

## **Bromsgrove District Council Overview and Scrutiny Board - Briefing Note**

### **Bromsgrove District Council CCTV Scheme, Static and Re-deployable Cameras.**

Report of: Rachel Nicholls, CCTV and Telecare Manager

#### **Camera locations**

Bromsgrove District Council CCTV scheme contains the following cameras:

##### **Bromsgrove Town Center**

<b><u>Camera name</u></b>	<b><u>Camera location</u></b>	<b><u>Postcode</u></b>	
1	School Drive Carpark	B60 1AY	Digital
2	Bromsgrove/Stourbridge Road C/P	B61 0AB	Analogue
3	Bromsgrove/Parkside Car Park	B61 8DA	Digital
4	Bromsgrove/Asda Car Park	B61 8DA	Digital
5	Bromsgrove/Recreation Road C/P	B61 8DT	Digital
6	Bromsgrove/Windsor Street C/P	B60 2BN	Digital
7	Bromsgrove/New Road C/P Golden X	B60 2JQ	Digital
8	Bromsgrove/Market St C/P Waitrose	B61 8QU	Digital
9	Bromsgrove/ Zebra X Worcester Rd	B61 7AE	Digital
10	Bromsgrove/57 Monkeys	B61 7AE	Digital
11	Bromsgrove/Golden X	B61 7AB	Digital
12	Bromsgrove/High St/New Rd Barrier	B61 8AJ	Digital
13	Bromsgrove/Pound land High mount	B61 8AJ	Digital
14	Bromsgrove/High Street/Church St	B61 8HD	Digital
15	Bromsgrove/High Street/Mill Lane	B61 8AQ	Digital
16	Bromsgrove/Chapel Street	B61 8EZ	Digital
17	Bromsgrove/High Street Old Post Office	B61 8ES	Digital
18	Bromsgrove/The Strand	B61 8AB	Digital
19	Bromsgrove/Bus Station	B61 8AQ	Digital
20	Bromsgrove/Cleggs Entry	B61 8DJ	Digital

##### **Brook Road Park**

<b><u>Camera name</u></b>	<b><u>Camera location</u></b>	<b><u>Postcode</u></b>	
43	Rubery/Brook Road Park	B45 9UH	Analogue
44	Rubery/Brook Road Park	B45 9UH	Analogue

##### **Hagley**

<b><u>Camera name</u></b>	<b><u>Camera location</u></b>	<b><u>Postcode</u></b>	
49	A456 Worcester Road	DY9 ONG	Digital
50	Worcester Road/Chapel St	DY9 ONG	Digital
51	Worcester Road/Chapel St	DY9 ONA	Digital
52	Hagley/ Worcester Road Car Park	DY9 ONW	Digital
61	Hagley/ Rec & Car Park	DY9 ONW	Analogue
62	Hagley/Recreation Ground	DY9 ONW	Analogue

##### **Hagley Railway Station**

<b><u>camera name</u></b>	<b><u>Camera location</u></b>	<b><u>Postcode</u></b>
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53	Station Car Park	DY9 0NX
54	Station/Platform	DY9 0NX

### Rubery

<u>Camera name</u>	<u>Camera location</u>	<u>Postcode</u>	
24	Rubery/Whetty Lane	B45 9DR	Digital
25	Rubery/New Road	B45 9JA	Digital
26	Rubery/Car Park & Bowling Green	B45 9JA	Digital
27	Rubery/Park Entrance	B45 9JA	Digital
28	Rubery/St Chads Road	B45 9HY	Digital
29	Rubery/Library Way	B45 9JT	Digital
30	Rubery/Subway South Side	B45 9JT	Digital
31	Rubery/South Subway	B45 9JT	Digital
32	Rubery/Subway North Side	B45 9JT	Digital
33	Rubery/Footpath to Callowbridge	B45 9JW	Digital
34	Rubery/Beverley Road	B45 9JN	Digital
35	Rubery/North Subway	B45 9DR	Digital
36	Rubery/North Subway	B45 9DR	Digital
91	Rubery/St Chads Park	B45 9JA	Digital
42	Rubery/St Chads Park	B45 9JA	Digital

### Sanders Park

<u>Camera name</u>	<u>Camera location</u>	<u>Postcode</u>	
21	Sanders Park/ Car Park	B61 7JP	Digital
22	Bromsgrove Pavilion	B61 7JP	Digital
23	Sander Park Skate Park	B61 7JP	Digital

### Wythall

<u>Camera name</u>	<u>Camera location</u>	<u>Postcode</u>	
92	Darkes Cross	B47 5HD	Analogue
93	Shawhurst Lane	B47 5JW	Analogue
94	May Lane	B47 5PA	Analogue
95	Station Road	B47 6EY	Analogue
96	Wythall/Station	B47 6BY	Analogue

### Alvechurch

<u>Camera name</u>	<u>Camera location</u>	<u>Postcode</u>	
37	Alvechurch/Tanyard Lane	B48 7LG	Analogue
38	Alvechurch/Red Lion P H	B48 7LG	Analogue
39	Alvechurch/Red Lion Street	B48 7LA	Digital
40	Alvechurch/The Square	B48 7LA	Digital
41	Alvechurch/Bear Hill	B48 7JX	Analogue

### Aston Fields

<u>Camera name</u>	<u>Camera location</u>	<u>Postcode</u>	
55	Aston Fields/Ladybird Public House	B60 2DZ	Digital

### Barnt Green

<u>Camera name</u>	<u>Camera location</u>	<u>Postcode</u>	
45	Victoria Car Park	B45 8NW	Digital
46	Hewell Road/Sandhills Road	B45 8NL	Analogue

47	Hewell Road /Station Approach	B45 8NE	Analogue
48	Station Car Park	B45 8PA	Analogue

Plus 26 analogue cameras at the Multi-Storey Car park off Crabb Tree Lane

To view maps of all locations please click <https://www.redditchbc.gov.uk/keeping-safe/cctv/cctv-locations.aspx>

### **Scheme Review**

An external review of the CCTV scheme was carried out in 2018. It was determined that much of the CCTV system equipment was obsolete, old technology. There was no possibility of expansion of the scheme and maintaining it was becoming harder and more costly. A Members task and finish group also undertook a review of the service and considered how the scheme could be improved. This coincided with 5 years of Police Crime Commissioner Grant funding at £65K per annum, to be spent on CCTV across North Worcestershire. Technical advice was sought, and it was decided the need to:

- Increase capacity for additional cameras
- Improve quality images day and night
- Upgrade the Monitoring Centre control Desk and digital operating system, to ensure Health and safety compliance.
- Future proof for advancing technology such as biometrics
- Improve police access
- More screens viewable at one time
- Improve logging and reporting system
- Enhance playback and faster evidence production
- Add additional re-deployable cameras to the scheme.

An infrastructure digital upgrade was agreed as the starting point, followed by a capital bid to replace many of the old analogue cameras with modern high-definition cameras. This was agreed and the project started in 2019/2020.

### **Changes following the upgrade plan**

The grant from the PCC and capital funds allocated by BDC allowed the following up-grades to be made:

- Every transmission point was assessed to establish if it could be turned into a wireless link, beaming digital images by line of sight, from camera to camera. This was particularly suitable in Bromsgrove Town centre, Rubery and Hagley, where camera poles are in close proximity. BT links were removed making a revenue cost saving. Where a line of sight network was not possible, each analogue transmission BT fibre was compared to it's digital upgrade cost and a decision made to either upgrade or retain an analogue fibre, based upon doing the highest number of upgrades with the available funds. Analogue fibre costs are based upon distance so in some cases it was better value for money to upgrade a fibre to digital, in some cases it was cost prohibitive.

Benefit –

- Revenue saving

- Additional cameras can now be added (no longer at capacity)
- More resilience less maintenance issues.
- Once the network was upgraded the cameras were replaced with digital HD camera where the connection was digital.

Benefit-

- Excellent image quality day and night
- Superior zoom capability
- Improved operator control
- Easy to apply Privacy zones
- Programable tours and pre-set positions
- 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.

Benefit –

- Future proofed for further upgrades
- Improved image quality
- Superior zoom capability
- Improved operator control
- Easy to apply Privacy zones
- Programable tours
- The Control system, monitor wall and recording platform were replaced with the latest equipment.

Benefit –

- Video wall transformable to any number of viewable screens
- Easy and fast play back functionality.
- Hot spot areas easily highlighted and enlarged on monitor wall.
- The Monitor Centre was restyled, and desks were replaced with industry standard health and safety compliant equipment.

Benefit –

- Rise and fall desks to improve shift work and operator alertness.

- A fourth CCTV workstation was added into the centre

Benefit -

- To increase capacity for proactive monitoring. We now have 4 CCTV operators between 10am and 4pm, instead of 3.
- The digital system can allow remote access, so we added a further workstation at our disaster recovery site at Parkside, Bromsgrove.

Benefit -

- Increases resilience should we be unable to access to Town Hall site at Redditch, (e.g. evacuation of building)
- Secondary viewing platform to monitor a significant incident such as an emergency plan event, where third party access is required.

- Digital Link to Police Head Quarters

Benefit –

- Clear images
- Send live view or playback images.

- Additional Camera at Sanders Park.

Benefit

- New coverage of hot spot area.

**Locality Information and camera data summary**

Cameras are a tool to reduce the fear of crime, as well as detect crime.

CCTV success is difficult to evaluate as it is impossible to quantify what may have happened if CCTV was not present, or if the crime has taken place in location not covered by CCTV.

A positive indicator of CCTV success is the reduced number of incidents at Sanders Park since the installation of a camera at the skate park incidents in 20/21 were 13 (during lock down), incidents 21/22 were 3.

Often incidents reported to us happen beyond the geographical area of camera coverage so these incidents will be logged against the nearest area. For example, looking for a stolen car that may or may not travel through an area.

Below provides a locality summary of available data from 01.05.21 to 01.04.22 (11 months from the installation of the new incident logging system).

Location	Number of incidents recorded	Number of reviews requested	Location summary
Alvechurch	9	8	All of these incidents were requests to look for person or vehicle passing through Alvechurch. On 4 of the 9 occasions, we were able to provide some positive information.
Astonfields	12	6	The incidents vary, including traffic collisions, missing people, incidents at the train station and Co-op, and requests to look for people/vehicles passing through. For 5 of the 12 incidents, we were able to provide some positive information.
Barnt Green	2	2	Both incidents were vehicle collisions neither incident was captured on CCTV footage.

Multi-storey Carpark	33	6	Most incident captured are anti-social behaviour or criminal damage. Operators have requested emergency services to attend on 6 occasions. Of the 6 review we have been able to provide some positive information on 3 occasions.
Brook Road Park	4	2	Incidents logged include ASB and a sexual assault. The 2 reviews did not provide evidence on this occasion.
Hagley	18	14	Of the 14 reviews completed, we were able to provide some positive information on 6 occasions. Incident types varies from criminal damage, assault, ASB and traffic collisions.
Rubery	22	11	There are 12 occasions where we have been able to provide some positive information. Incident types include assault, criminal damage, drugs, ASB, theft and robbery.
Sanders Park	3	1	Incidents were ASB and vehicle damage. Positive information was provided on 2 occasions.
Wythall	13	9	Positive information was provided on 2 occasions. Incident types are varied, include theft, ASB, Robbery, Road traffic collision,
Bromsgrove Town Centre	246	82	Of the 246 incidents in Bromsgrove town centre 86 were initiated by CCTV operators spotting something and reporting it (proactive monitoring), there were 40 incident that were raised through the pub/shop watch radio. Of the recorded incidents we were able to provide some positive information on 190 occasions.

Note: Positive information includes identifying suspicious activity, identifying criminal activity, locating wanted or missing people, calling emergency services to attend, reviewing footage to find evidence or provide useful information.

## Viewing and Seizure of evidence

The viewing and subsequent copying/seizure of recorded images can act as an indicator to support the effectiveness of the scheme in obtaining meaningful evidence. However we are unable 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 footage, the audit trail is difficult to trace from this point. This is the case with most CCTV schemes across the country. The CCTV manager is part of the Public CCTV Managers Association (PCMA), a network of Local Authority CCTV Managers who operate a forum to share best practice, problem solve and ask/give advice and guidance and the topic of Police feedback is widely agreed to be difficult.

During 2020/2021 there were 167 reviews carried out on Bromsgrove area CCTV, resulting in 38 seizures. This is an indication that the system is being used by the end user.

### **Police Liaison**

Through the pandemic police contact was less. Once the country returned to normal, we carried out an exercise to promote and encourage contact with the monitoring centre. We produced a Police briefing note that has been shared amongst officers and police staff, detailing how to contact the centre, promoting our 24/7 availability, advising of camera locations, the live link to police HQ, what CCTV operators need to know, what the cameras/staff/scheme can do, i.e. the tours, pre-set, footage retention, low light capability, review requests, and limitations. We hope that this will encourage even more police communication. We have invited officers to spend time in the monitoring centre and these visits have been successful.

It must be recognised that CCTV is not an enforcement agency and is a service used by other organisations to respond to crime. CCTV is keen to support police and other agencies but alone cannot enforce the law or investigate crime.

The infrastructure digital upgrade will enable us to change the current method for seizure to a faster remote service. Currently Officers collect footage in person. At the time of the upgrade West Mercia Police were unable to resource the required changes for remote access, due to their own upgrade project. However, with input from Information Management and when the Police are ready, we would be keen to revisit a project that would enable footage to be uploaded to a secure evidence locker and down loaded by a named officer.

### **Wythall Pilot**

Last summer (2021) an issue was raised that not all incidents being reported to the police were being passed over to the Monitoring Centre. This was causing frustration and distress to local businesses and causing CCTV to appear under-utilised.

The CCTV Team and Community safety officers worked on a pilot scheme where each business premises in the locality were visited. Each outlet was advised they could submit their contact details to the monitoring centre to be retained on the call handling system. Then should there be a crime, ASB or suspicious incident the premises could ring a dedicated number and the details of the premises would be displayed to the operator, giving them details of who is calling, which camera to select whilst the caller relays the incident details to the operator.

The shop visits were undertaken by a member of the Community Safety team, who explained in detail how the system would work and the importance for the business to still reporting incidents to the police. He was able to reassure them CCTV was working and monitored. He left each organisation with a leaflet detailing how to register their organisation details. 3 businesses registered with us. Records show that one of the registered businesses have made contact with us, on one occasion.

## Redeployable project overview

Part of the funding from the PCC was used to purchase 3 re-deployable cameras that can be used within the District.

The key objectives of the mobile cameras are to:

- Assist in the detection of crime by providing evidence in criminal proceedings.
- Deter crime, improve public safety and enhance the general public's perception of safety.
- Assist in the prevention and reduction of public disorder and anti-social behaviour.
- Assist the tracking and apprehension of persons who are suspected of having committed a criminal offence.
- Assist in identifying witnesses.
- Promote the aim of the North Worcestershire Community Safety Partnership with regard to 'Keeping North Worcestershire a safer place to live, work and visit'.

There is a procedure detailing how the cameras may be deployed and an application form available from the CCTV manager.

Prior to making the decision to deploy a camera an assessment will need to be conducted. The location must be deemed (technically) suitable and installation physically possible. It should be confirmed that CCTV is a proportionate response to the identified issue(s) having considered, tried and/or ruled out other crime reduction methods. The installation must also consider privacy issues and adhere to the Surveillance Camera Commissioner's Code of Practice and Data Protection legislation. When completing an application, please note the following:

- CCTV cameras need to be fixed 5-6 meters above ground level.
- CCTV Cameras need an electricity supply nearby that can be used.
- Permission will need to be obtained from the land/building/street furniture owner.
- Where use of a lighting column is proposed an independent structural test will be completed.
- There must be 4G mobile coverage in the area.
- In an area where the camera could be vandalised or stolen there may be a requirement for 2+ cameras for additional security of the equipment.
- All local residents within the surveillance area will be consulted about the camera installation.
- The safety/security of residents must be considered when a camera is located on a dwelling. The occupant must be fully informed of the risks and understand the potential for identification should evidence be required in court.

Camera deployment will usually last for 6 weeks, and no longer than 12 weeks.

This pilot scheme, also operates in Redditch and Wyre Forest areas. It is a new development for the team as you may remember prior to the digital upgrade the scheme was at capacity so new camera locations could not be considered.



There have been many lessons learned regarding suitable locations, speed of deployment, reactions from members of the public, quality of and reasons for applications, and data protection issues.

In the Bromsgrove District we have made deployments in

- Morris Walk, Charford,
- Breakback, Rd Rock Hill,
- King George Recreation Car Park, Sidemoor,
- Tibberton Court (pending due to access issues)
- Collis Close/Austin Rd Garages, Charford.
- Shawfield, Wythall.

The images from these locations are streamed over 4G and are available to the monitoring centre for responsive and proactive monitoring. All images are recorded and available for review post incident. There have been no incidents reported to the monitoring centre during the time period (12 weeks each location), and no incident spotted when proactively monitoring. It appears that CCTV acted as a deterrent during the deployment.

### **Surveillance Camera Commissioners Code of Practice**

The CCTV Scheme underwent a full external audit late 2021. The team were found to be compliant in all areas.

### **Staff training following recruitment and new system installation**

Many CCTV staff left in 2019 resulting in several new recruits in a short space of time. The Digital upgrade coincided with the beginning of the pandemic early 2022. At this time social distancing measures made training difficult. Training was delivered via Teams. However, as soon as was practical, we delivered one to one CCTV training to all 20+ staff, detailing all aspects of the new system. This year new employees have also completed a 4 day CCTV training course, which includes an examination. The team are fully competent and confident in the use of the CCTV equipment.