



DOVER DISTRICT COUNCIL CCTV SCHEME

Evaluation by Dartford Borough Council

23rd April 2013

DARTFORD
BOROUGH COUNCIL

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Introduction

Dover District Council is committed to ensuring that the support of the public, for CCTV in public places, continues 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 62 CCTV cameras covering the Towns of Deal and Sandwich. All DDC CCTV Cameras except one static model have pan, tilt and zoom axis capabilities.

The Control Room consists of a display monitor wall with the capability of viewing cameras in quad formation on each monitor. All recordings are stored on digital hard drives or 3hr Real Time VHS Recorder. Operator positions have their own incident monitors located on the main control desk where there is the facility for incident recording in real time mode including the ability to produce still prints.

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

A review console, sited adjacent to the main control desk allows the multiplexed video tapes to be reviewed without interfering with the recording operation of the main system.

Methodology

Paul Woodfield, CCTV Manager at Dartford Borough Council undertook a site visit to the CCTV Control Room at Dover District Council on Tuesday 23rd April 2013. The system was tested against the existing Code of Practice, which will be 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 the Code of Practice.

Interviews were undertaken with a duty CCTV Operator and Supervisor Patrick Coleman and further discussion was held with Christopher Allen, Community Safety, CCTV & Parking Services Manger.

1. Maintenance

The picture quality of the CCTV system was found to be of a very good standard, with all cameras fully functioning. A regular cleaning programme is in place, and the system is maintained to a good standard by the Council's appointed maintenance contractor. This Contract is however due to end within the next 12 months. The CCTV Operation receives a prompt and satisfactory response to maintenance and repair issues. The recorded images are checked regularly to ensure that it meets an acceptable standard.

2. Documentation

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

- Visitors Log
- Operators Log
- Incident Log
- Review Log
- Maintenance Log
- Stills Movement and Seizure Report
- Emergency Numbers and Procedures
- Targeted Operations Log

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. Access was electronically controlled and included an internal intercom system and static CCTC Camera.

4. System Management

A random sample of recordings were reviewed, and all cameras were found to be recorded using a combination of Dedicated Micros Digital Video Recorders and Real Time SVHS Video Recorder. 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 recorded were found to be of a very good quality.

A full audit trail is available for all Images, which are kept securely within the Control room.

The CCTV Control Room is fitted with an atomic Rugby Clock that is used to perform regular time checks by all operators and the Dedicated Micros DVR's have their own built in software to update the system time but all time updates are checked by the CCTV Supervisor on a regular basis.

Preset changes and settings are only carried out by the CCTV Supervisor in liaison with the CCTV Manager. These changes are then recorded as required by agreed DDC CCTV procedures.

Due to the current financial constraints levied on Local Authorities from Central Government it has been necessary to reduce staffing levels to 2 full time operators and 1 full time Supervisor making a total of 3 full time staff available to cover all operational hours.

5. Communications

CCTV Operators communicate with Kent Police by way of two Airwaves Radio base stations that are located within the control room. The Airwave License conditions and procedures are strictly adhered to and a usage/responsibility log is also in place. The Control Room Operators also have access to three Shop Safe / Pubwatch radios for the Dover Area.

6. Partnership Working

The CCTV Operation in Dover has a good working relationship with Kent Police, Customs & Excise, Immigration Service and Kent Fire and Rescue Service, Youth & Community and Social Housing Groups as well as Police Community Support Officers.

7. Lay Visitors

Regular Lay Visits are undertaken throughout year. No adverse comments or observations have been made by the Lay Visitors.

8. Performance Indicators

There are no specific performance indicators included in the CCTV Code of Practice. However, Key Performance Indicators agreed and implemented by the Kent CCTV User Group are recorded and monitored by the Control Room Supervisor on a monthly basis and are collated for presentation to the CCTV Manager.

Key Performance Indicators now being increasingly used as a means of benchmarking and comparison of system performance by similar sized Local Authority CCTV Operations throughout the County.

9. Complaints

There were no complaints disclosed regarding the CCTV system in 2012.

10. Training

All operators have valid BTEC Level 2 Awards in CCTV Operations for Public Space Surveillance and are licensed by the Security Industry Authority. Accreditation certificates are displayed in the CCTV Control Room in sight of all Control Room visitors.

11. Signage

CCTV Signage within the District was found to be good, and complied with current recommendations.

Conclusions and Recommendations

The overall evaluation of Dover District Council's CCTV System found the Control Room to be running efficiently; the cameras and equipment were working to a very good standard. There were no areas for concern observed, however the following conclusion and proposed recommendations are for consideration only.

There is currently an obvious lack of resilience in staffing levels which could easily result in a reduction in service and/or monitoring hours due to the potential loss of a team member to sickness etc. A further reduction in service levels would also be greatly noticed if the loss involved a key member of the team such as the Supervisor or Manager. This particular risk could however be minimised by training an operator regarding Supervisory duties and in turn training the existing supervisor in order to undertake further managerial responsibilities in the absence of the CCTV Manager.

Signed *Paul Woodfield*

Dated 11th June 2013

Paul Woodfield (CCTV Manager)
Dartford Borough Council