Appendix 2

Task & Finish Group Report – CCTV – Is the Service Delivering an Effective and Value for Money Service for the Community – March 2009

Contents:

Extract from Minutes of the Executive 18 March 2009

Extract from Minutes of the Overview & Scrutiny Committee 20 October 2009

Extract from Minutes of the Overview & Scrutiny Committee 10 November 2009

The Task & Finish Group Report, March 2009

Extract from Minutes of the Executive 18 March 2009

916. **SCRUTINY OF CCTV**

The Executive considered a report from Members' Services on the Scrutiny of CCTV.

The information booklet 'CCTV – Is the service delivering an effective and value for money service?', which was circulated separately, informed the Committee of the scrutiny review carried out by the CCTV Task and Finish Group, at the request of the Overview and Scrutiny Committee in July 2008.

A Task and Finish Group of non-executive members was appointed in July 2008 to scrutinise 'CCTV – Is the service delivering an effective and value for money service?' The scoping document was attached at appendix 1 to the Task and Finish Groups' report.

The Overview and Scrutiny Committee did not have any delegated powers to implement the recommendations of the Task and Finish Group. The recommendations must be approved by the Executive, before they could be implemented (except where the Overview and Scrutiny Committee make a recommendation for submission to another Committee).

Councillor Illingworth attended and outlined the work of the CCTV Task and Finish Group. The Executive wished to thank and congratulate all members and officers involved for producing an extremely informative document. They also agreed that the words 'subject to finance' be included in recommendation 2.1.

RESOLVED that

(1) the recommendations within the report from the Task and Finish Group be approved for implementation, subject to finance, as stated in appendix 3 to their report; and

(2) a further report be submitted to the Overview and Scrutiny Committee in October 2009 detailing the progress made with the recommendations.

(The Portfolio Holder for this item was Councillor Kinson)
(Forward Plan Ref 176)

Extract from Minutes of the Overview & Scrutiny Committee
20 October 2009

47. CCTV TASK AND FINISH GROUP – UPDATE ON THE PROGRESSION OF RECOMMENDATIONS

The Committee considered a report from Members' Services which informed the members of the progress which had been made with regard to the recommendations from the Scrutiny of CCTV Task and Finish Group.

At the Overview and Scrutiny Committee on 15 July 2008, a Task and Finish Group was appointed to scrutinise CCTV. Their remit was 'Is the service delivering an effective and value for money service for the community?'

The members of the Task and Finish Group were Councillors Boad, Ms Dean, Edwards, Illingworth (Chairman), Mrs McFarland and Pittarello.

Their final report was approved by the Overview and Scrutiny Committee in February 2009. The Executive approved the recommendations in March 2009, however, this was subject to funds being available within existing budgets to complete them.

The responsibility for CCTV now fell within the remit of Community Protection rather than Neighbourhood Services. The Head of Service for Community Protection was Roger Jewbury and the Portfolio Holder was Councillor Kirton.

Appendix 1 to the report stated the recommendations, the Officers and Portfolio Holder responsible for each recommendation and the progress which had been made.

The report was presented to the Committee by the Chairman of the Task and Finish Group, Councillor Illingworth. He went through each recommendation in turn and amplified and commented on the progress of each one.

It became clear to the Committee that the majority of the recommendations had not been progressed and this was mainly due to the lack of funding which was available. The Committee was concerned about this situation and requested that the Portfolio Holder for Community Protection, Councillor Kirton, attends the next meeting of the Committee to discuss it.

RESOLVED that

(1) the report be noted; and

(2) the Portfolio Holder for Community Protection, Councillor Kirton, be requested to attend the next meeting of the Committee.

Extract from Minutes of the Overview & Scrutiny Committee
10 November 2009

57. **CCTV TASK AND FINISH GROUP – UPDATE ON THE PROGRESSIONS OF RECOMMENDATIONS.**

At a previous meeting, 20 October 2009, the Committee considered a report from Members' Services which informed the members of the progress which had been made with regard to the recommendations from the Scrutiny of CCTV Task and Finish Group. During that meeting the Committee agreed that they needed further information from the Portfolio holder for Community Protection, Councillor Kirton.

Councillor Kirton along with Councillor Doody answered questions from the Committee with regard to the implementation of the recommendations. The main discussion point was the proposed withdrawal of funding by Warwickshire Police Authority. Given the vital importance of the evidence obtained from CCTV the Committee were shocked that the Police Authority was considering withdrawing even the very small contribution made at the moment. The committee felt that the police who operate in our town centres do realise the importance of CCTV but sadly the Police Authority appeared less aware of the value of the evidence obtained by CCTV. There was general agreement that this was unacceptable and members indicated that they would support the Executive in any discussions to secure the funding from Warwickshire Police Authority.

(Councillors Mrs Blacklock and Mobbs arrived at the meeting during this item)

RESOLVED that the report be noted and Councillor Kirton be thanked him for attending the meeting.

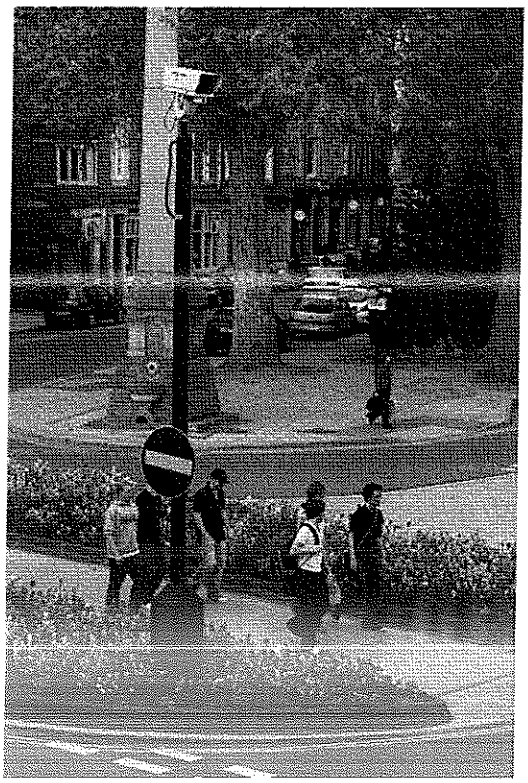
Appendix 2

WARWICK DISTRICT COUNCIL

www.warwickdc.gov.uk

CCTV – Is the Service Delivering an Effective and Value for Money Service for the Community?

A Task and Finish Group Report for the Overview and Scrutiny Committee



March 2009

Members of the Task and Finish Group

Councillor George Illingworth (Chairman)
Councillor Alan Boad
Councillor Ms Janice Dean
Councillor Richard Edwards
Councillor Mrs Misan McFarland
Councillor Nick Pittarello

Acknowledgements

The Task and Finish Group would like to thank the following for providing information and evidence to the Group either in person or by written response.

- Steve Wilson - Morse Security Consultants (MSC)
- Helen Smith - Leamington Spa Business Improvement Districts Director (BID)
- Sergeant Paul Calver and David Whitehouse, Head of Community Safety - Warwickshire Police
- Crown Prosecution Service Warwickshire (CPS) - David Robinson, Chief Crown Prosecutor
- Chairs of the Safer Neighbourhood Panels (SNP)
- The Magistrates Court (MAG)
- Joe Baconnet, Pam Dunsdon and Matthew Caddick - Town Centre Managers, Warwick District Council (TCM)
- Ian Coker, Graham Collis, Sasha Bartlett and CCTV Operators - Neighbourhood Services Team, Warwick District Council (NST)
- Pete Cutts - Community Safety, Warwick District Council
- Theresa Goss - Committee Services Officer, Warwick District Council
- Victoria Cook - Improvement Officer, Warwick District Council

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1.0 Executive Summary

1.1 Warwick District Council (WDC) is widely recognised as providing a highly effective, excellent Closed Circuit Television (CCTV) service covering town centre areas and other key locations and helping to combat crime and anti-social behaviour. The CCTV operators are well-trained and motivated and they are justifiably proud of the job they do.

1.2 The District's CCTV system is well integrated with other initiatives such as the Retail Radio Link. Warwickshire Police regularly make use of the evidence captured by CCTV cameras and the expertise of operators.

1.3 The CCTV system is one reason the District has a reputation as a safe place to visit, shop and enjoy the night time economy. The Council remains committed to maintaining this reputation.

1.4 The provision comes, however, at substantial cost. Warwick District Council currently spends £506,000 per annum on providing CCTV coverage. Taking income into account, the net cost to the Council is £414,000 per annum. Further details of the budget costs are available in Warwick District Council's Budget Book.

The Review

1.5 The Overview and Scrutiny Committee considered the effectiveness of CCTV should be the subject of a scrutiny review because it is a high cost service, particularly as a proportion of the District's discretionary spending. Members were also aware of requests from residents for additional CCTV coverage in various neighbourhoods and the possibility of providing more services to businesses as well as formalising relationships with the Police.

1.6 On 15 July 2008, the Overview and Scrutiny Committee appointed a Task and Finish Group to consider 'CCTV – Is the Service Delivering an Effective and Value for Money Service for the Community?' A copy of the Groups' full scoping document is shown at Appendix 1.

1.7 Detailed information about the operation of CCTV in Warwick District was gathered from interviews with expert witnesses (whose assistance is gratefully acknowledged above) and examination of relevant documents. Strengths and weaknesses, opportunities and threats relating to the system as identified by the Task and Finish Group are summarised in the table below:

Strengths	Weaknesses
1. CCTV service operates to best practice 2. Operators well trained and motivated 3. Integrated with Police and Retail Radio Link 4. Excellent working relationship with Police 5. Evidence very useful to Police and CPS 6. CCTV system meeting original objectives	1. Costs the Council £506,000 to deliver 2. Revenue not capital is the issue 3. Perception business rates fund CCTV 4. No Service Level Agreement with the Police 5. No review of camera positions 6. Control room location uncertainty
Opportunities	**Threats**
1. Raise profile of achievements 2. Possible future BID contribution 3. Monitoring private cameras 4. Revise new camera installation funding 5. Mobile cameras	1. Lack of awareness of CCTV contribution 2. CCTV a routine business expense? 3. Benefits hard to measure empirically 4. No funding for coverage expansion

Priority Areas

1.8 In the light of the information received, the Group's key recommendations relate to:

1.9 **Funding**. Diversification of funding is a key priority if the scope and standard of service are to be maintained and enhanced in future. Both Warwickshire Police and businesses in the District derive significant benefit from the District's CCTV operations. There is potential for further development of services by agreement between the Council and these key parties. (Recommendations 1, 2, 8, 10, 12, 13, 14 below)

1.10 **Communications**. Local residents and businesses are not always aware of the advantages and successes of the system and of how their financial contributions are used. The Group is strongly of the view that more should be done to make these messages more widely known. (Recommendations 4 and 9 below)

1.11 **Technology**. New developments such as the use of dome cameras, redeployable cameras and upgraded facilities in the control room offer possibilities for enhancement and expansion of the service (Recommendations 3, 5 and 6 below).

1.12 Coverage. There is a need to keep under review both the usefulness of existing camera locations and desirability of CCTV coverage in areas of new development, with contributions from developers where appropriate (Recommendations 7 and 11 below).

1.13 The detailed background to the review and the Recommendations are set out in the full text. The effectiveness of the CCTV service in the District is commended by the Group. There is further potential in particular for improved value for money to be derived from a high-quality operation.

Recommendations

The Group recommends that:

Recommendation 1
When the current Leamington BID is due for renewal in 2012, the Council completes a submission for a contribution to enhancing the CCTV network, which includes both the capital and revenue costs of running the scheme.

Recommendation 2
Investigations be made into including CCTV as part of any future BID in Warwick, Leamington and Kenilworth.

Recommendation 3
Consideration be given to using more dome cameras where their deterrent effect can cover a wide area.

Recommendation 4
Within the limitations imposed by the criminal justice system, much more publicity be given to the success stories of CCTV in the District, which supposes increased liaison between WDC communications team and Warwickshire Police press office.

Recommendation 5
The upgrade of the current CCTV control room, which has been delayed by the possibility of its relocation, be continued and that investigations be made to enable the team to record all incoming communications electronically to comply with the British Standard.

Recommendation 6
The changing technology be continually monitored to maximise the potential in the future to make use of re-deployable cameras.

Recommendation 7
A review of camera locations be undertaken within the next 12 months and then on a periodic basis.

Recommendation 8
If there is an enhancement of the current CCTV system, all businesses in the locality be requested to contribute to the capital and revenue costs, before the installation and implementation, as it is difficult to obtain contributions after enhancements have been made.

Recommendation 9
A campaign be implemented which is aimed at both retailers and licensed premises, to explain how the revenue from Business Rates is allocated and where the funding for CCTV actually comes from.

Recommendation 10
The Council continue discussions with the Police to increase the level of their financial contribution and investigations be made into the advantages of entering into a Service Level Agreement.

Recommendation 11
Investigations be made into the inclusion of CCTV as part of Section 106 Agreements on relevant developments, including change of use. This should include the capital and revenue costs.

Recommendation 12
Businesses in the District be encouraged to feed into the Council's CCTV Control to monitor their premises, at an appropriate charge. Any increase in service would also need to involve an evaluation of the staff resources available.

Recommendation 13
Investigations be made into other options for sources of funding for running the CCTV scheme, which includes capital and revenue costs, to bring WDC in line with national indicators.

Recommendation 14
Investigations be made into recouping a proportionate and fair contribution towards the CCTV scheme from the owners of the licensed premises who operate in the evening.

2.0 CCTV at Warwick District Council

2.1 There are CCTV cameras in most public areas of the towns within the District, and they are there to protect the people who live, work, shop or spend leisure time in the area. The scheme started in 1996 and has grown over the years. Much of the capital cost came from external sources such as business and grants.

2.2 The scheme is owned by Warwick District Council who is responsible for the management, operation, administration and security of the system. The Council works in partnership with Warwickshire Police and the Warwickshire Retail Crime Initiative in reducing crime and the fear of crime across the District.

2.3 The aim of the CCTV scheme, as a key factor in the Council's Corporate Vision for the District, is

- to reduce crime and the fear of crime, making our streets safer for everyone
- to improve security in our car parks
- to help Warwickshire Police identify offenders
- to contribute towards the management of the District
- to provide evidence for the Police or other statutory prosecuting bodies

2.4 This aim and further details of the scheme are given in the WDC leaflet "Making Warwick District a Safer Place".

2.5 The current WDC CCTV team operates with one manager, one supervisor and seven CCTV operators, some of whom have been employed for a number of years and have a wealth of experience.

2.6 Currently the scheme monitors over 180 cameras located primarily in the Warwick, Kenilworth and Leamington town centres and multi-storey car parks. The scheme operates 24 hours a day 365 days a year.

2.7 There are, in addition, a large number of private CCTV schemes within the District both within and outside many businesses and other premises, but these are outside the scope of this report.

2.8 The effectiveness of the CCTV control room is enhanced by use of the Retail Radio Link. This is a town based radio system that links together shops (or other businesses) with the Police and the CCTV control room. The two way flow of information allows the best use of the cameras and can direct policing (or other resources) to an issue.

2.9 The CCTV scheme is governed by a Code of Practice and is strictly regulated according with the Data Protection Act 1998, The Human Rights Act 1998, the Regulation of Investigatory Powers Act 2000 and the Freedom of Information Act 2000. The Council's CCTV system was only the second in the country to be awarded the British Standard (BS) for the Management and Operation of CCTV, and has held this award since 2006.

2.10 The Council has its own CCTV Code of Practice which the Control Centre adheres to and is available upon request and on the Council's web site.

3.0 Methodology

3.1 The Task and Finish Group met on eight occasions:

- 5 August 2008
- 3 September 2008
- 23 September 2008
- 28 October 2008
- 12 November 2008
- 25 November 2008
- 16 December 2008
- 19 January 2009

3.2 The Group attended a site visit to the CCTV Control Room on 28 October 2008 and saw at first hand evidence of how the control room is operated and also how recorded information is prepared for use as evidence.

3.3 The Group met separately with various witnesses to investigate the topic. These were:

- Steve Wilson - Morse Security Consultants
- Helen Smith - Royal Leamington Spa BID Director
- Sergeant Paul Calver and David Whitehouse, Head of Community Safety - Warwickshire Police
- Joe Baconnet (also representing Pam Dunsdon and Matthew Caddick) - Town Centre Managers, Warwick District Council
- Ian Coker and Graham Collis - Neighbourhood Services, Warwick District Council
- Pete Cutts - Community Safety, Warwick District Council

3.4 Written evidence was also invited from and provided by:

- CPS Warwickshire – David Robinson, Chief Crown Prosecutor
- Chairs of the Safer Neighbourhood Panels
- Warwick District Councils' CCTV Operators
- The Magistrates Court

3.5 The Group received statistics from the CCTV control room and maps of the areas covered by CCTV were also supplied.

3.6 The Group agreed that it was not appropriate to consult with the public at this stage in their investigation, but were informed by relevant results from the Citizens' Panel.

4.0 Background Briefing and Research

4.1 In answer to some initial questions and discussions Neighbourhood Services kindly produced a background briefing document supported by data from the management statistics which are routinely kept. Extracts from that document form the basis for this section.

Benchmarking

4.2 Whilst it is appreciated that quantity of activities is not necessarily directly related to the quality of those activities, the Audit Commission produce benchmarks for system performance to enable comparisons to be made. The key indicators for 2008 are considered here in comparison with the average for 10 locations. The terms used are defined in the Glossary.

Indicator 1 - Average number of productive activities per operational hour

This indicator shows a high level of activity at WDC of 1.44/hour compared with an average of 0.87. That is a rate of 165%

Indicator 2 - Total annual cost of the scheme per camera per operational hour

This indicator shows a low cost level of 19p compared with an average of 31p. That is 60% of the average cost.

Indicator 3 - Percentage of total annual cost funded from external contributions

This shows a low level of external funding of 3% (£16,000 out of £506,000) compared with the 18% average of the other authorities.

Indicator 4 - Percentage of total annual cost funded from all contributions

This shows a relatively low funding of 18% (£92,000 out of £506,000) compared with the 40% average of the other authorities. However this figure is highly susceptible to internal accounting practices.

Indicator 5 - Cost per productive activity

This indicator shows a low cost of £20.63 per activity compared with the average of £39.95. That is almost half the average cost.

Indicator 6 - Use made of the video recordings produced:

A. Total number of reviews per camera per annum
B. The percentage of tapes reviewed marked for evidence

This is a new indicator which measures outputs. Our figures are A = 5.25 reviews per camera and B = 49% seized but we have no comparisons with other authorities yet.

Indicator 7 - Percentage downtime per year

Our downtime during 2008 was 0%. At no time were all monitoring operations stopped. This is a new indicator and there is no data yet from other authorities.

Indicator 8 - Average rectification time per minor system failure

This is a new indicator. WDC has no recorded data and are therefore unable to provide a figure. It should be noted that our maintenance contract requires a response within 4 hours so we would expect a low rectification time.

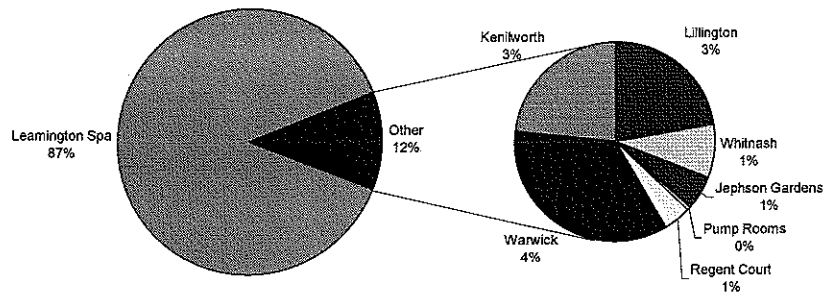
Incident Reports

4.3 A large amount of data is routinely collated and much of this was made available to the Group. From it just four statistics have been extracted for the calendar year 2008 and a couple of trends which are presented in chart form. The terms used are defined in the Glossary.

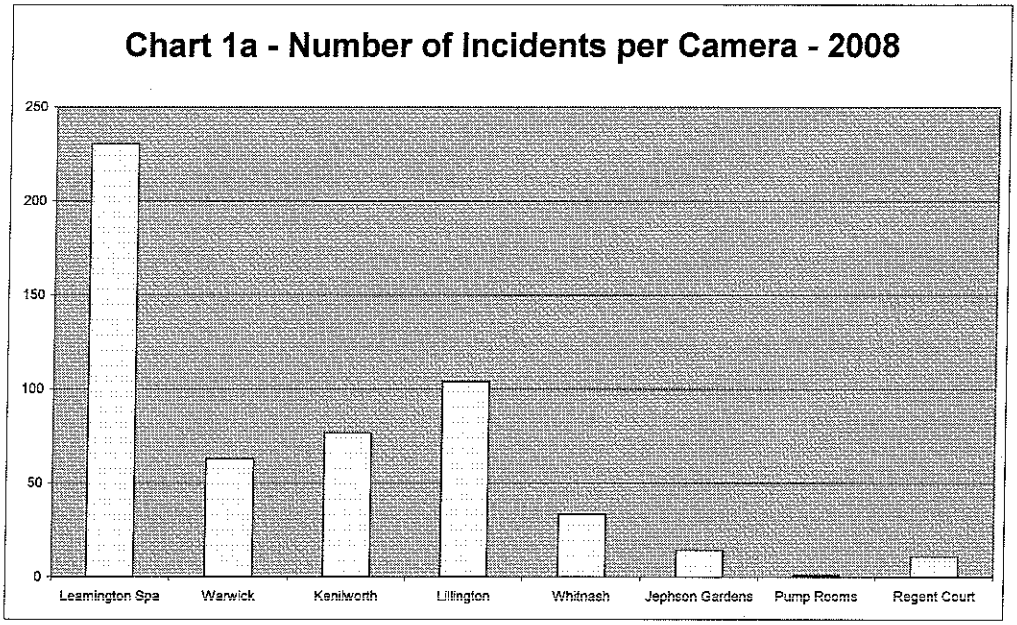
1. **Distribution of all incidents by town or other location**

Chart 1 clearly shows that the overwhelming number of incidents, almost 90%, are in Leamington Spa.

Chart 1 - Location of All Incidents - 2008

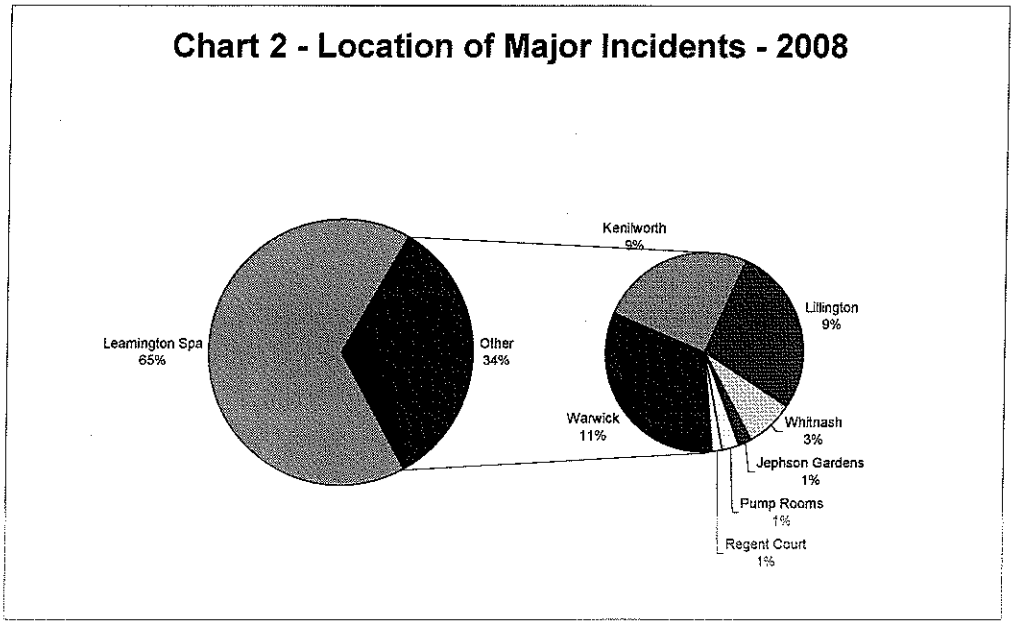


It might be thought that this is because there are more cameras in Leamington Spa to catch the incidents, but an analysis of incidents per camera shows that this figure is much higher in Leamington Spa.

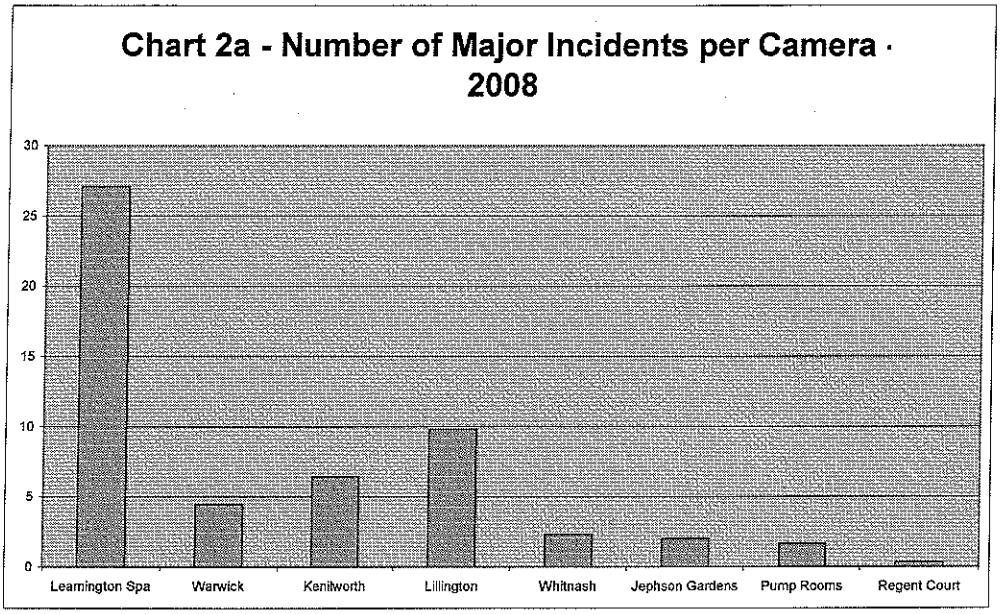


2. Distribution of major incidents by town or other location

Chart 2 shows that although not as great a proportion as for all, two thirds of the major incidents are in Leamington Spa with another 12% at particular locations within the town.



Again the number of major incidents per camera is much higher in Leamington Spa but in this case fixed cameras, such as those in car parks, are not included.



The distribution of CCTV incidents does not appear to reflect the distribution of crime between the four towns, which from analysis of Warwickshire Police Local Crime Mapping statistics for both Crime and Anti-social Behaviour in 2008, was in round figures:

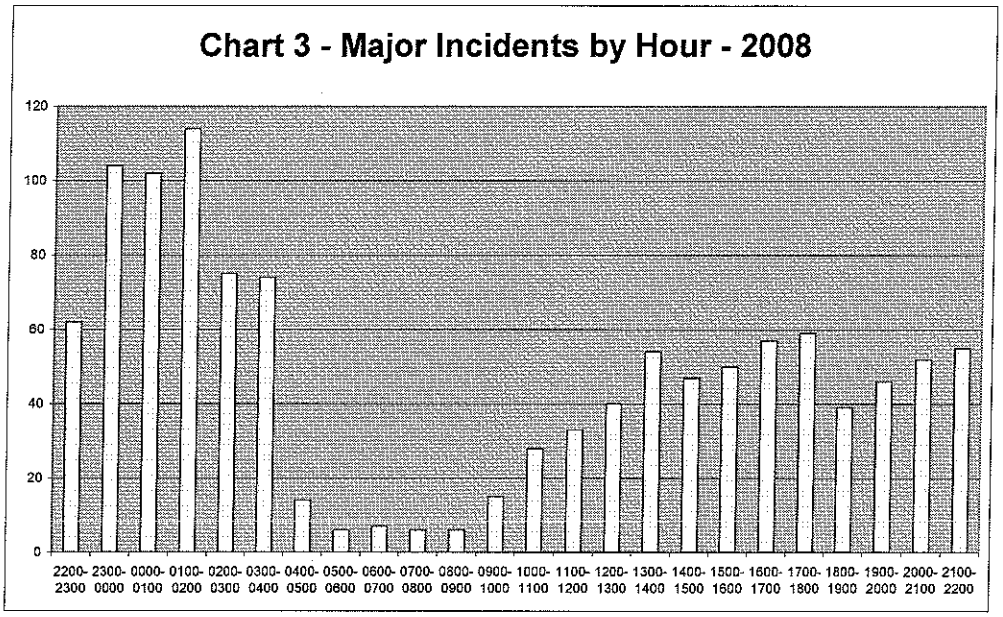
Leamington	60%
Warwick	25%
Kenilworth	10%
Whitnash	5%

It appears that Warwick in particular has a greater share of crime than the CCTV coverage would suggest. However unsurprisingly there is a closer correlation with the crime figures within the various CCTV areas:

	Crime	ASB
Leamington town centre	72%	55%
Warwick town centre	8%	7%
Kenilworth town centre	9%	8%
Lillington	7%	23%
Whitnash	2%	5%
Others	2%	2%

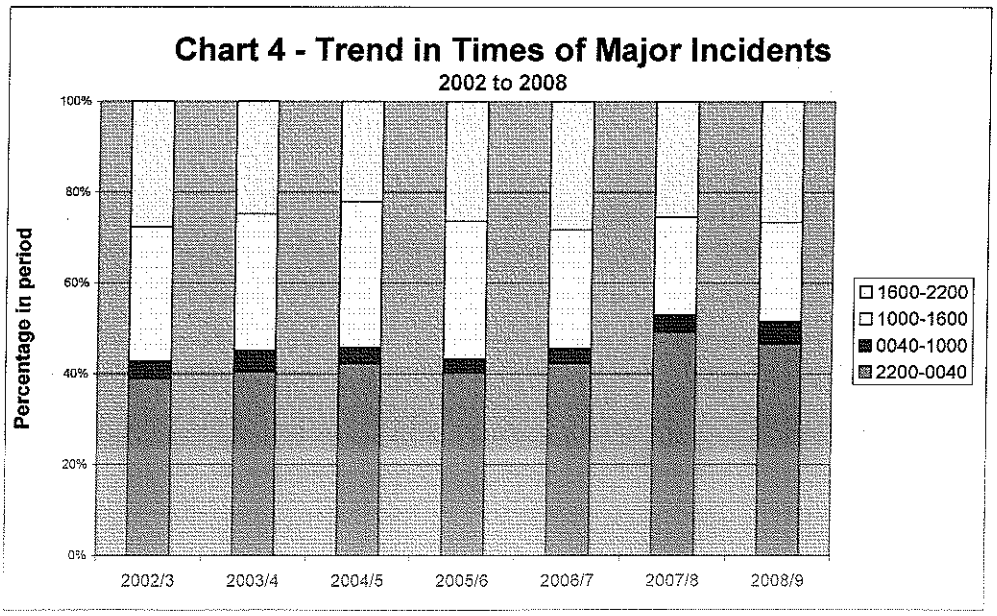
3. Distribution of major incidents through the day

Chart 3 shows the late night peak and early morning trough of the 1,145 major incidents, though of course a very serious incident can occur at any time of the day or night.



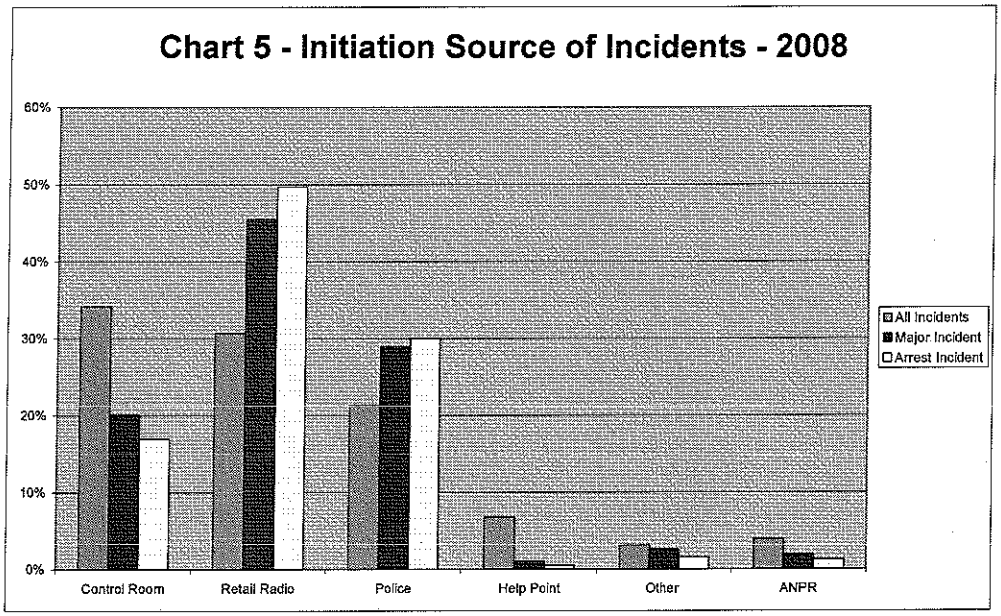
4. Trend in times of major incidents

Chart 4 shows when the percentage of major incidents occur within 6-hour blocks. There has been a slight trend of reduction in daytime and increase in late evening incidents, suggesting a possible shift from retail to evening economies.



5. **Initiation of incidents**

Chart 5 shows which agencies originated the proportion of incidents and illustrates the critical importance of working with the Retail Radio Link, which initiates a third of the incidents but results in half the arrests. A fifth of all major incidents and arrests are originated pro-actively by the control room indicating the skill and experience of the operators. There is no feedback available to show the outcome of these arrests.

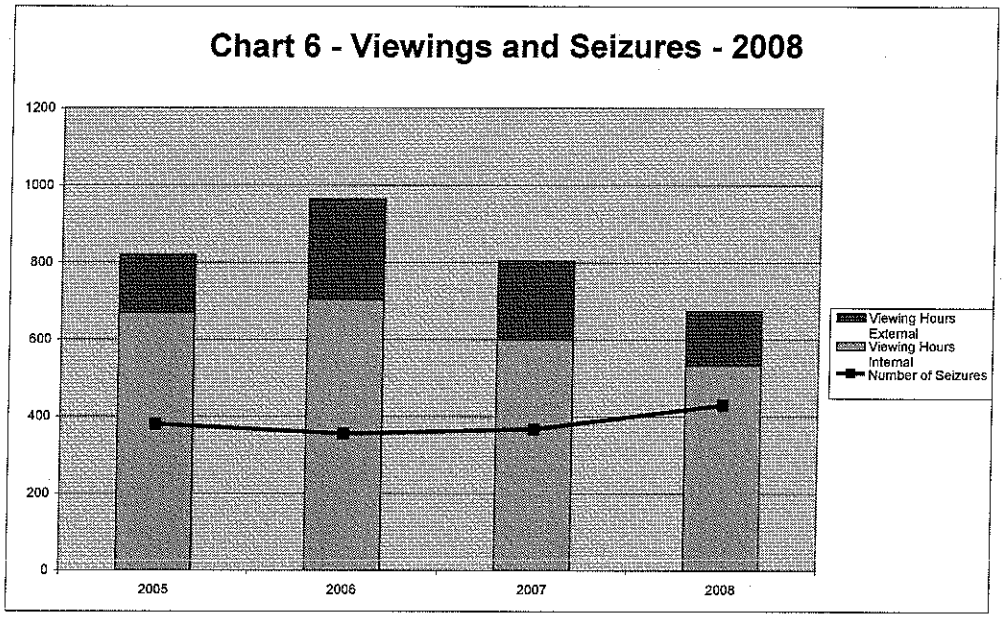


Tape/Disc Viewings and Seizures

4.4 If an incident takes place in an area covered by the CCTV cameras, a tape/disc viewing may be requested by the Police. Where an incident is recorded on tape/disc a viewing will then take place. Viewings are undertaken by CCTV control room staff either on behalf of the Police or alongside the Police. If a request is received from the Police to view a tape/disc on their behalf there is a window of time around which it will be viewed. The majority of viewings are however alongside the Police and are often with live time viewings of incidents which have been recorded directly by operators as the incident unfolds in front of the cameras.

4.5 Tape/disc viewings can take a considerable time to conduct and require a full working knowledge of the system. CCTV operator involvement is therefore vital if the best information is to be made available to the Police. On completion of the viewing a tape/disc seizure may take place if there is video evidence which the Police deem to be of value in a possible prosecution. Tape/disc seizures take considerable operator or supervisor time to complete as they are accountable legal documents. Tape/disc seizures average over one per day, reflecting the level of incidents.

4.6 Chart 6 shows the number of viewings and of seizures of tapes/discs over the last four years. Although the trend for time spent on viewings has declined, the number of resulting seizures is increasing. The reduced viewing time reflects the increased efficiency following the introduction of digital recording which is much quicker to search.



Citizens' Panel Results

4.7 The Groups' attention was also drawn to the results from the Citizens' Panel questionnaire from 2005 to 2008, which shows that the majority of the respondents are either satisfied with the current level of the CCTV service or would like to see it improved.

4.8 For example, in 2006 & 2008, the question was asked whether the level of service should be increased, kept the same or decreased.

	2006	2008
Increase the service	30.8%	35.5%
Keep the same level	55.1%	51.3%
Decrease the service	14.1%	13.2%

4.9 As shown above, a certain percentage stated they would like with the level of the service decreased, but this was the minority and no further reasons for this response or any of the other responses are stated.

4.10 Their reasoning for wishing for a decrease of the service could be because in the previous year (2005), approximately 32% stated they would be satisfied for the CCTV service to be reduced following a reduction in incidents and activity, therefore, in 2006 and subsequently 2008, there could still be the perception of reduced incidents and activity which would justify the decreased staffing levels.

4.11 Results for 2008 show that only 6.6% of respondents thought that the CCTV service had got worse in the previous 3 years. 37% didn't know, 36% thought it had stayed the same and 20% thought it had got better. Therefore, as far as it is able, the Panel conclude that the public believe that the CCTV service is providing, at the very least, a satisfactory service to the District.

Income and expenditure

4.12 Warwick District Council currently receives an £8,000 p.a. external financial contribution from the Police as part of a partnership agreement. The first contribution was made in 2006/2007 and allowed the Council to reduce its costs to operate the service.

4.13 The Council also receives an £8,000 p.a. external financial contribution for monitoring Regent Court in Leamington Spa.

4.14 There are also internal recharges to Housing of £75,000 p.a.

4.15 The Council currently spends £506,000 per annum on providing CCTV coverage. Taking income into account the above income, the net cost is £415,000 p.a.

5.0 Evidence and Observations

5.1 The stakeholders and witnesses were supplied in advance with questions under the topics of Effectiveness, Value for Money, Fear of Crime and Operational Matters. The questions are shown at Appendix 2.

5.2 The Group obtained a vast amount of information and evidence from the stakeholders and witnesses and the following paragraphs relate the evidence which leads to and supports the recommendations which the Group have made.

5.3 The references in brackets at the end of each paragraph relate to the questions shown in Appendix 2. The Magistrates, CPS, CCTV Operators and Safer Neighbourhood Panels were invited to make general comments or observations on the CCTV service rather than being asked specific questions.

Introduction

5.4 It became apparent early on in the witness sessions that the CCTV is a highly valued service within the community, amongst local businesses and the Police. The Police spoke extremely highly of the operators and quality of the service they receive and the necessity of CCTV for them to be able to do their job effectively. The use of CCTV in conjunction with the Retail Radio Link enhanced the CCTV service further and meant that the cameras could be even more effective at tackling crime, both proactively and reactively. CCTV is effective in the acquittal of the innocent as well as the prosecution of the guilty.

Effectiveness of the CCTV System on the Streets

5.5 CCTV is used by the Police on a daily basis, contacting the operators many times per day, via Retail Radio Link, airwaves radio, telephone and in person. The system is very effective during the day, for example to identify shop lifters and in the evening when the night time economy is at is busiest, to identify when problems have started or where they have the potential to escalate into violence. (POL 5.1)

5.6 Prosecutions would often not be able to proceed without the CCTV evidence. (POL 5.3)

5.7 That CCTV is a crucial part of a Police investigation is also highlighted by the response received from the CPS. Offenders often plead guilty to an offence when they are shown CCTV evidence, therefore, it speeds the whole process up and uses less Police and Magistrates' time. It also means that some cases can be progressed, whereas without the CCTV evidence that case would not be proceeded with. (CPS)

5.8 At quieter times in the evenings, when there is less activity CCTV can still be extremely effective, for example picking up vehicles coming into and leaving the District which have been involved in crimes such as burglary. The cameras also use the Automatic Number Plate Recognition (ANPR) system for tracking criminals. Some of the more serious crime happens during the quieter periods. (POL 5.5)

5.9 CCTV cameras are also effective in tackling anti-social behaviour and disbanding groups of youths gathering in certain areas of the District. However, it is recognised that this can cause displacement but that can be a consequence of any crime prevention initiative. (POL 5.7)

5.10 The Police use CCTV for enhancing their operations of the town centre during the weekend. It is used under RIPA and as well as ANPR. The benefits are that many other angles, areas and locations can be covered and monitored, sometimes covertly. (POL 5.14)

5.11 Since the introduction of digital images, the facility has become even more effective in tackling crime. Indeed there is no other crime reduction technique which would be more effective. (POL 5.16 and POL 5.4)

5.12 The Director of the BID, reported that there is a general lack of awareness about how effective the CCTV scheme is. CCTV cannot be seen in isolation; it is effective as it forms part of a wider network. Leamington has a reputation for being a safe place to spend the evening and many people from out of the area visit the town, which is why Leamington is one of the few BIDs without a provision for security. (BID 3.1)

5.13 It was also reported that the BID can only provide services above and beyond those which are currently in existence. Therefore, they cannot contribute to the existing scheme. They work to a business plan which is legally binding and cannot be altered mid-way through the BID term. However, in 2012 when the BID was due for renewal, the Council could make a submission for the expansion of the current system. (BID 3.6)

5.14 It has also been reported to the Group that a BID proposal is being progressed in Warwick Town Centre, but it is still at a relatively early stage. A possible BID has also been discussed for both Kenilworth and Leamington Old Town, but these are also at a very early stage.

5.15 The Town Centre Management view is that whilst safety and security are important for any business, having CCTV doesn't particularly add to the attraction of the location for most retailers, although not having a system would raise eyebrows. CCTV is particularly important for the night time economy and the relationship between the door staff, private CCTV cameras and WDC's camera network, linking with Pub Watch. (TCM 2.1)

5.16 In Warwick District, CCTV works closely in conjunction with the Retail Radio Link and it becomes much less effective when the radio link becomes severed due to technical difficulties. The system would be more effective if more businesses signed up to the Retail Radio Link. (TCM 2.4)

5.17 There are times when the Retail Radio Link becomes more effective than CCTV – for example, during the MOP fair in Warwick – the rides obscured the cameras and therefore the Police were reliant on other methods of detection. (TCM 2.2)

5.18 CCTV contributes significantly to reducing the fear of crime. Persistent criminals will be aware of the location of the cameras and will have to modify their behaviour. General anti-social behaviour is often deterred by the movement of cameras, therefore negating the need for Police officers to be dispatched. In contrast dome cameras, where the direction is not obvious, may be more effective in some situations. During the evening, CCTV does not greatly deter the behaviour of drunken persons, but does assist with the early detection of problems. (TCM 2.6)

Recommendation 1
When the current Leamington BID is due for renewal in 2012, the Council completes a submission for a contribution to expanding the CCTV network, which includes both the capital and revenue costs of running the scheme.

Recommendation 2
Investigations be made into including CCTV as part of any future BID in Warwick, Leamington and Kenilworth.

Recommendation 3
Consideration be given to using more dome cameras where their deterrent effect can cover a wide area.

Effectiveness as Perceived by the Public

5.19 It was suggested from statistics from 2005 that 80% of the population believe CCTV reduces crime, 63% thought it would reduce the number of young people hanging around, but 6% felt it was an invasion of privacy. (MSC 1.12)

5.20 Citizens are not always well informed on the CCTV installations or how effective or otherwise they are. More publicity may be beneficial. (SNP)

5.21 If the Council wishes to reduce fear of crime further, there was a need to publicise the work being undertaken, particularly the good news stories. (TCM 2.4)

5.22 The CCTV operators felt that there should be more publicity of good news stories. Reports are often in the newspapers about Police incidents, but there is nothing about the involvement of CCTV. Public awareness of the service needs to be increased. (NST)

Recommendation 4
Within the limitations imposed by the criminal justice system, much more publicity be given to the success stories of CCTV in the District, which supposes increased liaison between WDC communications team and Warwickshire Police press office.

Effectiveness of the CCTV System Technically

5.23 The most important requirements for an effective CCTV system are good staff and the sharing of intelligence between agencies. Warwick District does well in both areas. (MSC1.1)

5.24 Written feedback received from the CCTV operators demonstrates that they are highly motivated and very much enjoy the work that they do. They are also proud of the reputation and respect they have gained working with their partners over the years. (NST)

5.25 The operators suggested that the inclusion of new monitors be incorporated into any upgrade. The current monitors have been in operation for a number of years and LCD monitors would use a reduced amount of power as well as generating less heat in their working environment. (NST)

5.26 To increase their efficiency during their day to day work, the operators suggested that they should record their incoming data electronically. Currently everything is hand-written which takes up vast amounts of their time. There are worries that storing this information on a laptop would not be safe as the laptop may go missing, but saving it onto an office based PC would be safer and make the service far more efficient. (NST)

5.27 The CCTV control room is only one of five in the country to have achieved British Standard 7958 & 7858. However further upgrades to the control room will be required to maintain the standard. Some have been delayed pending the possible move to Riverside House. (MSC and NST)

5.28 The CCTV operators gave informative examples of where CCTV cameras are not being used to their full potential and made suggestions of locations where cameras which could be removed and relocated. Suggestions were also made as to where new cameras could be installed. (NST)

5.29 The move from tape to digital recordings has increased the effectiveness of the service. (POL 5.16)

5.30 Any system which has been established a number of years will not have the optimum layout as some cameras will be in the wrong location for current circumstances. Regular review is necessary. (MSC 1.4)

5.31 Some cameras are dedicated to Automatic Number Plate Recognition (ANPR) at specific times and therefore not providing coverage and fulfilling their intended purpose. There could be special fixed ANPR cameras releasing the general ones. (NST and SNP)

5.32 It was highlighted that in Kenilworth, it would be helpful to have more cameras covering the exit routes from the town to detect criminals leaving the area having engaged in illegal activity. The cameras covering the main exit routes are already in place elsewhere in the District. (TCM 2.3)

5.33 Temporary cameras are a good idea when they work properly, but once they are removed, the public make complaints. There are also issues with data protection to consider, as well as impact assessments and operational requirements, including consultation in areas where cameras are to be installed. There are also protocols which must be followed. (MSC 1.15)

5.34 There have been some technical problems with temporary cameras. Although the cameras work efficiently, the problems arise with the transmission. An evaluation was carried out in Newcastle and there were many problems with the system. Wi-max is not advanced enough yet to provide pictures of the quality needed for evidence in prosecutions. (MSC 1.15)

5.35 There would not be any problem with using remote cameras in theory, but in practice it could not be supported on the current network and the quality of pictures could be reduced, compared with the current network. (NST)

Recommendation 5

The upgrade of the current CCTV control room, which has been delayed by the possibility of its relocation, be continued and that investigations be made to enable the team to record all incoming communications electronically to comply with the British Standard.

Recommendation 6

The changing technology be continually monitored to maximise the potential in the future to make use of re-deployable cameras.

Recommendation 7
A review of camera locations be undertaken within the next 12 months and then on a periodic basis.

Effectiveness in the Justice System

5.36 CCTV footage is a reliable witness which always attends court – whereas sometimes key witnesses change their mind about giving evidence. (CPS)

5.37 CCTV is useful not just for capturing crimes being committed, but also in capturing elements of planning or the aftermath of crime. This is useful for building a case and is often critical in linking two crimes together which have been committed by the same offenders. (CPS)

5.38 Safer Neighbourhood Panels generally felt that CCTV is a valuable tool for the community, Police, WDC and Warwickshire County Council (WCC). Though they found it difficult to comment on how effective or valuable CCTV is, it is certainly reassuring to the community at large and therefore, to some extent, meets the objective of addressing fear of crime. (SNP)

5.39 However, it is sometimes difficult to get the balance between effectiveness and intrusion, particularly in residential areas and there can be resistance to cameras. (SNP)

5.40 CCTV is not only useful in prosecution cases, but also in defence cases where it may be more difficult to assess the impact. (MAG)

5.41 Praise for the skills and dedication of the operators has been heard from all witnesses.

5.42 One Panel had particular concern for an area where cameras have been removed and incidents are not being captured. (SNP)

5.43 The SNP's also thought that an alternative to CCTV is to encourage citizens to play an more active role in reporting suspicious activity to the Police and working in partnership with them. (SNP)

Value for Money to the Business Community

5.44 As stated earlier, when the BID was put together, it was acknowledged and recognised that there was already a very good CCTV system installed and Leamington was viewed a safe place to live and work. Therefore, no funds could be allocated to the current CCTV system. (BID 3.1)

5.45 The majority of retailers don't have any other provision if the Council's CCTV scheme is reduced or withdrawn. It is not usually covered in their business plans and it isn't something they plan for. On the whole, retailers do not feel there is any need to enhance the system. (BID 3.2)

5.46 The evening economy has noticeable benefits from the local authority run scheme. For example, door staff and visitors to the area feel safer in the town centres because of the effective use of CCTV; more so than in many other areas of the country. (POL 5.7)

5.47 Retailers acknowledge the benefits of CCTV when they have been the recipients of information which helps them but may not appreciate them otherwise. Moreover, there is a perception amongst retailers that they pay their business rates therefore they should not have to contribute more to maintain what is already available. If CCTV was taken away, then it would affect everyone not just retailers. (TCM 2.9)

5.48 Larger retailers see CCTV as an integral part of their business, but smaller retailers don't think it applies to them. (BID 3.1)

Recommendation 8
If there is an enhancement of the current CCTV system, all businesses in the locality be requested to contribute to the capital and revenue costs, before the installation and implementation, as it is difficult to obtain contributions after enhancements have been made.

Recommendation 9
A campaign be implemented which is aimed at both retailers and licensed premises, to explain how the revenue from Business Rates is allocated and where the funding for CCTV actually comes from.

Value for Money of CCTV to the Police and Justice System

5.49 The system is highly valued by the Police and if it was operated by the Police it would be a drastic drain on the Police's resources. There are also very few places in the country where the Police actually monitor the cameras. (POL 5.9)

5.50 The use of CCTV reduces the strain on Police resources because it effectively provides numerous sets of eyes on the streets. Therefore the cost of two operators monitoring the cameras, compared to a number of Police officers out on the street, means it is extremely good value for money. If the CCTV system was not available, to produce the same effect it is estimated that there would be a need for 20 additional Police officers during the day, and 50 in the evening. (POL 5.11)

5.51 There were currently no alternative funding models available for CCTV, and it was very rare to be able to obtain funding from the local Police Authority. Local Authorities generally need to plan ahead and allocate funds for maintenance of their CCTV systems. (MSC 1.14)

5.52 It is incredibly difficult to quantify and put a value on the use of CCTV. But if it was not available then investigation times would increase and prosecutions would not be as effective without this evidence. CCTV evidence often secures guilty pleas, saving the cost of an expensive trial. (CPS)

Value for Money Technically

5.53 There isn't any knowledge of a local authority reducing its hours of coverage, not monitoring 24 hours a day or reducing its areas of coverage. (MSC 1.3 and MSC 1.6)

5.54 The system has been progressively upgraded to use digital recording rather than tapes. This gives advantages in both seeking and preparing relevant copies for investigations and prosecutions, though it is not possible to demonstrate the undoubted savings. (NST)

5.55 There is neither point nor need for the Council to invest in mobile cameras, as such equipment, suitable for short-term deployment, is already operated by the Police. There may be future benefit in re-deployable equipment which can be repositioned as circumstances and needs develop. (NST)

Value for Money Funding

5.56 Financial support to cover Housing and the Pump Rooms, where in both cases there is a Service Level Agreement, is only an internal cost transfer generating no real income. (NST)

5.57 The first contribution made by the Police was in 2006/2007, and they have continued annually. The contributions have enabled WDC to reduce their costs to run the scheme rather than use it as an investment to improve the service. They have certainly contributed to working with seven rather than six operators. (NST)

5.58 The Polices' contribution covers the costs of recordings used in investigations and as evidence. Although there is excellent co-operative working with the Police there is no formal Service Level Agreement. (NST)

5.59 There is currently no policy in place within the planning process for contributions to CCTV and one such missed opportunity was during the development of Talisman Square in Kenilworth. If it could it be included as part of the planning process and a requirement for major developments, which includes requesting capital and revenues costs of the scheme, it would increase the effectiveness of the CCTV scheme in the District. (TCM 2.4)

5.60 Since the control room is continuously manned, with double manning at peak times in the late evening, there is a possible opportunity to monitor some private systems at an appropriate fee. There is, however, a limit to the number of screens an operator can effectively monitor. (NST)

5.61 In the written feedback received from the CCTV operators, a suggestion was made that other local authorities manage 'covert' cameras for various services, such as Trading Standards, Environmental Health etc, and that income could be generated from expanding the current CCTV control room and providing this sort of service. (NST)

5.62 The data in Section 4 shows at Indicator 3 that WDC receives much less external financing than the national average and in Chart 3 that the major workload for the CCTV scheme in in the late evening. (NTS)

Recommendation 10
The Council continue discussions with the Police to increase the level of their financial contribution and investigations be made into the advantages of entering into a Service Level Agreement.

Recommendation 11
Investigations be made into the inclusion of CCTV as part of Section 106 Agreements on relevant developments, including change of use. This should include the capital and revenue costs.

Recommendation 12
Businesses in the District be encouraged to feed into the Council's CCTV Control to monitor their premises, at an appropriate charge. Any increase in service would also need to involve an evaluation of the staff resources available.

Recommendation 13
Investigations be made into other options for sources of funding for running the CCTV scheme, which includes capital and revenue costs, to bring WDC in line with national indicators.

Recommendation 14
Investigations be made into recouping a proportionate and fair contribution towards the CCTV scheme from the owners of the licensed premises who operate in the evening.

Monitoring Arrangements

Proposed progress report to the Overview and Scrutiny Committee in October 2009.

The management of recommendations is shown in Appendix 3.

Glossary of Terms

ANPR – Automatic Number Plate Recognition

Benchmarking terms

An Incident is "an observation or referral whilst monitoring that causes an action to be taken by a CCTV operator".

A Major Incident is defined when an Operator has to document their actions on a sequentially numbered report on the activities he or she has been involved with, whilst monitoring and using cameras along with radio/telephone communications. This is normally when involving the Blue Light Authorities.

A 'Productive Activity' which includes all communication flows, CCTV alarm activations, and other CCTV related situations where the operator must take an action by either receiving or passing on information.

An activity will include the above plus back office duties and other non CCTV services located in the CCTV control room such as: Reviewing Tapes/Media, Copying of Tapes/Media, Producing Photo Prints, Subject Access Request and many more.

RIPA – Regulation of Investigatory Powers Act Etc. 2000

Pub Watch – National Pubwatch is a voluntary organisation set up to support existing pubwatches and encourage the creation of new pubwatch schemes with the aim of achieving a safer social drinking environment in all licensed premises throughout the UK. http://www.nationalpubwatch.org.uk/

Safer Neighbourhood Panels – Warwickshire Police introduced local policing teams across Warwickshire in 2006. There are eight Safer Neighbourhood Areas in Warwick district based on district council wards. They are Kenilworth, Warwick, Whitnash, North Leamington (Clarendon, Crown, Manor and Milverton), South Leamington (Brunswick and Willes), Leamington Town, Eastern (Cubbington, Radford Semele and Stoneleigh) and Western (Bishop's Tachbrook, Budbrooke, Lapworth and Leek Wootton). The Leamington Town Safer Neighbourhoods Area is unique in that it is based on the borders of the licensing saturation zones. http://www.safer-neighbourhoods.co.uk/

Appendices

1. Scoping document
2. Questions submitted to witnesses
3. Management of Recommendations

Reference Documents

BS 7958 CCTV Management and Operation
BS 7858 Security Vetting
WDC CCTV Code of Practice
Warwick District Council Budget Book
WDC Leaflet *Making Warwick District a Safer Place*
Location Plans of Cameras in the District

APPENDIX 1

OVERVIEW AND SCRUTINY COMMITTEE

Task and Finish Group Title	**CCTV – Is the service delivering an effective and value for money service for the community?**
Membership of Working Group:	Councillor Boad, Ms Dean, Edwards, Illingworth, Mrs McFarland and Pittarello.
Area for Investigation: (Directorate and Service Area)	Neighbourhood Services
Key Officer Contacts:	Ian Coker – Head of Neighbourhood Services Graham Collis – CCTV Manager Theresa Goss – Committee Services Officer Victoria Cook – Improvement Officer
Scoping form completed by:	Councillors
Scrutiny requested by:	O&S Committee
Criteria for inclusion in work programme	(If yes please provide details)
Customer Feedback	Yes – The Council has received numerous requests from the community for additional CCTV camera coverage. Occasional requests to remove cameras have also been received.
Poor performance	No
Area requiring policy development	Yes – The issue of whether the Council targets the most appropriate locations for CCTV coverage should be explored – need for clear policy
Value for Money Concerns	Yes – CCTV is a major area of council expenditure and therefore its effectiveness should be reviewed
Emerging issues; Executive Referral, Comprehensive Area Assessment (CAA) etc	Yes – requests from the community for CCTV coverage, and changing technology Funding streams
Long term financial benefit anticipated	Yes – possible long term financial benefit could be achieved due to the high current investment in the service.

Corporate priority	Yes – Community Safety is a key priority for the Council – the question is to what extent is CCTV contributing to this?
Summary of overall anticipated benefits and intended outcomes *[Give a brief description of what we hope undertaking the review will achieve e.g. Improved performance, amended policy, efficiencies or increased footfall]*	• Clear understanding of the contribution of CCTV to reducing crime and the fear of crime • Understanding of the way in which CCTV works and is monitored, and the way in which footage is used • Ascertain that the current system is effective in addressing crime and the fear of crime • Identifying CCTV's priority level for future funding • Recommendations on whether the current coverage is appropriate • Recommendations on how CCTV can best prevent crime and fear of crime in the future • Recommendations on the future publicity/public awareness of CCTV
Indicators of success *[Include details of desired indicators of success and how these can be measured]*	• Benchmarking with other authorities • Trends of performance in key indicators of incidents etc. compared to CCTV coverage • Maps of incidents and CCTV coverage to ensure an appropriate match • The views of CCTV with the public and main customers, the Police and the Business Community.
Policy Context	
National or Regional Policy Implications	• Warwick District Council CCTV Code of Practice • National CCTV Strategy • ICO CCTV Codes of Practice
Impact on local people	Yes – possible changes to coverage could impact on local residents and would impact on community safety in the future
Scope	
In Scope *[Define what the scope of review]*	• Areas of CCTV coverage and non coverage – and link to crime and ASB locations and types • CCTV operations, including quality of images and link to prosecution rate • CCTV success measures • Sources of funding for CCTV • Cost effectiveness of the current CCTV – including possible alternative use of mobile CCTV, Wi-max or other alternatives to tackle crime and ASB

	• Investigate possibility of hotspots • Compliance with data protection • Potential publicity
Excluded from Scope *[Define the exclusions from the scope of the review]*	• The performance of individual officers who work in the CCTV service • Individual cases of crime and ASB
Council and Partner Involvement	
Who would need to be involved from the Council? Which of our partners, stakeholders and Members of the community should we discuss this with?	Ian Coker, CCTV team, Pete Cutts, Chamber of Trade, Police, Major stores, BID in Leamington, Safer Neighbourhood panels, Citizens' Panel, Magistrates, Pete Guillaume – Warwickshire Beating Business Crime Manager, Mike Cornes – Retail Crime Initiative
Review Resources	
Evidence *[Background Information and documents to look at]*	• Map of incident locations and camera locations • Crime and prosecution statistics • National research • Demonstrations of the system and alternatives • Warwick District Council CCTV Code of Practice • Home Office Scientific Development Branch • Information Commissioner's Office • National Policing Improvement Agency
Witnesses *[Who to see and when]*	Ian Coker, CCTV team, Pete Cutts, Chamber of Trade, Police, Major stores, BID in Leamington, Safer Neighbourhood panels, Citizens' Panel, Magistrates, , Pete Guillaume – Warwickshire Beating Business Crime Manager, Mike Cornes – Retail Crime Initiative
Site visits *[Details of site visits and when they will be held if appropriate]*	• CCTV control room
Consultation *[Is there any consultation which needs to be undertaken to feed into the review}* *[consult with CMT on draft outcomes for any issues they may have]* *[Do findings need to be published for consultation before making final recommendations?]*	• Public consultation – Citizens Panel on fear of crime

Expert Advice *[Do the task & Finish Group require expert advice support due to the nature of the review]*	• National expert on CCTV issues (Steve Wilson from MSC consulting currently undertakes work for us on CCTV)? • Internal legal advice on CCTV issues and data protection etc. • Police officer who uses the service
Dangers/ Barriers/Risks	
What are the risks to the review?	• Confidentiality used as a shield
Timescales	
Anticipated Review Start Date	August 2008
Anticipated Reporting Date	Overview and Scrutiny Committee – February 2009 Executive – March 2009
Frequency of Meetings	Monthly
Date to evaluate impact *[A review in six to twelve months (dependent on outcomes) at this point deciding to either re scrutinise this matter, with a different task and finish group, or sign it off as the indicators of success have been achieved.]*	12 months – March 2010

APPENDIX 2

Consultant - Steve Wilson - Morse Security Consultants

Effectiveness

1.1 What, in your view, are the most important requirements for an effective CCTV system in reducing crime and disorder? What is currently recognised as best practice for CCTV? Where has this best practice been implemented?

1.2 How do Authorities balance CCTV coverage in town centres, with that in residential areas?

1.3 What experience is there of 24 hour coverage/ non 24 hour coverage in other authorities? Are you aware of Authorities who leave their system unmanned for any period?

1.4 Do you believe that CCTV is as effective now as when first installed, or is it now assumed that everywhere is monitored by CCTV and crime has adapted to its use?

1.5 The CCTV system has grown progressively over the years, if we started again with a completely new installation, how would it differ from that of today?

1.6 To what extent could the camera network be reduced before there would be an unacceptable impact? Are you aware of anywhere that has reduced their CCTV system?

Crime and the Fear of Crime

1.7 What is the best way of judging a CCTV scheme's success?

1.8 Can the impact of CCTV on crime and disorder be quantified i.e. are the benefits measurable? And if so, are we measuring the right things?

1.9 Does CCTV help reduce the fear of crime? Does it impact on the behaviour of people (young and old/ daytime and night time) in areas they know are covered by CCTV?
Can the impact of CCTV and the reduction in crime and disorder (detection and increased response times) be quantified, and therefore the costs be offset against this figure? For example is it possible to measure the increases in detection, and in response times?

1.10 To what extent does CCTV simply displace - rather than reduce – crime beyond the surveillance of CCTV? Is there a difference between the impact of public and private CCTV?

1.11 Are offenders deterred by CCTV?

1.12 Is there any evidence that CCTV impacts of the behaviour of general citizens? Are they comforted by the site of CCTV or concerned as to why it has been installed? Does this vary based on their views of CCTV in the town centre versus that in a residential area? Is there evidence that they are concerned about the amount of CCTV equipment and the loss of their privacy?

Value for Money

1.13 What funding models are there for CCTV?

1.14 Do you believe that those who benefit from the system should pay/sponsor the system/a camera?

Operational Issues

1.15 Would meeting residents' demands for CCTV in residential areas, possibly for temporary installations for periods of up to 3 months, be an effective way of tackling anti-social behaviour? How could this demand be met and funded?

Town Centre Managers – Joe Baconnet, Pam Dunsdon and Matthew Caddick

Effectiveness

2.1 To what extent is the CCTV provision an attraction for businesses to set up within the District?
2.2 Do you believe that the CCTV cameras are effective? Have you any examples of how you have used the system?
2.3 How is our CCTV scheme tailored to the local setting?
2.4 Have you any suggestions as to how the effectiveness of the system could be improved?

Value for money

2.5 What is the total annual cost to retailers of theft, particularly from shoplifting and vandalism?
2.6 Has the introduction of CCTV reduced the incidence of shoplifting? Is the impact measurable?
2.7 Is there a view amongst retailers of noticeable benefits to them of a local authority run CCTV system?
2.8 Is there a view amongst those involved in the evening economy of noticeable benefits to them of a local authority run CCTV system?
2.9 Do you believe that those who benefit from the system should pay/sponsor the system/a camera?

BID Director – Helen Smith

Effectiveness

3.1 How do your Members make use the CCTV service? How often would they interact with the service?
3.2 If there were no CCTV cameras how would this impact on their business decisions?

Value for money

3.3 Is there a general view amongst retailers of any noticeable benefits to them of a local authority run CCTV?
3.4 In putting the BID together how important was security and CCTV an issue which was considered a priority?
3.5 If Leamington town centre didn't currently have CCTV network, do you believe that the Leamington BID would vote in favour of one?
3.6 Would the BID be prepared, in future, to contribute towards CCTV?

Warwickshire Police – Sergeant Paul Calver and David Whitehouse

Effectiveness

5.1 How do you use the CCTV service? How often do you interact with the service?
5.2 Do you believe that the CCTV cameras are effective? When do you feel it is most successful?
5.3 On the issue of seizure of tapes, how useful is CCTV when used in a criminal investigation?
5.4 Is CCTV the best solution? Could other crime reduction methods achieve similar ends?
5.5 Where is CCTV most effective?
5.6 Currently live coverage is 24/7 are there any periods where you think the system could be unmanned for a period?

Crime and fear of crime

5.7 Does CCTV help reduce the fear of crime? Does it impact on the behaviour of people (young and old/ daytime and night time) in areas they know are covered by CCTV?
5.8 What effect does CCTV have on different types of crime? e.g. car crime v public order

Value for money

5.9 How do you value the Warwick District CCTV scheme? What are the benefits to the police of WDC operating the system?
Is the funding relationship between the police and WDC balanced correctly?
5.10 How do you rate CCTV as a value for money activity when compared with other crime prevention measures?
5.11 If there was not a CCTV system in the District, how many more police officers do you think we would need to police the district to the same level?

Operational

5.12 To what extent could the camera network be reduced before there would be an unacceptable impact?
5.13 What impact does CCTV have on police response times?
5.14 What special initiatives is Warwick District CCTV used for? What are the benefits and value of this to the Police?
5.15 What would be your view if some of the cameras were decommissioned to allow for greater coverage in residential areas?
5.16 Have you any suggestions as to how the effectiveness of the system could be improved?

APPENDIX 3

CCTV – IS THE SERVICE DELIVERING AN EFFECTIVE AND VALUE FOR MONEY SERVICE FOR THE COMMUNITY?

MANAGEMENT OF RECOMMENDATIONS

Number	Recommendation	Action by:	Portfolio Holder
1	When the current Leamington BID is due for renewal in 2012, the Council completes a submission for a contribution to enhancing the CCTV network, which includes both the capital and revenue costs of running the scheme.	Head of Economic Development and Regeneration	Councillor John Hammon
2	Investigations be made into including CCTV as part of any future BID in Warwick, Leamington and Kenilworth.	Head of Economic Development and Regeneration	Councillor John Hammon
3	Consideration be given to using more dome cameras where their deterrent effect can cover a wide area.	Neighbourhood Services	Councillor Michael Kinson
4	Within the limitations imposed by the criminal justice system, much more publicity be given to the success stories of CCTV in the District, which supposes increased liaison between WDC communications team and Warwickshire Police press office.	Organisational Development and Performance Improvement/Warwickshire Police	Councillor Les Caborn
5	The upgrade of the current CCTV control room, which has been delayed by the possibility of its relocation, be continued and that investigations be made to enable the team to record all incoming communications electronically to comply with the British Standard.	Neighbourhood Services	Councillor Michael Kinson
6	The changing technology be continually monitored to maximise the potential in the future to make use of re-deployable cameras.	Neighbourhood Services	Councillor Michael Kinson

Number	Recommendation	Action by:	Portfolio Holder
7	A review of camera locations be undertaken within the next 12 months and then on a periodic basis.	Neighbourhood Services	Councillor Michael Kinson
8	If there is an enhancement of the current CCTV system, all businesses in the locality be requested to contribute to the capital and revenue costs, before the installation and implementation, as it is difficult to obtain contributions after enhancements have been made.	Neighbourhood Services	Councillor Michael Kinson
9	A campaign be implemented which is aimed at both retailers and licensed premises, to explain how the revenue from Business Rates is allocated and where the funding for CCTV actually comes from.	Neighbourhood Services/Revenues and Customer Services/ Organisational Development and Performance Improvement	Councillors Michael Kinson and Les Caborn.
10	The Council continue discussions with the Police to increase the level of their financial contribution and investigations be made into the advantages of entering into a Service Level Agreement.	Corporate Management Team/Executive	Councillor Doody
11	Investigations be made into the inclusion of CCTV as part of Section 106 Agreements on relevant developments, including change of use. This should include the capital and revenue costs.	Head of Planning/Planning Committee	Councillor John Hammon
12	Businesses in the District be encouraged to feed into the Council's CCTV Control to monitor their premises, at an appropriate charge. Any increase in service would also need to involve an evaluation of the staff resources available.	Neighbourhood Services	Councillor Michael Kinson
13	Investigations be made into other options for sources of funding for running the CCTV scheme, which includes capital and revenue costs, to bring WDC in line with national indicators.	Neighbourhood Services	Councillor Michael Kinson

Number	Recommendation	Action by:	Portfolio Holder
14	Investigations be made into recouping a proportionate and fair contribution towards the CCTV scheme from the owners of the licensed premises who operate in the evening.	Neighbourhood Services/ Head of Economic Development and Regeneration	Councillors Michael Kinson and John Hammon