

CHARNWOOD BOROUGH COUNCIL



CCTV ANNUAL REPORT | April 2008 to 31 March 2009

1.0 Introduction:

The publication of this Annual Report is in-line with Charnwood Borough Council's CCTV System's Code of Practice. The code sets down how the Charnwood Borough Council CCTV operation will be used and managed. This document can be viewed on-line at www.charnwood.gov.uk ; at the Council offices; Loughborough Police Station; Citizens Advice Bureau or you can obtain a copy by writing to:

Communities and Partnerships Team
Charnwood Borough Council
Council Offices
Southfield Lane
Loughborough
LE11 2TX

If you would like a copy of this document in Audiotape, Large Print or Braille format, please telephone 01509 634603 or email policy.unit@charnwood.gov.uk

The primary purpose and key objectives of the CCTV operation are:

- To help reduce the fear of crime
- To help prevent and detect crime and provide evidential material for court proceedings
- To assist in the overall management of the Charnwood Area
- To help deter and detect acts of anti-social behaviour including alcohol and drug related elements
- To enhance community safety; assist in developing the economic well being of the Charnwood area and encourage greater use of the Town Centres
- To assist the Local Authority in their enforcement and regulatory functions within the Charnwood area
- To assist in Traffic Management and encourage safer more sustainable use of all modes of transport and provide travel information to the media and public

- To assist in supporting civil proceedings
- To monitor all modes of travel to enable improvement and better management of the public highway
- Assisting with the maintenance of public order
- Preventing persons from committing crimes and to enhance the opportunities for detecting those who do
- Improving the safety and security of residents, visitors and the business community
- Preventing vehicle crime in public spaces and car parks
- Identifying and preventing hate related incidents and crimes, violent and acquisitive crimes
- To provide CCTV support for pre-planned events and operations

CCTV is operated in-accordance with the Protocol for the use of Local Authority CCTV Systems for Surveillance (Authorised by RIPA- Regulation of Investigatory Powers Act 2000). The day to day operation of CCTV schemes in response to incidents and events is covered by the relevant Code of Practice and agreements.

2.0 Areas of Operation:

On 1 April 2008 a “new” CCTV Control Room operation was established within the Council offices.

Closed Circuit Television (CCTV) is a television system which operates on a “closed loop” basis. CCTV pictures (images) are only available to those directly connected to the loop, which in Charnwood Borough Council’s case is the CCTV Control Room. The CCTV system is operated through a partnership consisting of Charnwood Borough Council, Leicestershire Constabulary and the Loughborough Chamber of Trade and Commerce.

The Control Room is staffed on a 24-hour/ 7 day week basis with 5 CCTV Advisors, a Police Liaison Officer and a CCTV Team Leader. The CCTV advisors work an 8-hour shift pattern which rotates every 10 weeks.

The Police Liaison Officer is on a 3-year secondment from Leicestershire Constabulary in-line with a Memorandum of Understanding (MOU) signed between Charnwood Borough Council and the Police.

The permanent CCTV team have attended a BTEC Level 2- CCTV Public Space Surveillance Operator's Course and achieved the Security Industry Authority (SIA) accreditation. Performance assessments of CCTV advisors based upon a number of practical tasks are undertaken monthly, to ensure compliance with the CCTV Code of Practice and Operations Manual.

The CCTV Control Room also provides the Council's "out of hours" emergency telephone service, covering homeless, flooding, noise nuisance, lost and stray dogs, dead animals, and environmental services (evenings & Saturday mornings) call-handling. In addition, the team provide "lone-worker" assistance to Environmental Health officers working out-of-hours.

Supplementing the permanent CCTV team, there is a number of Council staff who are SIA accredited and who provide holiday and sickness cover. This number will increase to six by December 2009

There are currently 129 CCTV cameras: 96 cameras covering Loughborough Town Centre & Multi-Storey Car Park and Syston Town Centre plus 33 cameras covering Parishes and third-party organisations. The cameras are predominantly 360-degree PTZ (pan, tilt and zoom) cameras. Digital recording equipment is in-use with data being stored for up to 31 days. Pub-watch, Retail-watch and Parking Enforcement schemes are in-operation which all link directly with the CCTV Control Room.

To facilitate the logging of incidents, the "I-Comply (VTAS) Incident Management system (VTAS- Video Tracking Administration System) was installed. During 2008-09, 14,589 incidents were recorded. In addition to this, there were 5,244 Birstall alarm activations and 4,143 camera

patrols were undertaken by advisors. The VTAS system is being used by 70 Local Authorities across the country.

The Council's CCTV Steering Group meets on a regular basis to co-ordinate CCTV matters. The group ensures "good practice" information is shared and new legislation implemented.

Appendix I-Crime & ASB statistics report for 2008-09:
(provided by Leicestershire Constabulary)

Comment: In terms of Theft from Stores; ABH Sect 47's/ Assaults and Common Assaults, there has been an increase in 2008-09 compared to the previous year. Through the deployment of CCTV and through 24/7 monitoring and recording, we have seen an increase in the levels of "reportable crime" and the consequent detection and prosecution of offenders. In the past for example, small thefts from shops were never reported to the police.

3.0 Evaluation of the Scheme:

The "new" Charnwood CCTV Control operation went live in April 2008 with a full and professional audit planned for 2010-11 (Year 3 of operation).

CCTV plays a major part in the detection and reduction of crime and anti-social behaviour (ASB).

Development of partnerships and joint working practices is a core requirement for Charnwood's CCTV scheme. None more so than the involvement with Charnwood's Community Safety Partnership; the CCTV scheme plays an integral role within the partnership and contributes towards the aims, objectives and strategic aims within the Community Safety Partnership Plan.

The main priorities of the Partnership are around the following areas:

- Acquisitive Crime and Drugs Misuse
- Anti-Social Behaviour and Priority Neighbourhoods
- Violent Crime and the Night Time Economy
- Community confidence

The Charnwood CCTV operation works in-conjunction with the Police, PCSO's, COOL (Crime out of Loughborough); Retail and Pub-Watch members and the Council's Street Marshalls on the ground, monitoring & recording incidents as they occur. The police use this information to co-ordinate their response; whilst gathering evidence that can direct the investigation of the alleged offence and secure the swift conviction of an offender. (Appendix 2: Mike Tyler, Chair of COOL Crime-out- of-Loughborough).

4.0 Complaints

There have been 'zero' complaints relating to CCTV during 2008-09

5.0 Financial Summary

CCTV Control Room	£125,000
CCTV Maintenance (incl VTAS software)	£83,145

6.0 Future

- continue to develop partnership working
- continue to work with external organisations in sharing "best practice"
- contribute to increasing the detection and reporting of crime in supporting public safety
- Use of "Lay Visitors"; CCTV is recognised as an effective tool in the armoury for combating crime and disorder. It may also be regarded by some as an infringement of liberty and right of privacy. Any CCTV system must operate in such a way as to be "independently scrutinised and

accountable“. To support this, the practice of appointing “voluntary” Lay Visitors to inspect the Code of Practice and Operations Manual is being used in a number of CCTV operations across the UK. We are planning to bring-in this type of scheme during 2010-11.

- look to securing contracts (SLA's) with both public and private organisations, which help meet the cost of the service

Graham Walton
Customer Contact Centre Manager

Appendix I (data provided by Leicestershire Constabulary 24/04/09)

Loughborough Town Centre Beat (N18) Crime and ASB Incident Data

The Crime data was taken from the CIS database and the ASB Incidents from the Insight2 database, both using Business Objects software. The number of Section 27 Dispersal Orders was taken from the CIS Intelligence database.

Crime Data for 1st April 2008 – 31st March 2009 and Previous Year

Crime Type	2007/8	2008/9	% Change
Theft Stores	288	370	28.5
ABH Section 47+ Assault	224	268	19.6
Common Assault	80	105	31.3

ASB Incident Data for 1st April 2008 – 31st March 2009 and Previous Year

ASB Incident Type	2007/8	2008/9	% Change
Rowdy or Inconsiderate Behaviour	645	764	18.4
Hoax Calls to Emergency Services	30	22	-26.7
Begging / Vagrancy	19	8	-57.9
Vehicle Nuisance and Inappropriate Use (not including obstruction)	14	10	-28.6
Rowdy or Nuisance Behaviour: Neighbours	10	6	-40.0
Abandoned Vehicles (not stolen or causing an obstruction)	9	11	22.2
Street Drinking	8	7	-12.5
Malicious Communications	7	6	-14.3
Inappropriate Sale / Use / Possession of Fireworks	4	3	-25.0
Rowdy or Nuisance Behaviour: Environmental Damage / Littering	3	3	0.0
Trespass	3	0	-100.0
Noise Nuisance	2	7	250.0
Animal Problems	2	0	-100.0
Rowdy or Inconsiderate Behaviour	1	0	-100.0
Prostitution Related Activity	1	0	-100.0
Totals	758	847	11.7

Section 27 Dispersal Orders

	Sep – Dec 2007	Jan – Dec 2008	Jan – 20 Apr 2009
Number of Dispersals	65	237	78
Average number per week	3.61	4.53	4.92

Appendix 2:

Mike Tyler,
Chair- Crime Out Of Loughborough (COOL),
1 Carillion Court,
Loughborough,
Leicestershire, LE11 3XA

21 April 2009

Loughborough Retail Radio Link, in various forms, has been working with Loughborough CCTV operators since 1997 when the Link was first set up.

Over the years CCTV operators have provided a key link in the chain of crime prevention and prosecution. During the time worked together both CCTV and the Link have dealt with many incidents ranging from Missing Persons including children and vulnerable people through to suspected gang-related crimes.

Within the scheme CCTV has provided a vast source of knowledge and procedures, general information to incident support and management; this has also included town evacuation procedures during major incidents. Also providing a direct link between the retailers and the Police control room.

In April 2008 the CCTV operation moved to Charnwood Borough Council Offices into the new CCTV Operations Control Room. From here, as well as providing the support pre mentioned, they now have access to other utilities such as Charnwood Wardens and Street Cleansing to assist in the effective dealing of incidents.

Again with continuing to support the Link along with CCTV has been able to record, assist in the detection of crimes and bring prosecution against those who persist to commit crimes within Loughborough and Charnwood.

The CCTV Operations has continued to go from strength to strength and is still one of the strongest parts of Crime Prevention and Detection in Loughborough Town centre and Charnwood.

Mike Tyler