

## Report to Select Committee:

# Security and Surveillance Review of CCTV Services March 2018

Marc Stephenson  
CFYA Operations Manager  
The Security Centre  
The Square  
Stockton on Tees  
01642 527173  
Marc.Stephenson@stockton.gov.uk

Section	Title	Item
1	Introduction	
2	Overview	
3	Public Perception	
4	Privacy Impact Assessment	
5	Staffing and Performance	
6	Cost and Financial Implications	
7	Future Considerations	
8	Appendices	
	CCTV Asset List – Restricted	1
	Stockton Borough Council – CCTV Code of Practice	2
	Example Privacy Impact Assessment	3
	Security and Surveillance Service – Performance	4

## 1. Introduction

- 1.1 In recent years there has been a tremendous growth in the use of close-circuit television (CCTV) to prevent crime in public space, especially in Britain, and to a much lesser extent, in the United States. In Britain CCTV is considered to be the single most heavily funded crime prevention measure.
- 1.2 Stockton on Tees Borough Council currently operates a public space surveillance (PSS) scheme within the boundaries of Stockton on Tees. The scheme is entirely owned and operated by Stockton Borough Council who is responsible for the management, administration and security of the system. We work in close partnership with strategic partners such as Cleveland Police, Cleveland Fire and Rescue amongst other partners in Home Office departments such as HMRC, VOSA (DSA) and Environment Agency.
- 1.3 The system is a vital tool in contributing to the Councils vision for a safer environment for both the communities our residents live in, but also for visitors to our town centres, parks and open spaces. We do this by supporting the aims and objectives of the Safer Stockton Partnership, in line with the Community Safety Plan.

## 2. Overview

- 2.1 The public space surveillance network in Stockton on Tees comprises of 173 cameras which are installed and monitored in the purpose built control room 24 hours per day, 365 days per year. The control room are also responsible for the monitoring of several hundred other cameras, lone worker devices and intruder and fire alarms for private sector businesses. A complete list of camera assets can be found at appendix 1 (restricted).
- 2.2 The objectives of the scheme, as determined by the Council via the Safer Stockton Partnership which forms the lawful basis for the processing of data are;
  - To reduce crime and the fear of in the Borough
  - Reducing disorder and anti-social behaviour and the fear of it in the Borough
  - To reduce the fear of crime in the Borough
  - To protect Council assets and property

- To protect private businesses and public assets and property
  - Reduce vehicle crime both on street and in public car parking within the Borough
  - Positively impact on environmental factors such as littering, vandalism, dog fouling and fly tipping
  - Providing assistance and reassurance to the public in emergency situations
  - Assist with traffic management, bus lane enforcement and crowd control during public and private events
  - To check infringements of the Market Charter and associated regulations
  - To assist in supporting civil proceedings which will help detect crime
- 2.3 The scheme forms one of the most technically advanced networks in the region which operates entirely on wireless transmission. The benefits of this form of transmission are mainly seen in the reduced cost of operating the system by comparison to fibre transmission, whilst also making the rapid deployment of camera assets into hotspot areas far quicker.
- 2.4 Prior to the installation of cameras a 'Privacy Impact Assessment' must be completed to determine whether CCTV is justified and how it will be operated will be undertaken in compliance with the Information Commissioners CCTV Code of Practice.
- 2.5 In the current financial year, a large investment has been made by the Council in order to upgrade both the coverage of the surveillance network within the town centre, but also upgrade the technology we use in order transmit high quality images. This investment of over £80,000 has allowed the upgrade of 20 existing cameras and the installation of another 5 to complete the coverage. This is alongside back office improvements to transmission equipment.
- 2.6 This investment has allowed for greater performance within the town centre ward in order to support the aims and objectives of the economic plan whilst also providing reassurance to strategic partners such as Stockton BID.

### 3. Public Perception

- 3.1 Nationally, in March 2014; in partnership with CCTV User Group, Synectics commissioned new research into the public's perception of CCTV in the UK. The survey sought to gain an insight into general beliefs and attitudes towards CCTV including how it is used, managed and regulated. The results of the study revealed strong support for public space surveillance with 86% of people backing its use. 80% of those surveyed said that they don't receive enough information about CCTV and 76% think the primary purpose of CCTV should be to help prevent crime and anti-social behaviour.
- 3.2 Other headline findings include 76% of people believe the primary purpose of CCTV in the public realm is to help prevent crime and anti-social behaviour whilst 3% of people said information from their local authority had the biggest influence on perceptions of CCTV. In contrast however, 64% would be worried if local councils announced it was reducing CCTV to save money. In considering what would increase support for public space CCTV, 43% of people felt a guarantee that cameras are monitored more closely to enable immediate response to criminal activity closely followed by 37% of respondents wanting evidence of CCTV being used in convictions.

### 4. Privacy Impact Assessments

- 4.1 Using surveillance systems can be privacy intrusive. They are capable of placing large numbers of law-abiding people under surveillance and recording their movements as they go about their day-to-day activities. Careful consideration should therefore be given to whether or not to use a surveillance system. The fact that it is possible, affordable or has public support should not be the justification for processing personal data. It should also be taken into account the nature of the problem you are seeking to address; whether a surveillance system would be a justified and an effective solution, whether better solutions exist, what effect its use may have on individuals, and whether in the light of this, its use is a proportionate response to the problem. In Stockton, we have a continuous proportionality assessment of all camera locations which is codified within a privacy impact assessment document annually. This review takes into account current crime trends and how effective the camera has been at resolving the original stated purposes. An example of a privacy impact assessment can be found at appendix 3.

## 5. Staffing and Performance

- 5.1 Following a review of Community Services in 2017, the control room benefited from a re-allocation of staffing achievable through the standardisation of roles within the Security and Surveillance Service. We currently operate the control room with 1 Supervisor, 4 Team Leaders and 12 Security Officers which operates in a shift system covering a 24 hour period, 365 days per week. The service is managed by the CFYA Operations Manager alongside other frontline service such as cleansing, waste and recycling, Civic Enforcement and OneCall to ensure a seamless delivery model for front line services.
- 5.2 Whilst CCTV monitoring makes up the primary function of the team, they are also responsible for a wide range of other duties which make up the function of the Security and Surveillance Service. These alternative duties include monitoring and responding to a wide range of alarm activations for both internally owned assets and also business customers. Alongside this the team are also responsible for lone worker tracking and safety, key holding, the management of stray animals as well as operating as a call centre for a range of services such as Civic Enforcement, Registration and Bereavement Services and Emergency Planning.
- 5.3 Performance management in this area of operations is vital, given the requirement to also justify the entire scheme and its prudent management, alongside the individual assessment of each camera location. With this in mind, a number of key performance indicators are kept and submitted to the Surveillance Camera Commissioner. These are also published on the Council website, in the interests of transparency for the public (copy can be found at appendix 4).
- 5.4 Aside from performance in previous years, this current financial year has seen the CCTV system and input from operators account for 588 arrests. Furthermore the team has logged 3437 incidents, which are then fed through to strategic partners as intelligence and information for later action. To date 1120 requests for footage reviews have been made with 694 resulting in further lines of enquiry by both Police, Stockton Borough Council and Government Services.

## 6. Cost and Financial Implications

- 6.1 The cost of installing CCTV in the public realm has massively reduced in the past two years. This has been, in part, due to a much more competitive international market opening up which has reduced the wholesale market cost. Further factors include a much more strategic approach to the way that services are delivered to maximise efficiencies to customers, such as a review of the maintenance agreements with 3<sup>rd</sup> party suppliers.
- 6.2 The current cost of a high definition pan, tilt and digital zoom camera which can operate in any weather or light condition is £1,941.60 which includes a set of wireless signally links required to link into the existing network and back to the control room for monitoring. At more remote locations, more than one set of links may be required which cost in the region of £300.00 per link. Further costs may also be incurred in any new scheme where street furniture such as columns may be required including any ground works to direct associated power supplies.
- 6.3 Examples of current costs are show below;

Item	Standard Cost
HikVision HD PTZ Camera	£1,641.60
Wireless Links	£300.00
Column with power	£1000.00
Power Socket only	£370.00
Civils and Ground Works	Quoted

- 6.4 The Security and Surveillance Service receives little direct Council funding for the staffing within the control room, aside from the contributions made by Members Community Participation Budget. Instead the control room is operated on a commercial model basis, providing a wide range of security related services to the private sector. This results in a requirement to also fund the monitoring of CCTV cameras which are installed within the public realm. The cost of monitoring a new camera is currently set at £75.00 per week, or £3,900 per year.
- 6.5 The work done by the control room has long been supported by Elected Members, through contributions made to services via the Community Participation Budget. Since

2007/2008, £352,180.00 worth of contributions have been made in the form of cameras and monitoring time. Whilst the price of services have reduced, the level of spending has increased;

Financial Year	Total CPB Spend
2007/08	£13,892
2008/09	£5,225
2009/10	£25,695
2010/11	£27,175
2011/12	£16,079
2012/13	£31,593
2013/14	£15,833
2014/15	£29,095
2015/16	£49,784
2016/17	£42,099
2017/18	£99,327
Total	£355,798.00

## 7. Future Considerations

- 7.1 In the coming year, a number of challenging and exciting developments within the Security and Surveillance Service will be undertaken. Given the nature of the sector in which we operate and the forever changing face of technology and legislator safeguards, we must ensure that our service remains resilient, transparent and legally compliant. This however shouldn't stand in the way of development;
- Control Room Upgrade – On the 5<sup>th</sup> February 2018, the existing control room closed its doors to undergo a full refurbishment and upgrade. This is the first significant work undertaken within the purpose built building in over 24 years, with £250,000.00 invested to ensure the building can continue its important functions for the communities which we serve. The work, phase 1 of 3 over the next year, has seen the old furniture and comfort facilities entirely removed and replaced. The control room itself must conform to the highest standards set by Central Government, to ensure it remains safe and secure for the nature of work carried out within its four walls. The work is expected to be completed by April 2018.



- Region Traffic Hub – In April 2018, the control room will continue its close work with colleagues in EGDS by strengthening how we control traffic on our highways and byways. Over £20,000 has been invested with Middlesbrough Signals, who are responsible for traffic controls in our area, to allow them access to our network in order to provide live images of traffic conditions. They can then remotely regulate traffic flows to alleviate pressure on the network, as part of our commitment to effective urban traffic management and control.

**Name of Contact Officer: Marc Stephenson**  
**Post Title: Care for Your Area Operations Manager**  
**Telephone No. 01642 527173**  
**Email Address: marc.stephenson@stockton.gov.uk**

