



# CCTV ANNUAL REPORT 2008/9



Dover CCTV Control Room

1.

## **MANAGEMENT STATEMENT**

Closed circuit television, otherwise known as CCTV has proved itself in recent years to be a powerful weapon in the continuing fight against crime, particularly when integrated with other crime reduction methods such as retail 'radio-link' systems.

Dover District Council, Police, the Town Councils in Dover, Deal and Sandwich, and Chambers of Commerce in Dover, Deal and Sandwich are of the view that CCTV will diminish incidents of crime and public disorder where it is either in place or will subsequently be introduced. It also assists us in monitoring road safety and improves community confidence creating a safer environment for residents, traders, tourists and visitors alike.

It is recognised that gaining and keeping public support for such an initiative is vital. We therefore understand the need for a comprehensive and effective Code of Practice defining the systems operational parameters.

We will only utilise CCTV with the consent and support of the local populace to assist in the fight against crime, whilst ensuring that an individuals personal civil liberties are not infringed upon. We therefore support all the principles contained within the Data Protection Act 1998, the European Directive 95/46/EC, the Human Rights Act 1998 and the Regulatory and Investigatory powers Act 2000. All system design and operation will be based on current Home Office, PSDB and Kent County Constabulary guidelines. The CCTV scheme is registered with the Office of the Data Protection Registrar, in compliance with the Data Protection Act 1998, and with Home Office in respect of the Police radio.

All partners are totally committed to complying with these Codes in relation to the implementation and operation of CCTV. The Code covering the operation of the system is therefore readily available to the public at all local authority offices, public libraries and Citizens' Advice Bureaux. It can also be viewed on line at [www.dover.gov.uk/cctv](http://www.dover.gov.uk/cctv).

## 2. Principles

### 2.1 What is the system used for?

- The prime purpose of the system is to reduce both the real and perceived level of crime.
- To improve confidence in the rule of law.
- To assist in the apprehension and prosecution of offenders in relation to crime and public disorder.
- To gather evidence by a fair and accountable method.
- To create a safer community, improving the quality of life for all by: -
  - Enhancing the economic climate, creating a greater opportunity for prosperity
  - Preventing or alleviating serious interruption to traffic flow
  - Preventing or alleviating problems of an anti-social nature in the community

### 2.2 What will the system not be used for?

- ◆ It will not be used to gather information on people going about their lawful business. To encourage confidence all cameras used by the CCTV Operation at Dover District Council are overt and their presence is clearly indicated by signs covering the CCTV area.
- ◆ It will not be used to enforce minor breaches of law that do not impede upon public safety or the quality of life.
- ◆ Information recorded will only be used by the District Council, Police and other statutory law enforcement agencies.

### **3. The System**

The CCTV system operated by Dover District Council comprises of 23 cameras in Dover, 16 cameras in Deal and 8 cameras in Sandwich. These cameras are a mixture of dome cameras and "shoe-box " cameras. All our cameras have the facility to pan, tilt and zoom except one, which is fixed in the same position all of the time. The cameras also have the facility to pan, tilt and zoom automatically, on pre set rest points.

### **4. System Accountability**

A Lay Visitor periodically attends the CCTV room unannounced, and checks that the system is being used in accordance with the Code of Practice. Six such visits took place during 2008/9, and no instances of misuse were reported. This volunteer has unlimited access to most paperwork and all tapes currently held within the system. This control is in place as one of several means to ensure that our CCTV Operators comply with the Code of Conduct.

In addition to this safeguard, Thanet District Council carried out an independent evaluation on 11 November 2008 in to the system compliance, and this report is attached at appendix 1.

## 5. System Evaluation

Crime figures in relation to CCTV locations are no longer supplied to this Authority by Kent Police, so it has not been possible to assess the system against historical data.

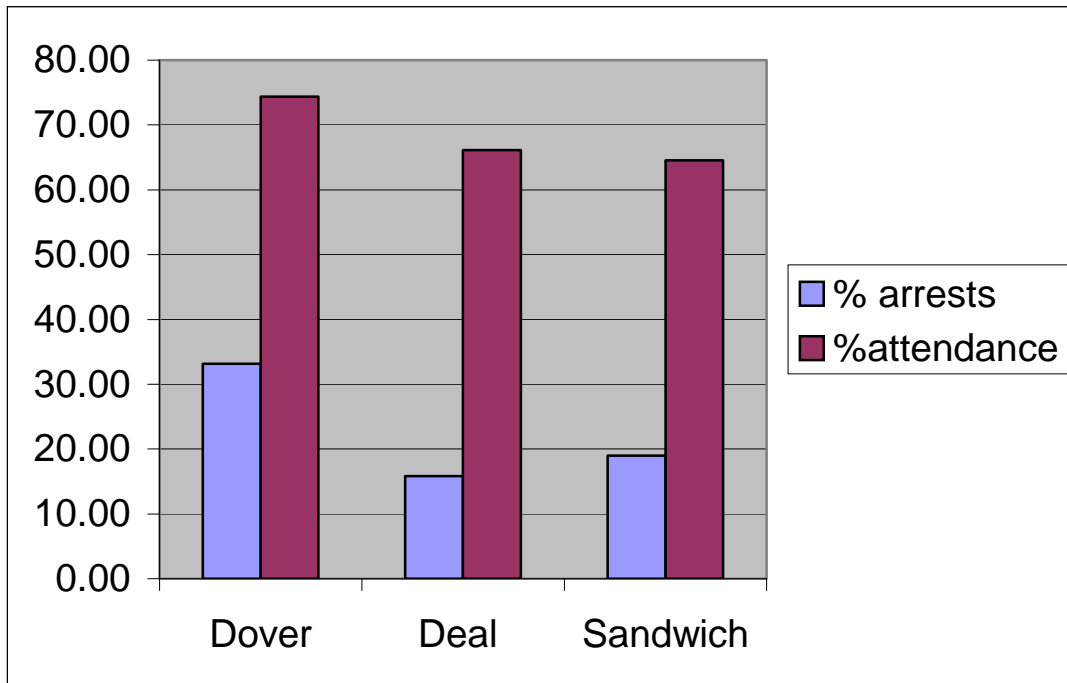
New criteria have therefore been drawn up against which to assess the effectiveness of the Service, using 2008/9 as a base rate, and it is anticipated that the Service will be benchmarked in 2009 against other Local Authorities in Kent. This data will be available from 2010.

The following tables and graphs detail incidents that have been recorded by the CCTV system over the past few years. It should be noted that these are incidents and are not a reflection of Police crime statistics over the same period. For instance an incident may constitute a missing or vulnerable person, which may not be recorded by the Police, as no crime has been committed.

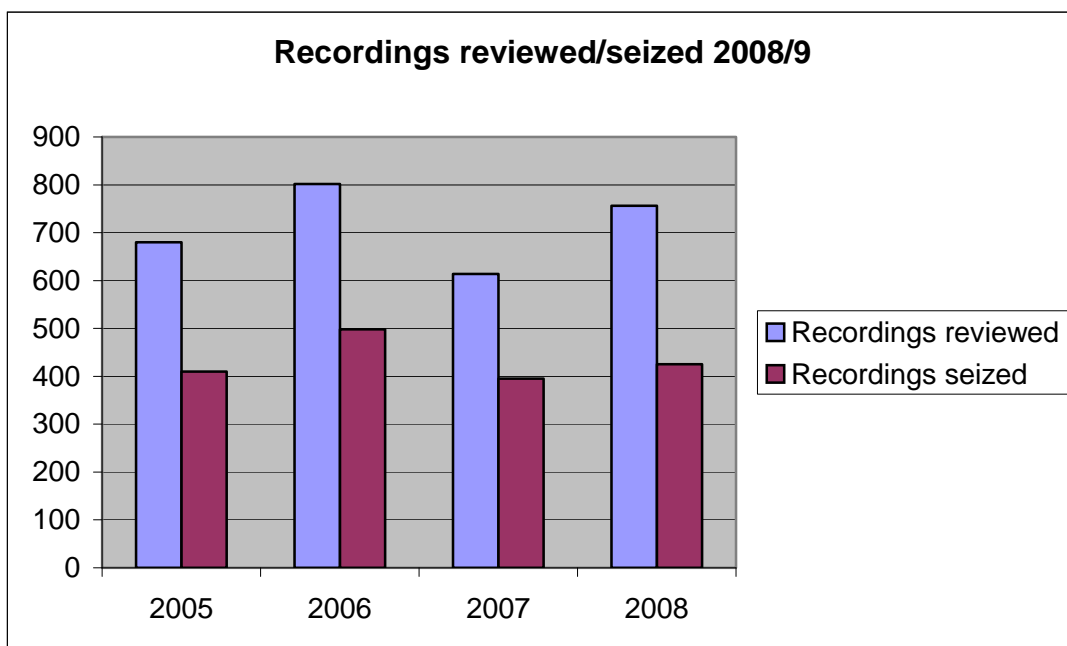
Incidents	2005/6	2006/7	2007/8	2008/9
Dover	1332	1563	1398	1525
Deal	324	427	394	577
Sandwich	45	85	68	82

It should be noted that, from February 2009, the way in which incidents were captured and recorded was changed to reflect every aspect of the Service, and to comply with benchmarking requirements with the rest of Kent. This has resulted in a rise in the number of incidents, but is mainly due to the external contacts received and made, such as Traffic link, with whom we have almost daily contact regarding traffic congestion in the district.

Police attendance to all incidents in 2008/9 was at an acceptable level.



756 recordings were reviewed by the Police in 2008, and 425 of these were found to contain evidence of a sufficient nature to warrant the recordings to be seized.



In percentage terms, the number of tapes seized after review dropped slightly to 56%, from 60% in 2005, 62% in 2006, and 60% in 2007.

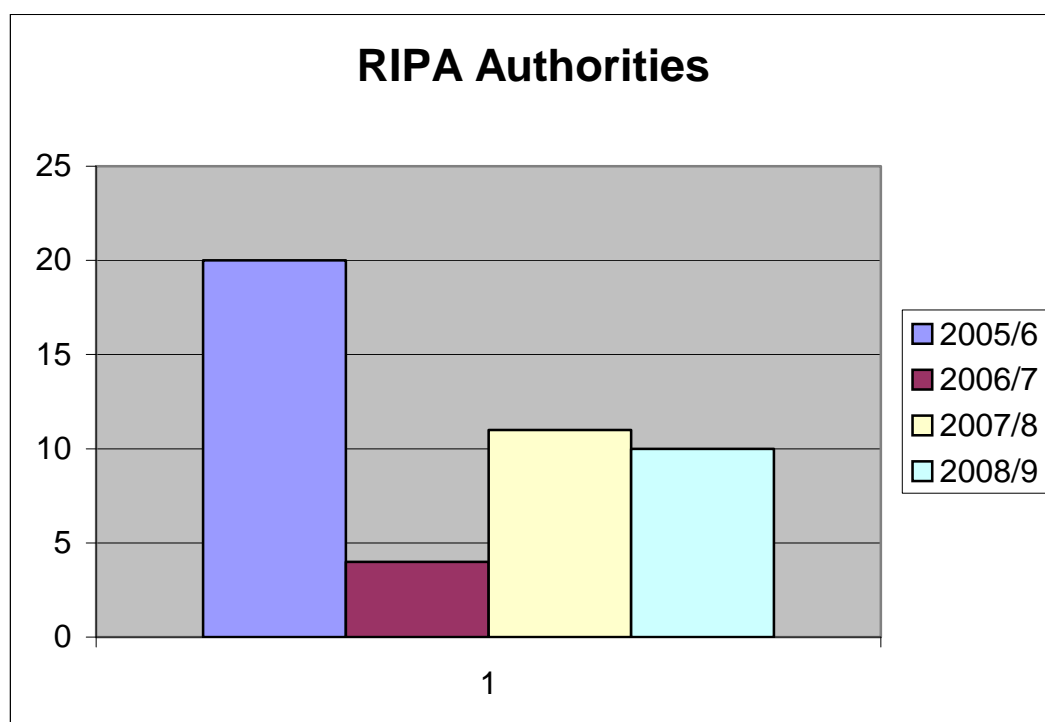
From May of 2007, an additional performance indicator was introduced - number of vulnerable people assisted. Too often, CCTV is associated only with crime, and it felt that this important aspect of the Service is often forgotten. From April of 2008, until March of 2009, 111 vulnerable people – an increase of 13 over 2007/8 - were assisted by the CCTV Operation.

Arrests made by the Police, as a result of initial observations at the CCTV Unit are also monitored. During 2008/9 166 arrests were made as a direct result of the CCTV Operators. This is an increase of 36 over the previous year. CCTV also assisted, or monitored the arrests of a further 292 – an increase of 24 over 2007/8 - offenders over the same period of time.

From December 2007, a record has been kept of the number of times the Police Control room was contacted. Over 2008/9, 1,256 contacts have been made with the Police.

## 6. Targeted Operations

6.1 The Code of Practice only permits use of the system to observe known individuals by law enforcement agencies if authorised by a senior officer from the Council and by the Superintendent of Police, or similar level in other agencies. Targeted operations are only carried out if other methods of surveillance are not appropriate or effective.



## 7. Data Protection Act 1998

7.1 Individuals have the rights of subject access as provided for in Section 7 of the Data Protection Act 1998. Any application must be made in writing on a standard form.

7.2 No requests of this nature were received in 2008/9.

## **8. Complaints**

No complaints were received about the CCTV Service during 2008/9.

## **9. New in 2008**

Two new cameras were installed in 2008 – one in Market Street in Sandwich, and one in Park Street in Deal. One camera was removed from the Industrial Estate in Sandwich.

## **10. Partnerships**

CCTV continues to work closely in partnership with Kent Police, the Community Safety Partnership, other Law Enforcement Agencies and the Dover, Deal and Sandwich Partnerships Against Crime.

## **11. Costs**

The CCTV System in Dover, Deal and Sandwich cost £320,913 in 2008/9, which is £41,300 less than the previous year, and £39,000 under budget. The £10,000 per annum funding from the Dover/Deal/Sandwich Partnership Against Crime, towards the cost of a CCTV Operator, reached the end of a three-year commitment in 2008. Despite this reduction in funding, Dover District Council has continued to employ this additional member of staff, and absorbed this additional cost.

If you wish to discuss any aspect of this report, please contact Dianne Hopper on 01304 216860, or e-mail [diannehopper@dover.gov.uk](mailto:diannehopper@dover.gov.uk)

APPENDIX 1



ANNUAL AUDIT  
**DOVER DISTRICT COUNCIL  
CCTV SYSTEM**

**11<sup>th</sup> NOVEMBER 2008**



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## **Introduction**

Dover District Council is 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.

The Dover CCTV System comprises of 47 CCTV cameras in the towns of Dover, Deal and Sandwich. All are pan, tilt and zoom with one fixed camera. There are three more cameras to be installed during 2009

The Control Centre consists of a display monitor stack with the capability of viewing 47 cameras in quad form. All recordings are on digital hard drives and two real time VHS recorders. Operator positions have their own incident monitors within the control desk where there is the facility for incident recording in real time and with the ability to produce still prints.

Any operator can select any camera on any of the active monitors, which permits the selection of specific areas that need to be monitored.

A replay console, sited adjacent to the control desk, allows the multiplexed videotapes to be reviewed without interfering with the recording operation within the Control Console.

## **Methodology**

Phil Snook, Community Safety Officer at Thanet District Council undertook a site visit to the CCTV Control Room at Dover District Council on 11<sup>th</sup> November 2008. The system was tested against the current Code of Practice, which is available to the public on the Council's website, and in Dover District Council public areas.

Sample recordings were checked for recording quality, compliance against the Code of Practice and for Human Rights issues.

It is anticipated that this report will be incorporated into the Dover District Council Annual report on CCTV, which will be made available to the public in accordance with their Code of Practice.

Interviews were undertaken with the CCTV Operators on duty and further discussions were held with Dianne Hopper, Parking Services and CCTV Manager all of Dover District Council.

## **1. Maintenance**

The picture quality of the CCTV system was found to be of a good standard, with all cameras fully functioning. A regular cleaning programme is in place, and the Council's appointed maintenance contractor maintains the system to a good standard. The CCTV Operation receives a prompt and satisfactory response to maintenance and repair issues. The recorded image quality of every tape is checked twice a day to ensure that it meets an acceptable standard.

## **2. Documentation**

The Code of Practice and Operators Manual are kept within the CCTV control room. The following documentation is completed within the control room: -

- Visitors Log
- Operators Log
- Incident Log
- Tape Register
- Review Log
- Maintenance Log
- Stills movement and seizure report
- Emergency Procedures
- Targeted Op sheet

Documentation was inspected and found to be fully completed and held in accordance with the Code of Practice.

### **3. Access**

The control procedures for access to the CCTV Control Room were reviewed and the Code of Practice is strictly adhered to.

### **4. System Management**

A random sample of recordings were reviewed, and the cameras were operated in accordance with the Code of Practice. The CCTV Unit was found to operate in accordance with the Human Rights Act (specifically Article 1- gather information lawfully, and Article 8- an 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.

Tape seizure records were inspected, and found to be in accordance with the Code of Practice.

Secure transit is provided for tapes, and a documented destruction programme is in place. This is carried out on the same day, once per annum, ensuring that no more than twelve passes are made on any tape. The contract to dispose of the CCTV tapes has recently been terminated.

The CCTV Supervisor carries out time checks on a regular basis.

Tapes cannot be withdrawn from the recording unit except at the designated times, unless this has been authorised by a Police Officer at the rank of Inspector or above, or the Parking Services and CCTV Manager.

Handover time between shifts is 15 minutes. This ensures that all Operators are fully aware of the day's occurrences, and provides for a seamless operation.

Preset changes and settings are only carried out by the CCTV Manager or Supervisor.

There are two Operators monitoring 47 cameras.

## **5. Communications**

CCTV Operators communicate with Kent Police by way of an Airwaves Police radio that is situated within the control room. The Unit also have access to three shop safe radios, and are able to co ordinate responses and act on information received via this medium.

## **6. Partnership Working**

The CCTV Operation in Dover has a good working relationship with Kent Police, HM Customs and Excise, Immigration service and Kent Fire and Rescue service. Tasking meetings are held every two weeks with Kent Police, the ASB Unit, KF&RS, Neighbourhood Watch, and other sections within Dover District Council. The Parking Services and CCTV Manager also holds regular meetings with the Dover / Deal / Sandwich Partnership Against Crime (DPAC) and the Community Safety Partnership.

## **7. Lay Visitors**

There is a named appointed Lay Visitor and regular visits have been undertaken throughout year. The Lay Visitor has made no adverse comments or Observations

## **8. Performance Indicators**

Although there are no specific performance indicators included in the Code of Practice, Operator Performance is monitored. The Unit Benchmarks itself with other similar sized Local Authorities within Kent.

## **9. Complaints**

The Unit received no complaints in 2008.

## **10. Training**

All operators undergo formal Tavcom training and prior to single operation are schooled for six weeks by experienced operators. All operators are SIA licensed.

## **11. Signage**

Signage within the Town Centres was found to be good, and complied with current recommendations.

**Recommendations**

1. Since the contract to destroy old CCTV tapes was terminated no similar arrangement has been found to replace it. It is recommended that an alternative arrangement is put in place as soon as possible.

**Conclusion**

The CCTV system at Dover District Council complies with all aspects of the Code of Practice, and there were no areas for concern observed.

Signed .....

Phil Snook, Community Safety Officer, Thanet District Council, Cecil Street,  
Margate, Kent CT9 1XZ 01843 577658

Date 25<sup>th</sup> November 2008