

REDDITCH BOROUGH COUNCIL
CLOSED CIRCUIT TELEVISION
ANNUAL REPORT & EVALUATION
1st April 2021
to
31st March 2022



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1.0 METHODOLOGY

In order to comply with the recommendations contained in the Information Commissioners CCTV Code of Practice published in October 2014 and Surveillance Camera Codes of practice. Redditch Borough Council has produced this annual report which is publically available on the Council's website.

The topics required to be covered are as follows:

- a) a description of the scheme and the geographical area(s) of operation
- b) the schemes policy statement
- c) the objectives and scope of the scheme
- d) any changes to the operation or management of the CCTV scheme
- e) any changes that have been made to the policy
- f) any proposals to expand or reduce the operation of the scheme
- g) the aims and objectives for the next 12 months.

For the purpose of best practice this report will also include the following information :

- 1) the number of incidents recorded by the scheme
- 2) the number of incidents reported to the law enforcement agencies and where appropriate other bodies e.g. local authority
- 3) an assessment of the CCTV scheme's impact on crime levels and types of crime in the area covered by the scheme and
- 4) an assessment of the scheme's impact on its objectives, including;
 - the number of privacy impact assessments completed
 - the number of reviews of footage by police and authorized agencies and
 - the number of incidents per camera for the previous twelve months

The above will assist in compliance with Principle 10 of the Surveillance camera code of Practice

The Redditch CCTV Control room shares its facility with Bromsgrove Borough Council.

2.0 INTRODUCTION

2.1 Description of the scheme

The Redditch Borough Council CCTV system consists of 48 cameras plus 3 redeployables that have been installed at strategically positioned locations in the following areas;

Location	Cameras
Redditch	20
Batchley	5
Matchborough Centre	6
Headless Cross	4
Winyates Centre	5
Woodrow	6
Church Hill Centre	2
Redeployable	3

Table: Camera Locations

The system is monitored by trained and dedicated staff.

2.2 Communication

There is a dedicated CCTV transmission link to a Police control room, which enables Operators to share live images.

2.3 System Operation

The system is monitored by dedicated staff who have achieved or are in the process of achieving the accredited training now required by the Private Security Industry Act 2001. The system is operated and managed in accordance with current legislation and detailed CCTV Codes of Practice and Operational Procedures Manual.

3.0 POLICY STATEMENT AND SCHEME DESCRIPTION

3.1 Closed Circuit Television

The scheme initially comprises of cameras located in specific external and internal locations with control, monitoring and recording facilities at a dedicated location. A problem orientated process was utilised to assess the appropriateness of CCTV in the area subject of this evaluation. The cameras have therefore been sited to capture images that are relevant to the purposes for which the scheme has been established. The purposes of the CCTV scheme are outlined later in this report. (4.1)

3.2 Ownership

The scheme is owned by Redditch Borough Council who are responsible for the management, administration and security of the system. The owners manage the system and ensure the protection of individuals and the public by complying with the Codes of Practice.

Should the public wish to make contact with the owners of the scheme they may write to: CCTV@bromsgroveandredditch.gov.uk or

CCTV and Lifeline Manager
Redditch Borough Council
The Town hall
Walter Stranz Square
Redditch
Worcestershire
B98 8AH

3.3 Policy Statement

Redditch Borough Council has a Strategic Purpose to enable – Communities which are Safe, well maintained and green.

To promote public confidence by developing a safe and secure environment for the benefit of those employed, visiting, living in or using the area.

To inspire public confidence by ensuring that all public area Closed Circuit Television (CCTV) systems which are linked to the Redditch Borough Council CCTV control room are operated in a manner that will secure their consistent effectiveness and preserve the civil liberty of law abiding citizens at all times.

4.0 THE PURPOSE AND SCOPE OF THE SCHEME

4.1 Purposes of the scheme

The following are the objectives for which The Redditch Borough Council CCTV system was established:

- to help reduce the fear of crime.
- to help deter crime, detect crime and prevent crime.

- to deter and detect ant-social behaviour
- to assist in the apprehension and identification of offenders.
- to enhance community safety, boost the economy and encourage greater use of the town centre / shopping centre.
- to assist the Local Authority in its enforcement and regulatory functions.
- for the maintenance of Public Order
- to provide information for traffic management
- Provide the police, other agencies, and the Council with evidence to take criminal and civil action in the courts
- providing high quality evidence which may assist in the detection of crime and the apprehension and prosecution of offenders
- protecting property
- providing assistance with issues relating to public safety and health
- providing assistance and reassurance to the public in emergency situations.

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These objectives have been reviewed and streamlined to:

- To reduce the fear of crime.
- Help detect crime by providing evidence in criminal proceedings.
- Prevent and reduce crime, public disorder and anti-social behaviour.
- Help the police track and capture people suspected of committing crime
- Help identify witnesses
- To assist the Local Authority in its enforcement and regulatory functions
- Work in Partnership to achieve objectives set by the North Worcestershire Community Safety Partnership.
- Protecting property.
- Providing assistance with issues relating to public safety and health

4.2 Scope of the scheme

The cameras have been sited to capture images that are relevant to the purpose for which the scheme has been established.

The scheme will be operated fairly, within the applicable law and only for the purposes for which it is established or which are subsequently agreed in accordance with the Code of Practice.

Operators are aware of the purpose(s) for which the scheme has been established and that the CCTV equipment is only used to achieve the identified purposes.

The scheme will be operated with due regard for the privacy of the individual.

Before cameras are placed in residential areas the residents in that area will be consulted concerning the proposed system. The results of the consultation will be taken into account.

The public interest in the operation of the scheme will be recognised by ensuring the security and integrity of operational procedures.

The system will only be operated by trained and authorised personnel.

Redditch Borough Council and partners support the individual's right to privacy and will insist that all agencies involved in the provision and use of Public CCTV systems connected to the Council's CCTV control room accept this fundamental principle as being paramount.

The scheme aims to provide surveillance of the public areas in order to fulfill the purposes of the scheme. The area protected by CCTV is indicated by the presence of signs. The signs are placed so that the public are aware that they are entering a zone which is covered by surveillance equipment. The signs state the organisation responsible for the scheme, the purposes of the scheme and a contact telephone number. Data will not be held for longer than necessary and disposal of information will be regulated.

The scheme is registered with the Information Commissioner. The registration number is Z5554276. The scheme is managed in accordance with the principles of the General Data Protection Regulations, Human Rights Act 1998 and all other relevant legislation including the Surveillance Camera Code of Practice.

Reviews of Data Protection and Legal requirements are taken annually.

4.3 Personnel

All personnel involved with the monitoring of CCTV are SIA licensed and DBS checked accordingly.

4.4 Training

All employees engaged in the monitoring and operation of CCTV have undergone training to the standards required by the Private Security Industry Act 2001. As a further requirement of the above Act all operators are licensed by the Security Industry Authority

4.5 Operation of the scheme

The system is operated in accordance with a recognized Code of Practice and Procedural manual. The scheme is registered with the Information Commissioner, details of which can be obtained from the Information Commissioners web site. The scheme operates within the requirements of the

new General Data Protection Regulation (GDPR), Human Rights Act 1998 and relevant legislation.

4.6 Audit

This CCTV scheme is independently monitored through an annual review of the scheme's operation and working practices.

A full audit was undertaken for the first time in September 2015, and has been reviewed for compliance against the Surveillance Commissioner's Code of Practice each year since.

This year the Surveillance Camera Code of Practice has been amended. The Government has laid an amended Surveillance Camera Code of Practice (COP) before Parliament pursuant to section 31(3) of the Protection of Freedoms Act 2012. The amended COP is following a public consultation between 13 August 2021 and 8 September 2021. Updates to the code are intended to reflect some changes to legislation in relation to the modern and ever advancing surveillance camera technology, ensuring the CCTV scheme remains within the law and maintains the Public's trust and confidence.

Redditch Borough Council CCTV Scheme will review and adopt the Amended Surveillance Camera Code of Practice.

5.0 CHANGES IN OPERATION, MANAGEMENT OR POLICY

As reflected in the Code of Practice, any major changes to the Code of Practice take place only after consultation with the relevant management group and upon agreement of the organisations with a participatory role in the operation of the system.

5.1 Major changes to the code are defined as changes which affect its fundamental principles and shall be deemed to include:

- additions and omissions of cameras to the matters which have privacy implications
- additions to permitted uses criteria e.g. purposes of the scheme
- changes in the right of access to personal data, except statutory requirements
- significant legal implications.

5.2 Change to the CCTV scheme and Code of Practice this year has been the adoption of 3 Redeployable cameras, these cameras are deployed only in accordance with the Redeployable procedure and only if meeting the objectives set out in the Code of Practice

5.3 Minor changes to this Code of Practice are defined as operational and procedural matters which do not affect the fundamental principles and purposes; these include:

- additions and omissions of contractors
- additional clarifications, explanations and corrections to the existing code
- additions to the code of practice in order to conform to the requirements of any statutory Acts and changes in criminal legislation

A minor change may be agreed between the manager and the owner of the system.

The Code of Practice is available on the Council's website.

6.0 PROPOSALS FOR THE SCHEMES INCLUDING AIMS, OBJECTIVES, GROWTH AND REDUCTION.

6.1 Aims and Objectives of the scheme

The aims and objectives remain the same and these are the prevention and detection of crime, to reduce the fear of crime and make the area safe environment.

6.2 System growth and reduction

Following a successful bid to the Police Crime Commissioner funds have been awarded allowing the Council to update the CCTV infrastructure, utilizing digital technology. A primary aim is to, where possible, reduce revenue costs to ensure the ongoing viability of the scheme.

Although no new camera locations have been identified the Council has purchased 3 re-deployable cameras. This will allow for CCTV monitoring of an area to identify the true level of criminal or anti-social activity where it is perceived and reported to be happening. This will ensure appropriate solutions can be applied in problematic areas.

The Redditch town centre fibre circuit has been digitized and old analogue cameras replaced with digital equipment.

Once the network was upgraded the cameras were replaced with digital HD camera where the connection was digital.

Where transmission remains analogue the camera heads were replaced with a new high-tech, hybrid, camera head that can be switched between analogue and

digital settings. This means that should an opportunity arise to upgrade a fibre from analogue to digital the camera we already have in place will be suitable.

The Monitor Centre was restyled, and desks were replaced with industry standard health and safety compliant equipment.

There is no areas identified for camera removal on this scheme.

There are no new locations identified at this time.

7.0 STATISTICAL ANALYSIS AND EVALUATION

In order to achieve meaningful evaluation the CCTV scheme must be assessed against specific performance indicators which are relevant to the objectives of the scheme.

7.1 Contextual Indicators

The statistical bulletin “Crime in England & Wales: year ending March 2022” provides the latest national overview of crime against households and adults.

[https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/crimeinenglandandwales/yearendingmarch2022#:~:text=Police%20recorded%20crime%20in%20England,2020%20\(6.1%20million%20offences\).](https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/crimeinenglandandwales/yearendingmarch2022#:~:text=Police%20recorded%20crime%20in%20England,2020%20(6.1%20million%20offences).)

It collects information from the Telephone Crime Survey for England and Wales (TCSEW) and police recorded crime statistics. The headline summary is as follows:

Patterns of crime over the last two years have been substantially affected by the coronavirus (COVID-19) pandemic and government restrictions on social contact. While periods of national lockdown have seen decreases in the incidence of many types of crime, fraud and computer misuse offences have not followed a lockdown-related pattern and have increased substantially.

Since restrictions were lifted following the third national lockdown in early 2021, police recorded crime data show indications that certain offence types are returning to or exceeding the levels seen before the pandemic. While violence and sexual offences recorded by the police have exceeded pre-coronavirus pandemic levels, theft offences and robbery remain at a lower level despite increases over the last twelve months.

Estimates from the TCSEW for the year ending March 2022 compared with the pre-coronavirus year ending March 2020 [note 2] showed:

no statistically significant change in total crime

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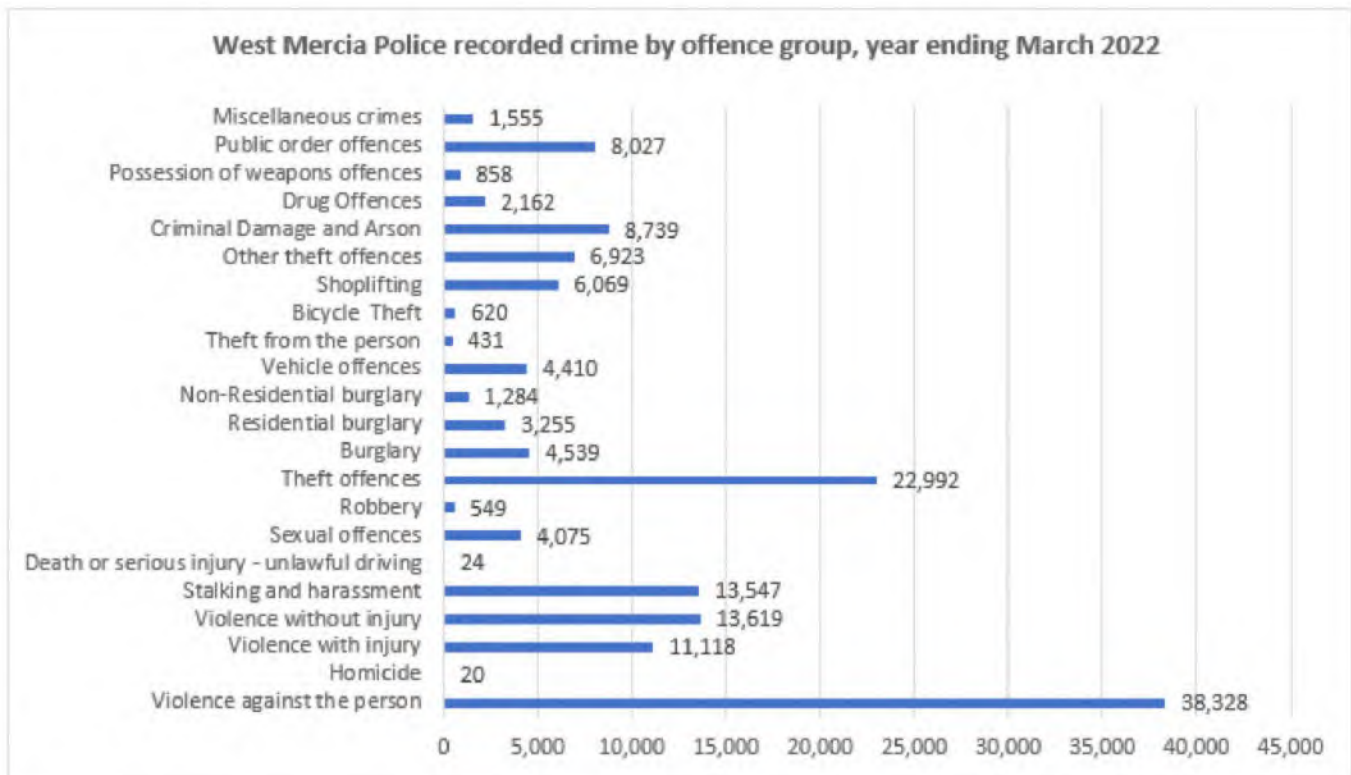
- a 37% increase in fraud and computer misuse offences
- a 20% decrease in theft offences

These statistics show that certain crimes, undetectable by CCTV, are on the rise but some crimes CCTV would support the detection of, are decreasing.

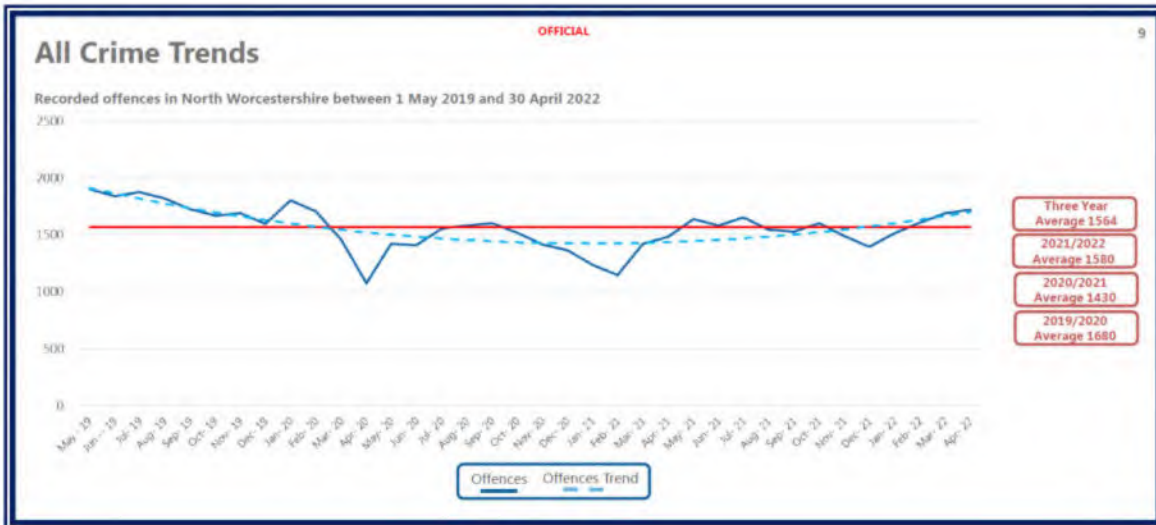
Police recorded crime data give more insight into lower-volume but higher-harm crimes that the survey does not cover or does not capture well. Compared with the year ending March 2021 they show:

- *the number of homicides increased by 25% to 710 offences; this is a similar level to the year ending March 2020 where there were 714 offences [note 3]*
- *a 10% increase in the number of police recorded offences involving knives or sharp instruments (knife-enabled crime) to 49,027 offences; this remained lower than the year ending March 2020 where there were 55,078 offences.*

7.2 Key Indicators - Community Safety



Data taken from - <https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/datasets/policeforceareadatatables>



Over the two-year period May 2019 to Apr 2022, North Worcestershire experienced a downward linear trend to Apr 2020, a more nuanced decrease from Sept 20 to Feb 21 and then a slight increase again from Dec 21 to Mar 22. Offences decreased by 9% (n =391) from Nov 21 to Jan 22 when compared to the previous three-month period of Aug, Sept and Oct 2021. However, an increase of 5% (n = 211) was recorded when comparing Nov 21, Dec 21 and Jan 22 to the same months of 2020/21. Due to the covid restrictions during this 20/21 period it may be more useful to compare reported offences to the same period in 2019/20 which showed a 17% (n = 878) decrease.

There were 39% fewer incidents of ASB recorded across North Worcestershire between Apr 21 and Mar 22 (n=7,927) than the same period the previous year (n=13,066). There has been a recent change in recording practices around public order offences and malicious communications offences following improvements to SAAB ASB incident recording. This has led to substantial growth in ASB incidents being recorded as crimes such as public order offences, malicious communications and harassment offences. Therefore, the decrease in ASB recordings cannot be attributed solely to lower levels of incidents, or implemented initiatives, but also to a change in recording practices.

7.3 Redditch crime statistics

The type of crimes that CCTV will address are not totally random or isolated events but combine into sets with common features. Such crimes will show patterns and form clusters, these will include times and dates or focus on particular types of property or victims and are committed by a range of methods.

The availability of crime statistics for the policing area covering Bromsgrove and Redditch is restricted to the online website for the Police mapping facility, Police.Uk¹. This site provides local level data for Safer Neighbourhood Areas,

¹ <https://www.police.uk/>

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including the five areas of Redditch District, which are policed by West Mercia Police. These areas are Abbey; Batchley & Central; Church Hill; Greenlands and Lodge Park; Headless Cross & Oakenshaw; Redditch South West & Rural; and Winyates & Matchborough.

<https://www.police.uk/>

7.4 Incident Reports CCTV

During 2021/22 operating staff completed 411 incident reports for the camera locations in Redditch alone (previous year 212) and this equates to 34.25 incidents per month. This is a increase of 199 incidents for the year. The large difference has occurred due to Covid restriction being in place during the previous year as people were required to stay at home for the period of time between march to July and again from Christmas to April.

Area	Apr-21	May-21	June-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-22	Dec-22	Jan-22	Feb-22	Mar-22	TOTAL
Batchley	No data	1	1	1	1	0	0	0	0	2	2	1	9
Church Hill	No data	2	2	1	2	0	0	0	3	0	3	4	17
Headless Cross	No data	1	1	2	2	1	2	1	0	1	3	2	16
Matchborough	No data	1	2	2	1	0	0	0	0	0	1	1	10
Redditch Town Centre	No data	23	24	19	37	41	39	30	20	25	24	29	314
Winyates	No data	0	3	6	1	2	1	3	3	2	1	1	26
Woodrow	No data	1	2	2	2	3	1	2	2	0	3	3	19
TOTAL		29	35	33	46	47	43	37	28	30	37	41	411

The most prominent recorded incidents for the period were for Anti-Social behavior followed by assaults. **This reflects the offence statistics for the area covered by the CCTV system and therefore provides an indication that operators are capturing relevant images.**

Of the 411 incidents logged, 165 were from proactive monitoring and 45 of these resulted in a call to the Police. 246 Incidents were following interactions with either the police, enforcement officer, licensed premises or retailer etc.

7.5 Camera Usage

As part of the surveillance Camera commissioners Code of Practice there is a requirement for the Council to review and evaluate the scheme and ensure that the camera locations remain justified or if cameras should be removed.

Although camera usage is recorded detailing the primary camera involved in an incident, many cameras are used in a secondary phase, to support the tracking of suspects, vehicle movements and to view crowd scenes from more than one angle etc.

Cameras are most effective when there is continuity of coverage from one camera to the next, so camera locations are best examined as a scheme not as individual locations.

Where camera statistics show low incident volume, the evaluation of camera locations includes the following assessment:

- Checking maintenance issues are not high/ongoing and there is a persistent issue i.e. vandalism, poor access, power/BT issues that could be resolved.
- Ensuring the camera is not inhibited by tree growth.
- Reviewing the street scape has not been changed resulting in a lesser or no need for the camera e.g. where a licensed premises has been replaced by housing.
- Ensuring the privacy impact is proportionate determining whether or not the camera should be proactively monitored from the monitor wall.
- Review if scheme location activity is relatable to any available crime data.

Camera	No. Incidents	Camera	No. Incidents	Camera	No. Incidents	Camera	No. Incidents
201	5	216	8	238	6	256	1
202	3	217	19	239	5	257	3
203	39	218	35	240	15		
204	1	219	2	241	1		
205	17	220	6	242	5		
206	6	224	3	243	1		
208	51	225	5	244	4		
209	4	228	1	245	4		
210	5	229	4	246	2		
211	90	231	3	247	3		
212	10	232	3	248	6		
213	9	235	3	249	1		
214	9	236	3	250	12		
215	4	237	4	251	6		

7.6 Viewing and Seizure of evidence

The viewing and subsequent copying/seizure of recorded images acts as an indicator to support or refute the effectiveness of the scheme in obtaining meaningful evidence. However, it is difficult, if not impossible to ascertain from police records whether the images viewed have been used as evidence to obtain a conviction at court, assisted in any other clearance process or been used for intelligence purposes. Whilst officers complete a log when they receive copy tapes, the audit trail is difficult to trace from this point and this is the case with most CCTV schemes.

During 2021/22 there were 481 reviews resulting in 291 seizures across all schemes. This is an indication that the system is being used by the end user.

7.7 Complaints

A member of the public wishing to make a complaint about the system may do so through the Council's complaint procedure. Details are on the website: <https://www.redditchbc.gov.uk/council/corporate/we-want-your-feedback/compliments-and-complaints.aspx>

All complaints are documented. All complaints will be responded to by the CCTV management team on the next working day.

During the period of evaluation April 2021-2022 there have been no complaints received regarding CCTV.

7.8 Privacy Impact Assessments

Privacy Impact assessments have been completed on all existing camera locations and re-deployable camera locations.

8.0 CONCLUSION AND RECOMMENDATIONS

8.1 The CCTV Scheme

The table below shows an increase in the number of incidents reported to the Monitoring Centre (across all schemes) back up to pre covid levels of activity.

Year	Number of incidents	increase /decrease
2021/22	1022	+ 652
2020/21	370	-580 (covid)
2018/19	950	-89
2017/18	1039	-125
2016/17	1164	-90
2015/16	1254	-130
2014/15	1384	

The purposes and scope of the scheme as detailed in Section four of this report. The following demonstrated how we are meeting those objectives:

- . To reduce the fear of crime.
 - The annual survey, completed by local residents, shows that CCTV reduces the fear of crime and is valued by residents even where CCTV incidents are low. The 2021 survey statement: *'Having CCTV helps me feel safe when I'm out in public'* was answered positively by 54.7% of respondents.
- Help detect crime by providing evidence in criminal proceedings.
 - The team have completed 291 seizures across all areas covered.
- Prevent and reduce crime, public disorder and anti-social behaviour.
 - The team have spotted 234 incidents whilst proactively monitoring CCTV
- Help the police track and capture people suspected of committing crime.
 - The team have responded to 786 incident requests from the Police, shops and other venues.
- Help identify witnesses.
 - The team have on numerous occasions identified witnesses particularly when monitoring disorder in the Nighttime Economy.
- To assist the Local Authority in its enforcement and regulatory functions.
 - The team have reviewed footage to assist with Fly tipping investigations and parking enforcement concerns.
- Work in Partnership to achieve objectives set by the North Worcestershire Community Safety Partnership.
 - The team actively support Safer Bromsgrove and participate in subgroups from this meeting, supporting resolution for issues as they arise. The North Worcestershire Community Safety Partnership plan focuses on the following priorities for the year as follows: -
 - Reducing Violence and Abuse: including violence in public places, sexual offending, domestic abuse and Child Sexual Exploitation (CSE)
 - Reducing Theft and Acquisitive crime: including shoplifting, thefts and burglaries
 - Reducing Anti-Social Behaviour, Damage and Nuisance: including criminal damage, environmental issues and deliberate fires/arson
 - Protecting vulnerable communities: including reducing targeted harassment and threatening behaviour motivated by Hate
 - Reducing Offending and Reducing the Harm caused by Drug and Alcohol Misuse are cross cutting themes which impact on all priorities
- Protecting property.

- The team proactively monitor CCTV looking for acts of vandalism and criminal damage. Where these are spotted they are report to the police.
- Providing assistance with issues relating to public safety and health.
 - The team are vigilant when observing public events to ensure the safety of all.

The CCTV scheme is component part of the preventative package. It is recommended that at present the system is effective in achieving its purpose. .

8.2 Future Evaluations

The CCTV scheme is evaluated on an annual basis. This ensures continued compliance with best practice and the Surveillance Camera Commissioner's Code of Practice . It will also provide compliance with legislation. It will also ensure continuous measurement of fluctuations and monitoring for any emergence of life cycles, which could cause a decline in the initiative.

8.3 Further Investigations

As stated, prior to any decisions there are further investigations underway on those cameras identified as 'low usage'. These will include the following;

- a) Environmental – obstructions, lighting, location
- b) Technical – quality of images, transmission, equipment
- c) Operational – for example are cameras;
 - part of a group of cameras which provide continuity for tracking, escape route
 - essential for influencing the fear of crime, security of staff and customers
- d) Consultation
 - CCTV control room operators/management,
 - Police,
 - Community Safety partners
 - Businesses
- e) Proportionate in their deployment.

Whilst the above list is not intend to be exclusive, it will assist in focusing on the additional considerations and investigation to be undertaken.