera is available to assess the effectiveness of the CCTV in reducing crime and increasing community safety. Panel Members have also expressed interest in analysing performance statistics to determine the optimal locations for cameras.

Ashfield District Council has 29 wireless CCTV cameras placed across Hucknall, Sutton, and Kirkby Town Centres, as well as other key locations. Each incident the individual camera captures are logged at the CCTV Control Centre and made available to the Police and the Council upon request.

Categorised incident numbers are useful indicators when determining the effectiveness and analysing the location of a specific camera. However, Members should note that it is difficult to measure the extent to which CCTV acts as a deterrent to crime, and all factors must be taken into consideration before any decisions are made relating to the potential relocation of CCTV.

Communication in respect of CCTV

In previous Panel meetings, Members have discussed the public perception of Ashfield District Council's CCTV use and the need to improve communication. Members identified social media, the press, and Ashfield District Council's website as areas where improvements and increased efforts could be made to develop public awareness of the various CCTV systems in place.

Members may want to consider the benefits of improving the CCTV section on the website, providing website visitors some of the following information:

- The key objectives of Ashfield District Council's CCTV use
- Location maps of cameras
- Regular Incident statistics

Members have previously agreed that in order for Ashfield District Council's CCTV scheme to achieve its main objective of increasing community safety, members of the public must be made aware of the use and presence of CCTV throughout Ashfield. Additional information on the website would help to improve public awareness and perception of CCTV. Press releases and social media references could also be effective ways to positively manage public perception.

National Picture on CCTV

The Surveillance Commissioners Code of Practice applies to surveillance cameras that operate in public places and details the 12 principles for CCTV. The Surveillance Commissioner has introduced an online toolbox to support local authorities with achieving compliance including the data protection impact assessment tool.

The Shared Service core group are currently reviewing documents ensuring compliance which will be made available on the Council's website within the next few months. The Surveillance commissioner is also seeking a national database which would see local authorities being able to obtain data on formal action as a result of CCTV footage from the Police.

CCTV has moved into amalgamating data networks, the explosion of drone technology, facial recognition cameras are all areas for regulation which are being considered by the Commissioner. The capability of cameras is increasing as technology moves forward rapidly and the Core Group will be visiting and receiving synergy3 training shortly to maximise the use of technology as part of the shared service.

Potential Considerations

As the review of Ashfield District Council's CCTV scheme nears a conclusion, considerations must be given regarding potential recommendations to Cabinet. Over the course of the review, numerous considerations have been discussed consistently:

Public Awareness Campaign

Members have discussed the need to improve awareness of Ashfield District Council's CCTV scheme to reduce the fear of crime and reduce feelings of vulnerability within the public and to deter potential perpetrators of crime and anti-social behaviour.

Greater Use of Performance Data

Members have discussed potential ways for the performance data received from the Control Room to be better utilised. This could include further utilisation of social media, the Council's website, and local press.

Improving Information Sharing with Police

Members have discussed how the Council can improve collaboration with the Police by sharing information regarding CCTV. This information could be things such as how the Police utilise the Control Room and instances of Council cameras leading to arrests and/or convictions.

Camera Technology Upgrades

During the second visit to the CCTV Control Room, several cameras were identified by Members as having poor image quality during night-time conditions. Considerations could be given to upgrading these cameras to have HD/infra-red capabilities.

Camera Location

Several of Ashfield District Council's cameras have been identified as poorly performing and discussed by the Panel as having potential for review, three such cameras discussed during the course of the review are identified below;

Ogle Street Car Park	Hucknall	Camera 1025	12 reports 6 months
Annesley Road	Hucknall	Camera 1033	16 reports 6 months
Community Hospital / Portland Street	Kirkby in Ashfield	Camera 1017	20 reports 6 months

Additional Local Authority Partners

Members have discussed considering the possibility of pursuing additional local authorities to enter into the Shared Service Agreement.

Implications

Corporate Plan:

Communities and Environment;

- Ensure the foundations for a good quality of life are in place; reducing crime and antisocial behaviour and facilitating cleaner and more attractive neighbourhoods
- Work with our partners to ensure we deliver services centred on the needs of people and places, rather than existing teams, agencies or institutions

Legal:

In addition to Council policies, procedures, guidelines and Codes of Practice, CCTV and its operation is subject to legislation under:

- Government codes of practice.
- The General Data Protection Regulations and the Data Protection Act 2018 (DPA 2018).

- The Human Rights Act 1998 (HRA).
- The Freedom of Information Act 2000 (FOIA).
- The Regulation of Investigatory Powers Act 2000 (RIPA).
- The Protection of Freedoms Act 2012.

Finance:

There are no financial implications arising from this report at this stage of the review. However recent considerations of potential recommendations have indicated that further work should be undertaken by Community Protection to review the continued validity of some site locations and picture quality. This work should be carried out in collaboration with Finance to identify implications of any potential cost increases in respect of changes in locations or equipment.

Budget Area	Implication
General Fund – Revenue Budget	As above.
General Fund – Capital Programme	As above.
Housing Revenue Account – Revenue Budget	N/A
Housing Revenue Account – Capital Programme	N/A

Risk:

Risk	Mitigation
There have been no risks yet identified at this stage of the review, any risks identified will be appropriately considered with consideration given to mitigation actions.	None yet identified.

Human Resources:

There are no HR implications identified in this report, any considerations will give attention to HR and seek appropriate advice

Equalities:

Consideration of this topic will take into account any equalities issues resulting from the research, findings and subsequent recommendations.

Other Implications:

None.

Reason(s) for Urgency

None.

Reason(s) for Exemption

None.

Background Papers

None.

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