



# Epping Forest District Council

## **SAFER, CLEANER, GREENER SCRUTINY STANDING PANEL**

**Thursday, 25th February, 2010**

**Place:** Council Chamber, Civic Offices, High Street, Epping

**Room:** Council Chamber

**Time:** 7.30 pm

**Democratic Services Officer** Adrian Hendry, Office of the Chief Executive  
email: ahendry@eppingforestdc.gov.uk Tel: 01992 564246

Members:

Councillors G Pritchard (Chairman), A Boyce (Vice-Chairman), R Barrett, A Clark, M Colling, Miss R Cohen, R Frankel, Ms J Hedges, D Jacobs, R Law and Mrs E Webster

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**1. APOLOGIES FOR ABSENCE**

**2. SUBSTITUTE MEMBERS (COUNCIL MINUTE 39 - 23.7.02)**

(Assistant to the Chief Executive) To report the appointment of any substitute members for the meeting.

**3. DECLARATIONS OF INTEREST**

(Assistant to Chief Executive). To declare interests in any items on the agenda.

In considering whether to declare a personal or a prejudicial interest under the Code of Conduct, Overview & Scrutiny members are asked pay particular attention to paragraph 11 of the Code in addition to the more familiar requirements.

This requires the declaration of a personal and prejudicial interest in any matter before an OS Committee which relates to a decision of or action by another Committee or Sub Committee of the Council, a Joint Committee or Joint Sub Committee in which the Council is involved and of which the Councillor is also a member.

Paragraph 11 does not refer to Cabinet decisions or attendance at an OS meeting purely for the purpose of answering questions or providing information on such a matter.

**4. NOTES OF LAST MEETING (Pages 3 - 8)**

To agree the notes of the last meeting held on 27<sup>th</sup> October 2009.

**5. CRIME AND DISORDER SCRUTINY REPORT**

**CRIME AND DISORDER SCRUTINY ROLE – POLICE & JUSTICE ACT 2006**

Members will remember that sections 19 and 20 of the Police & Justice Act 2006 have given powers to local authorities to be able to scrutinise the work of CDRPs/SCPs in the same way as they can the Executive and CDRPs/SCPs are now required to invite this scrutiny at least once a year.

Overview & Scrutiny Committee considered how best to arrange this scrutiny role and concluded that it could best be discharged through the existing Safer, Cleaner, Greener Standing Scrutiny Panel. This Panel in turn decided that it would undertake this important role through allocating two special meetings, the first being in October 2009 and the next being this meeting.

Since this role was a new and untried one, the Panel decided that the first SCP scrutiny meeting should be restricted to topics raised by Members rather than inviting the public at large or other organisations to contribute. At this meeting it is intended to involve a wider audience and although these meetings are open to the public to attend, a more proactive approach has been taken to encourage public involvement.

At the last SCG scrutiny meeting Councillor Mrs Smith said she would like this forum to look at CCTV coverage and the officers duties in what was described as 'CCTV co-ordination', this therefore will be the main subject of discussion. Members of the safer communities' partnership will be present to answer Members questions on this subject and will also be available to answer questions on other topics of concern.

Members will also note that in a later item they will be asked to consider recommending the adoption of the Directorates CCTV code of practice and five year service plan.

**6. CCTV SERVICE DELIVERY PLAN (Pages 9 - 62)**

To consider the attached report.

**7. FUTURE MEETINGS**

The final programmed meeting of the Panel for this year will be held on 29<sup>th</sup> April 2010.

## EPPING FOREST DISTRICT COUNCIL COMMITTEE MINUTES

|                            |  |              |                          |
|----------------------------|--|--------------|--------------------------|
| <b>Committee:</b>          | Safer, Cleaner, Greener Scrutiny   | <b>Date:</b> | Tuesday, 27 October 2009 |
|                            | Standing panel   |              |                          |
| <b>Place:</b>              | Council Chamber, Civic Offices,<br>High Street, Epping   | <b>Time:</b> | 7.30 - 9.31 pm           |
| <b>Members Present:</b>    | G Pritchard (Chairman), A Boyce (Vice-Chairman), R Barrett, M Colling, R Frankel, D Jacobs, R Law and Mrs E Webster  |              |                          |
| <b>Other Councillors:</b>  | K Angold-Stephens, R Bassett, Mrs R Brookes, Mrs P Smith, P Spencer, Ms S Stavrou, Mrs J H Whitehouse and J M Whitehouse   |              |                          |
| <b>Apologies:</b>          | - Ms J Hedges  |              |                          |
| <b>Officers Present:</b>   | A Hendry (Democratic Services Officer)   |              |                          |
| <b>Also in attendance:</b> | J Gilbert (Chairman of the Safer Communities Partnership), Safer Communities Officers: C Wiggins, P Gardener, P Southgate and Chief Inspector A Ray (Essex Police) |              |                          |

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### **29. SUBSTITUTE MEMBERS (COUNCIL MINUTE 39 - 23.7.02)**

The Panel noted there were no substitute members.

### **30. DECLARATIONS OF INTEREST**

No declarations of interest were made.

### **31. NOTES FROM THE LAST MEETING**

The notes from 1 September 2009 were agreed as a correct record.

### **32. CRIME AND DISORDER SCRUTINY - POLICE AND JUSTICE ACT 2006**

The Director of Environment and Street Scene and the Chairman of the Epping Forest District Safer Communities Partnership, John Gilbert welcomed the Safer Cleaner Greener Standing Panel to their new Crime and Disorder Scrutiny role. Due to recent changes in the law local authorities are now required to have at least two meetings a year devoted to scrutinising crime and disorder matters. The next meeting was scheduled for February 2010.

He introduced the representatives from the Safer Communities Partnership which included Chief Inspector Alan Ray from Essex Police, the Community Safety Manager, the Community Safety Officer, an Anti-social Behaviour Investigator and Councillor Mrs S Stavrou, the Council's Safer Communities and Transport Portfolio Holder.

The meeting noted that the Safer Communities Partnership (SCP) was working well, last year there was an 8% reduction in crime and although this year they were not quite meeting their targets there was still less crime this year than last.

It was the intention that the public should be invited to attend meetings of this special Scrutiny Panel to put their concerns to the SCP officers attending. It was hoped that this would begin at the February 2010 meeting.

The two items that were scheduled for discussion were i) the cross border effects of anti-social behaviour and dispersal orders; and ii) the protection of vulnerable individuals/families from targeted anti-social behaviour. There had been another topic proposed on crime/violence and licensed premises, but this would be discussed at another meeting.

The Chairman, Councillor Pritchard, asked that Councillor Jacobs give his concerns on the first topic, cross border effects of anti-social behaviour.

Councillor Jacobs started by saying that this arose about two to three months ago, when traders in Ongar were having problems with youths being bussed in by parents from Brentwood. It had transpired that the police in Brentwood had established a curfew there, so their parents had brought them into Ongar.

Councillor Bassett said there was a similar problem in Nazeing, with groups of youths coming in from Hertfordshire. The residents were having to deal with low level anti-social behaviour. There were reports of groups of thirty to forty youths gathering, with reports of drug dealing, convoys of cars and loud music. He had a meeting with the local police who said that the Hertfordshire police were having a crack down on anti-social behaviour in Broxbourne. There was no place for them to go but into Essex. The Essex police had gone into a reactive mode of policing and were doing all that they could as they did not know that the Hertfordshire police were conducting this exercise.

Paul Gardener, EFDC's Safer Communities Officer, commented that this was a complex problem, and they had identified cross border crime as one of the District's main priorities. The Communities Safety Team had just finished a study on burglary. Over a five year period 48% of offenders arrested and dealt with came from the London Metropolitan area. The majority came from within 11 kilometres from our border and the district is well connected by the tube network, buses and the M25, which makes us a magnet for certain types of criminality. They are currently trying to develop a cross border forum with all the bordering authorities to share problems, best practice and solutions. Eventually they will get to know what was being planned before it happened. They have already had a meeting with Hertfordshire/Broxbourne and had identified key actions such as: jointly managing Acceptable Behaviour Contracts; involving schools in Hertfordshire; the use of passive drug dogs; targeting intelligence into drug dealing and implementing road checks. They also wanted to involve and use the community development department.

It should be noted that Broxbourne had a dispersal area for two years that proved to be ineffective.

There was now "Park Guard", a private security operation, which was accredited with Hertfordshire, Essex and the Met. Police, who could issue fixed penalty notices.

He suggested that as the weather gets worse there is likely to be a drop off in the problem.

It was stated that the Community Safety Team sends warning letters to the parents of the youths concerned. They will also establish good links with the police so that they would supply evidence when needed.

30% of warning letters sent out would get a response from parents; once they had started talking to the parents they could then make some progress. It should be noted that if any crime was being committed then the police would deal with it.

EFDC's Safer Communities Team would continue to meet with their counterparts in neighbouring authorities. Unfortunately they are currently down (by 50%) on the number of investigators they should have. They also deal with prolific offenders that cross borders to offend. They now also have a cross border offender scheme meeting, which has been quite effective, where they share intelligence to take offenders to court.

Chief Inspector Ray said that at times up to 80% of offenders came from the Metropolitan area, especially for burglaries. The Met police were carrying out special operations on burglaries which may have affected this area. The police were working hard to stop this with extra officers in Ongar supporting them. They had also laid on two extra cars in the evenings that concentrated on the Ongar and Nazeing areas.

It should be noted that problems with licensed premises had taken his officers to Loughton and Epping on Friday and Saturday evenings.

He met regularly with his counterpart from Hertfordshire, where they have their own problems.

Caroline Wiggins, EFDC's Safer Communities Manager, added that they had sent out 15 warning letters. It should be noted that not all the youths came from outside this area; there were a lot of local youths involved.

They were currently looking for funding for a 'Cross-border Officer' to be the liaison between all the bordering authorities and were meeting with Harlow and Brentwood managers about this.

Councillor Mrs Whitehouse asked Chief Inspector Ray what was the reason the Met police chased their youth out of their area. Chief Inspector Ray said that he could not speak for the Met police, he presumed they were trying to catch them or put them off offending.

Councillor Mrs Webster commented that Waltham Abbey had not been mentioned so far but she was reassured about the good work being done. As for Waltham Abbey youths, they are restricted as there was restricted public transport, so did this mean that they came from within. Did they know the age group of the offenders in Waltham Abbey as that have been some disturbing incidents in the area over the last two weekends? Chief Inspector Ray agreed that Waltham Abbey did not have any transport connections to London and that the latest incidents involved local males in their twenties. Mr Gardener said the average age was about twenty-five for burglaries and theft; Anti-Social Behaviour Orders (ASBOs) were generally given to people of a lower age group.

Paul Southgate, one of EFDC's Anti-Social Behaviour Investigators, said that he dealt with offenders from eight to sixteen/seventeen years old. Warning letters were sent out mostly to local people.

Councillor Spencer asked if Chief Inspector Ray's statistics included cross border offending, especially his ward. Chief Inspector Ray said that his HQ governed what statistics they used. He confirmed that cross border crime was a real issue, but it was their problem no matter where it came from.

Councillor Frankel representing Theydon Bois said that they had an underground station there but the police tactics seemed to be working. They seemed to have had a moderately good year. How much crime was brought in by road transport and could this be helped by the automatic number plate recognition system (ANPR). Chief Inspector Ray said the system was a blessing and gave them good quality hits and arrests. Caroline Wiggins added that the council's has ANPR facilities on their CCTV camera that will be coming into use soon. They were also revamping the neighbourhood watch for the district.

Councillor Mrs Whitehouse said that Mr Southgate said that he spoke to the young people at Limes Farm can he tell us more about this. Mr Southgate said that in reality parents were not often aware that their children had been stopped and spoken to. They were trying to inform parents that this had happened by the use of warning letters and were also encouraging other agencies into go to an area. Mr Gardener added that they used special action groups at Limes Farm using multi agencies to make them part of the solution as there was not always just a policing solution. As an example there was a young girl on an ASBO and other controls, who had now turned her life around, had moved away from all criminal activity and was now studying at Epping Forest College. They needed to target the use of ASBOs.

Councillor Jacobs asked that of the 70% that did not respond to their letters, were they chased up with a repeat letter and what about repeat offenders. Mr Southgate said that the warning letter was just one of the tools available for dealing with anti-social behaviour. There was generally a defensive attitude when they receive the first letter. When they know about it they tend to get involved. If it continues then they move on to the second stage warning which may entail a phone call or a visit to the family. If it continues then more focused action was called for, such as an acceptable behaviour contract or the use of other agencies or family court action.

Councillor Jon Whitehouse thanked the police for their efforts in Epping High Street recently. He then asked what the effects of the burglaries were and who picked up the pieces? As for the ANPR system is it a data bank for all number plates? Chief Inspector Ray replied that the system would supply the background information that came with a car number plate. As for victims of crime, they have a policing pledge to attend within the hour. Scene of crime and neighbourhood police would do follow up visits. Every victim would get a tailored service.

Councillor Mrs Smith commented that another rural area of the district, Roydon, had problems with youths there. She made a plea that Roydon be included in their cross border projects. She asked what would happen if there was no funding for the cross border officer. The expertise of our crime reduction partnership is well recognised but what were the risks if elements of the partnership became weak for some reason, how would you deal with the weak link. Caroline Wiggins replied that if they did not get the funding for the cross border officer post it would just take longer to get the cross border partnership up and running. Mr Gilbert said that the crime reduction partnership was currently strong and successful. Each partner was an individual organisation in its own right and all the partners contribute resources and bring a lot to the table. The partnership will grow and it may expand to include the Corporation of London and the Lea Valley Regional Park Authority. They were also seeking membership from the magistrates.

The Chairman, Councillor Pritchard, then moved the discussion on to cover the second item, that of protection of vulnerable individuals/families from targeted anti-social behaviour. He asked Councillor Mrs Whitehouse to introduce this item.

Councillor Mrs Whitehouse started by asking if the council was satisfied with the Councils response to harassment. How do we monitor harassment and get evidence and what was the response time?

Mr Gardener said there were strong structures in place for harassment. There was an anti social behaviour co-ordinating group where incidents could be flagged up by any member of that group. It meets monthly and any items brought up are acted upon. The group also co-ordinates actions between the various agencies involved.

Councillor Mrs Whitehouse asked if all agencies attended regularly. Mr Southgate said that they did and they could work quickly, they had recently got an injunction within 5 days. Mr Gardener said that victim care was absolutely essential; some action would always be taken. They were very proactive in dealing with complaints and would keep the victim updated and informed.

Councillor Frankel commented that there were concerns that multi agency working was sometimes hampered by data protection, was this a problem? Mrs Wiggins said that communication and information sharing was very good. They had signed up to intelligence sharing, which makes sure that all agencies could work together. Data protection was not a concern. Chief Inspector Ray said it was bad about ten years ago but it was different now. They did share information and had formed links with other agencies going back years. Mr Gardener added that they were reviewing their offenders list to see if it could be progressed with their partners.

Councillor Frankel asked how information was passed down to the officer on the beat attending incidents. Would they have access to any of this background information that the joint agencies hold? Mr Gardener said that officers would attend meeting where all the relevant information would be shared. Chief Inspector Ray added that everything on their intelligence system was available to their operators who are connected to the officers by radio or via their PDAs.

Councillor Mrs Whitehouse asked if all data was shared with officers on the beat. Chief Inspector Ray replied that at an incident, an officer would deal with the situation they were faced with. If the same situation encountered was repeated over time then they would put in place any systems necessary to deal with a recurring incident.

Mr Gardener commented that they had given training on partnership working to probationer PCs, showing them the lateral problem solving mechanism that they have in place.

Councillor Mrs Webster said that she had been a councillor a long time and they have always been trying to get agencies to work together. Now we have been shown that it was working and they are doing a good job. They should be congratulated.

The Chairman, Councillor Pritchard, moved the discussion along asking for any general questions that the members may have for the officers present. He started by asking if the partnership was happy with the mechanism to communicate with the public. Mr Gilbert said that more could be done and that needed to engage with the public and publicise what they do and their successes and results. Next year's strategic assessment would include the outcomes from an open day to be held on 17 November where they were to ask the public what they think; the last hour of which they would have a question and answer session so that they could hear some of their concerns.

Councillor Angold-Stephens said a few years ago there was a problem in Loughton which was dealt with by the Transport Police. How does the partnership work with the

Transport Police? There was also the problem of the night time economy in towns, which is now starting to generate problems late at night. How are the Police dealing with this? Chief Inspector Ray remembered the incident in Loughton. They still work in close cooperation with the British Transport Police. As far as the night time economy was concerned they were happy they were doing quite well at present as they have enough officers to cover the area.

Councillor Mrs Smith asked if the partnership was a statutory consultee of this authority. Mr Gilbert said they were a statutory body and existed in their own right and can be used as a consultation body for other agencies. Councillor Mrs Smith then asked how the partnership fitted into hierarchy of our services. Mr Gilbert said that was a difficult area as each member was a body in its own right. They try to take collective decisions and see them through. Every EFDC report has a special Safer Cleaner Greener section on it and is required to consider crime and disorder for every decision it makes.

Councillor Mrs R Brookes said it was great that PCSO had surgeries but it was a pity they were so poorly attended. She noted that a few months ago the police and the PCSO had a stall at the farmers market which was a good idea; and that there had been good proactive initiatives taken at Murray Hall. There was a problem on underage drinking where large groups gathered; what happens to the shops selling the alcohol to the under aged? Chief Inspector Ray said this had always been a problem and they worked closely with Trading Standards and sometimes they went and had a word with the shopkeepers. In his experience children usually got alcohol from their house.

Mr Gilbert summed up by saying he hoped they had demonstrated that the Partnership was a working partnership, and that their interventions really did work. It should be noted that using the outcome of the place survey and other surveys that local residents were fearful of crime and there was a need to understand why people had this fear and the issues around criminality. He hoped that members now felt better informed having attended this meeting.

Councillor Frankel said it was one of the best scrutiny meetings he had attended.

Councillor Mrs Smith said she would like this forum to look at CCTV coverage and the officers duties in what was described as 'CCTV co-ordination' and for the Parish and Town Councillor to be informed of what they were doing. It was decided that this could be scheduled for another meeting

The Chairman thanked the officers and Chief Inspector Ray for coming to this, the first meeting scrutinising crime and disorder in the district.

### **33. REPORTS TO BE MADE TO THE NEXT OVERVIEW AND SCRUTINY METING**

It was agreed that the successful first meeting of this crime and disorder scrutiny panel be reported to the next meeting of the Overview and Scrutiny Committee.

### **34. FUTURE MEETINGS**

The dates of the Panels future meeting were noted.



## **Report to Safer Cleaner Greener Standing Scrutiny Panel**

**Date of meeting: 25<sup>th</sup> February 2010**

**Subject: CCTV Service Delivery Plan**

**Officer contact for further information: Mrs C Wiggins / Mr A Petty**

**Committee Secretary: Mr A Hendry**

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SCRUTINY



### **Recommendations:**

- (1) To consider the CCTV Service Delivery Plan and associated Code of Practice;**
- (2) To note and agree the following key actions from the Action Plan:**
  - (a) the resource implications;**
  - (b) the reconfiguration of the post of Safer Communities Assistant to CCTV Support Officer; and**
  - (c) the bringing together the management and maintenance of all CCTV under the remit of the Safer Communities Unit; and**
- (3) To recommend to Overview & Scrutiny Committee accordingly**

### Service Delivery Plan

1. The 2009/10 work programme has within it the requirement for the production of a strategic CCTV document. Attached to this agenda is the first draft of a Service Delivery Plan ("plan") for the Panel's consideration.
2. The plan is broken down into the following key sections:
  - (i) some background and historical context;
  - (ii) national and local policies;
  - (iii) aims and objectives;
  - (iv) the current position in the Epping Forest District;
  - (v) the delivery plan and resource implications; and
  - (vi) a number of detailed appendices.
3. The plan is intended to pull together within the Safer Communities Unit, most of the Council's CCTV resources, with the exception of that operating in the civic offices, which would be managed by CSS directorate and operated and maintained by ESSD.
4. The use of CCTV has both positive and negative aspects, in that there is an apparent general wish for CCTV to be available to support crime reduction and detection, whilst on the other hand there are understandable concerns around the excessive use of CCTV and its effects upon civil liberties. The plan and its associated Code of Practice are intended to enable the Council to achieve a sensible balance between these two.
5. Historically, the Council has implemented CCTV without any overarching strategy or principles in place, with the result that there are a multiplicity of systems in place, using differing technologies and very variable results in terms of usable recordings. It is critical that, if we are to have CCTV, and justify its use for crime reduction and detection, the systems are always available and able to provide the quality of recorded images which will enable the law enforcement agencies to use those images as evidence.

6. The plan looks to the next 3 years operationally and five years financially, with the operation stage being in two distinct phases:

- Phase 1: reviewing and consolidating existing CCTV systems; and
- Phase 2: developing and integrating systems to ensure compatibility, quality imaging and reviewing new technologies.

The action plan sets out these phases in more detail.

7. Maintaining a modern CCTV system is an expensive exercise. Members will note from the plan that there are no proposals for the introduction of fully monitored systems (i.e. permanently manned facilities), relying instead upon direct data downloads or more often remote data downloads or remote camera feeds. The costs of monitored CCTV are prohibitive, and probably not justified within the context of the Epping Forest District.

8. Members, when they agreed the Safer, Cleaner, Greener initiative in February 2008, made financial provision to enlarge the Safer Communities Unit, including within it two Anti social behaviour investigators and a CCTV Operations Officer. Additional Continuing Services Budget provision was made for the new appointments plus £35,000 per annum for the maintenance and upgrading of CCTV facilities.

9. By way of example, the following are typical costs:

- (a) Pan & tilt camera: £1,000 to £3,000 each
- (b) Re-deployable camera: £8,000 to £12,000 each
- (c) Digital data recorder: £1,500 to £2,000 each
- (d) Annual maintenance: £ 500 to £1,500 depending upon number of cameras
- (e) Remote (broadband) access: £ 350 per annum

There are additional central costs around upgrading computers and screens.

A typical new scheme, with say 3 or 4 cameras linked, would therefore cost around £10,000 to £15,000 in capital costs, with on-going revenue costs in the region of £1,000 per annum.

10. The Safer Communities budget for 2009/10 has just under £40,000 revenue allocated for equipment, CCTV etc but no capital allocation. As the plan describes, we have been successful in attracting external funding for capital costs for equipment purchase, from the Safer Communities Partnership (£15,000) and via the Local Strategic Partnership Performance Reward Grant (£35,000 – over 2 years). However, EFDC has had to meet the on-going revenue costs of maintenance and downloading data etc. We are aware of locations where the present CCTV infrastructure is close to failure and in need of replacement, but the estimated costs of full replacement will be significant. Future capital provision will have to be considered for these locations.

11. The Safer Communities Unit has within it a Safer Communities Assistant post, on grade 3. This postholder has, over recent months, been required to devote considerable time to helping the CCTV Operations Officer with respect to system maintenance, downloading imagery etc. Given the continuing expansion of CCTV as envisaged in the Service Plan, it is proposed that this position be permanently reconfigured as a CCTV Support Officer and be subject to evaluation under the Council's Single Status arrangements. In the event that this evaluation results in the grade increasing, this can be accommodated within the existing salary budgets.

12. Whilst the plan deals with operational issues initially over a two year period, resourcing issues are dealt with over an extended five year period, reflecting the need to build in the resource capability to acquire new systems and replace and upgrade existing ones. The plan will be reviewed on an annual basis.

## Code of Practice

13. The code of practice is very much a technical working document detailing the operation and use of all CCTV systems under the control of the Council. It is a public document and will be available on our website.

14. It outlines some common definitions and goes on to give a brief explanation of our aims and objectives in relation to CCTV.

15. The main body of the code deals with the way we will handle the data produced by our systems including:

- a. How we deal with request to view data;
- b. Individual subject access requests;
- c. Disclosure of CCTV evidence;
- d. The protection, storage and cataloguing of data; and,
- e. The evaluation, monitoring and audit of the systems.

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## CCTV SERVICE DELIVERY PLAN



**Epping Forest District Council**

**Authors:**

Caroline Wiggins

Adrian Petty

safer  
cleaner  
greener



 **Epping Forest  
District Council**

EPPING FOREST  
DISTRICT COUNCIL

SERVICE DELIVERY PLAN FOR  
CLOSED CIRCUIT TELEVISION  
2009 - 2012



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|   |                |
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# Executive Summary



## **Safer Cleaner Greener:**

The “Safer cleaner greener” (SCG) initiative was adopted by Cabinet in November 2007 alongside the corporate restructure, which was being undertaken at that same time. The initiative was a response to residents’ concerns raised through a range of different media (e.g. Forrester, BVPP resident questionnaires etc). Residents had expressed concerns about:

- Environmental standards (especially street cleansing);
- Levels of crime and disorder and anti-social behaviour;
- The need to react to climate change and related issues; and
- Waste management

The corporate restructure resulted in the formation of the Environment & Street Scene Directorate, the intention being to better integrate Street Scene related issues, pulling together into one Directorate (amongst other things)

- Waste management
- Environment and public health
- Safer communities
- Grounds maintenance

An enlarged Safer Communities Unit was established in autumn 2008 with two additional Anti-social behaviour officers and a new CCTV Operations Officer, under the management of the Safer Communities Manager.

The decision to appoint a CCTV Operations Officer was the result of an almost exponential growth in CCTV systems throughout the district. However, this had not taken place in a controlled way resulting in a proliferation of private and public systems with no policy framework or resources to support them. The public perceive CCTV as an effective deterrent to anti-social behaviour and the Police increasingly rely on the evidence provided from CCTV images in support of their enforcement role. However it was becoming clear that the existing uncontrolled implementation of CCTV meant that it was unable to operate at its full potential with some of the key difficulties identified below:

- Lack of maintenance resource resulting in cameras working below standard or not at all.
- Difficulties in accessing the data for evidential purposes due to system constraints.
- Legal compliance and best practice not being adhered to.

The first CCTV Strategy document is the result of the review of all existing CCTV systems. The Strategy will ensure that going forward the Council's CCTV systems will adhere to the new national standards, comply with data protection legislation and support the overarching objectives of the Council's "Safer, Cleaner, Greener" initiative.

The plan is a combination of:

- Extending actions already taken by the Council demonstrating its commitment to managing responsibly through best practice and sound leadership.
- Identifying the need for change.
- Educating others and raising local awareness in order to provide a consistent and professional approach when embracing new and existing CCTV technology whilst understanding the potential impact of its existence.
- Overcoming regulatory deficiencies through the National CCTV Strategy Program.

EFDC recognises the view that social acceptance should not be taken for granted and in terms of CCTV development and utilisation understands, what is deemed acceptable in terms of its use. The plan will assist us in further developing this critical tool in our fight against crime, anti-social behaviour and in providing safer environments for us to live, visit and work in.

As the name implies, it is a system in which the circuit is closed and all elements are directly connected. This is unlike broadcast television where any receiver that is correctly tuned can pick up a signal from the airwaves. Directly connected in this context includes systems linked by microwave, infrared beams etc.

Probably the most widely known use of CCTV is in security systems and such applications as retail shops, banks, government establishments, etc. The true scope for applications is almost unlimited...some examples are listed below.

- Monitoring of traffic.
- Time lapse recordings for the animation of plasticine puppets.
- Football stadia.
- Recording wildlife.
- Aerial photography using a hot air balloon.
- Casinos.
- High Streets.
- Vehicles such as buses and coaches.
- Transport including aircraft and trains.
- Hospital operation rooms.

## Basic history of CCTV?

Siemens at Test Stand VII in Peenemunde, Germany installed the first CCTV system in 1942, for observing the launch of V2 -rockets. The noted German engineer Walter Bruch was responsible for the design and installation of the system.

In September 1968, Olean in the state of New York was the first city in the United States to install video cameras along its main business street in an effort to fight crime. The use of closed-circuit TV cameras piping images into the Olean Police Department propelled Olean to the forefront of crime-fighting technology.

The use of CCTV later became very common in banks and stores to discourage theft, by recording evidence of criminal activity. Their use further popularised the concept.

In the United Kingdom Kings Lynn & West Norfolk was the first council to introduce a town centre CCTV system in 1987.

In more recent decades, especially with general crime fears growing in the 1990s and 2000s, the use of surveillance cameras in public spaces has significantly increased especially in the United Kingdom.

## National level:

### Information Commissioner's Office (ICO) Code of Practice (revised 2008)

This code of practice replaces the one first issued in 2000. Since then there have been advances in the way CCTV is used, the technology employed and the legal environment in which it operates. There have also been developments which may help reduce the civil liberty concerns around the use of CCTV. This revised code builds upon the previous guidance reflecting these changes and the lessons learnt of how it is used in practice. During the production of the code discussions have taken place with organisations that use CCTV and a public consultation exercise undertaken which generated many valuable comments. However, the objective of this code remains the same: helping to ensure that good practice standards are adopted by those who operate CCTV. If they follow its provisions this not only helps them remain within the law but fosters public confidence by demonstrating that they take their responsibilities seriously.

### The National CCTV Strategy

The strategy is needed to co-ordinate the development of CCTV systems and to ensure that they operate effectively. Some public space CCTV is owned, monitored and managed by individual local authorities using equipment procured at different times for a range of different activities. Some public space CCTV is in private ownership. The usage and effectiveness of CCTV systems therefore varies considerably across the country, compromising the positive impact it can make on local crime and disorder.

In April 2005, the Association of Chief Police Officers (ACPO) submitted a paper to the Home Office, suggesting that there was a need to develop a strategy for the future development of public space CCTV. They expressed the view that without a national strategy there was a risk that:

- The current infrastructure would deteriorate.
- The opportunity to maximise the effectiveness of CCTV and integrate future technologies that could greatly assist policing could be lost.

The National CCTV Strategy presents the results of a wider ranging review of CCTV and its applications in the reduction of crime and in public safety. The strategy reviews the use of CCTV to date, examining both its strengths and its weaknesses and makes recommendations for improving its use and effectiveness in England and Wales. The Strategy highlights 10 key issues:

- (1) The need for standards in all aspects of CCTV;
- (2) The need for clear guidelines and public awareness;

- (3) Training;
- (4) The Police use of CCTV;
- (5) Storage/Volume/Archiving/Retention issues;
- (6) The need for CCTV networks – live and stored;
- (7) Use of CCTV within the Criminal Justice System;
- (8) Emerging technologies/Changing threats/New and changing priorities;
- (9) Partnership working; and
- (10) Financial issues

The Strategy sets down recommendations with the intention of ensuring provision of:

- Effective, well managed CCTV, taking into account coverage and costs, the role of the CCTV industry and the views of the public.
- Best practice for partnerships between local authorities, CCTV operators, police officers and the emergency services – offering better protection to the public both as a deterrent and in the investigation of crime.
- Better standards in CCTV operation and in the presentation of imagery closed circuit television

The National CCTV Strategy can be found at [www.crimereduction.homeoffice.gov.uk/cctv](http://www.crimereduction.homeoffice.gov.uk/cctv)

This Service Delivery Plan is part of a two stage response to the National CCTV Strategy, setting out the key principles of what we are doing with CCTV, what we intend to do in the future and how that is all to be resourced.

However, that is not in itself sufficient, and therefore, in accordance with the Information Commissioner's Office (ICO), the Council has also produced a CCTV Code of Practice, which is modelled on that developed by the Information Commissioner's Office. The Code of Practice is an important part of the overall strategy for service delivery since it provides detailed information on how the Council will conduct itself in the use of CCTV, covering such as issues as:

- How we use CCTV
- Where we will use CCTV
- What CCTV systems we will use
- The storage and protection of the data collected
- Access to the data collected by persons whose images are captured
- The use of CCTV covertly and the interaction with the Regulation of Investigatory Powers Act 2000

The Code of Practice is attached as appendix xx to this Service Delivery Plan.

## **Service Plan Aims:**

The aim is to deploy and use CCTV in appropriate areas of the District in order to:

- help secure and maintain safe environments for those who visit, work in, trade in or enjoy leisure pursuits within the district.
- operate the Council's CCTV schemes fairly and lawfully and only for the purposes for which they were established, or subsequently agreed in accordance with this code.
- regularly monitor, review and enhance the Council's CCTV schemes in order to ensure and improve their effectiveness.

## **Objectives:**

- the formation of a central hub for all Council CCTV matters
- to manage the Council's CCTV systems responsibly by providing a legally compliant service through the implementation of robust CCTV policies and guidelines
- to provide high quality evidence which may be used to further an investigation by the Council or other law enforcement agencies and where appropriate to facilitate the prosecution of offenders.
- to assist in the reduction and prevention of crime.
- to ensure that all CCTV schemes are 'fit for purpose' through preventative and reactive maintenance plans and regular operational requirement reviews.
- to understand and effectively manage the public perception of CCTV



The Council currently operates 32 CCTV public space systems (PSS) throughout the district, involving the management and maintenance of around 200 cameras. This does not include our special operations cameras and deployable portable systems.

### **Initial Findings:**

After an extensive audit of the systems around 80% were found to fall short of what is considered to be 'fit for purpose' due to, amongst other things:

- equipment not meeting current compliancy standards and recommendations set out by the Home Office Scientific Development Branch (HOSDB) and that of the National CCTV Code of Practice.
- a number of systems not having a regular preventative maintenance schedule in place which may result in CCTV evidence not being admissible or credible in court.
- some cameras out of service.
- some site locations being restrictive to the user and having health and safety risks attached to them.
- some cameras being in locations with inadequate security measures in place
- a large proportion of the systems being at the end of their life
- a number of internal processes require reviewing and updating to provide clear audit trails and accurate data sharing and intelligence gathering
- some systems still operating using "super home video service" (SVHS) tapes which require separate VCR's to retrieve CCTV imagery, and whilst this is still a good form of image quality it is fast becoming obsolete as more systems are using digital technology

## What are we doing now?

The Home Office has asked all local authorities to provide 6 digit reference points (GPS) for each individual camera that we control and which covers public space areas. This will contribute to a national database mapping system for use by the Police during criminal investigations.

This Council has been instrumental in the formation of a countywide CCTV User Group. Membership currently includes ourselves, Brentwood, Colchester, Basildon, Chelmsford, Harlow, Thurrock and Tendring and the intention is to use this partnership approach to achieve common goals through experience, success stories, case studies, technical knowledge and expertise. Significant benefits are already being realised, including expenditure reductions, improved intelligence sharing and technical support and guidance.

We are creating a new CCTV maintenance contract for our CCTV network using the Essex Procurement Hub procedures, we anticipate this will provide us with a number of options for suppliers and cost savings.

A new priority Risk Assessment Matrix (RAM) has been introduced in order to be clear and transparent on how we select and identify areas for new CCTV schemes and improvements and upgrades to existing ones.

The Council has also recently become a member of the National CCTV User Group and as such now has access to a wide and varied number of CCTV supportive documents, expertise, a CCTV forum and technical advice.

Our CCTV service plan will be implemented over a 3-year period and will consist of two phases. Each phase is by no means exhaustive in content, and the phases may overlap each other, but each clearly identifies the foundation steps we need to take in order to achieve our CCTV objectives. It is intended to establish small CCTV working group lead by the CCTV Operations Officer to oversee the delivery of the service plan.

**Phase 1:** The initial phase is based on the Reviewing, Identifying and Consolidating of CCTV systems. We will also review our processes, staff development and budgets.

We are already aware of a number of priorities, and these will automatically be incorporated within the phase 1 programme:

- system audit and data base development.
- consolidation of all EFDC CCTV budgets.
- the preparation of clear procedures for CCTV system use and the handling of video images and stills.
- CCTV compliancy and legal review. Including RIPA 2000.
- enhance partnership working.
- where there is a shared 'Data Controller' responsibility, ensuring each knows their duties under the Data Protection Act 1998 and other relevant legislation.

**Phase 2:** will take the strategy further forwards through enhancement, development and integration, concentrating on upgrades of older systems, project management and integration, and making the best use of emerging and new technologies.

## **Current position:**

When Council agreed the new arrangements for the Safer Communities Unit as part of the adoption of the "Safer, Cleaner, Greener" initiative, additional revenue budget provision of £35,000 was made available for the 2008/09 financial year for CCTV.

For the current financial year, 2009/10, £39,530 of revenue is available, broken down into £20,500 for CCTV maintenance and £19,030 for new and upgraded systems. The Housing Directorate has its own Careline CCTV, and whilst the Community Safety Unit manages the equipment, the Housing Directorate meets its own costs. There remain other CCTV systems "owned" by other Directorates, for which there appears to be no allocated funding.

No capital provision has been made in the Council's current five year capital programme.

The detailed safer Communities budget sheet is appended as appendix xx.

The Council has been successful in bidding for and attracting external funding to support its own budget provision, with support from the Epping Forest safer Communities Partnership and Performance Reward Grant from the Epping Forest Local Strategic Partnership.

However, if the CCTV service is to continue to develop and be adequately maintained, additional resources will be required over the life of the Service Development Plan and beyond. To provide some context to this, the costs of typical system purchase and maintenance are set out below:

### (a) Maintenance:

A standard preventative maintenance package will average between £500 and £1,500 per year per system and is determined mainly by how many cameras are on each system, their complexity and the need for any specialised equipment in order to access them.

A typical system, with maintenance, can be expected to last between 5 to 7 years

### (b) New / replacement equipment:

The following are typical costs:

- (i) Pan & tilt camera: £1,000 to £3,000 each
- (ii) Deployable camera: £8,000 to £12,000 each
- (iii) Digital data recorder: £1,500 to £2,000 each
- (iv) Annual maintenance: £ 500 to £1,500 depending upon number of cameras
- (v) Computer work station: £ 900
- (vi) Router and firewall: £1,000

(vii) Telephony: £ 120

Applying these costs to typical systems of a 3 to 4 camera scheme results in costs in the order of £10,000 to £15,000 per scheme. Whilst remote access is expensive, it is more effective that make separate arrangements for imagery to be downloaded by third party contractors on an 'as and when' basis

(c) Deployable systems:

These portable camera systems are designed to deploy in 'hot spot' areas at short notice, and cost in the region of £8,000 each. The airtime agreement in order to remotely monitor a deployable camera costs around £850 per annum.

(d) Annual operating costs

Annual operating costs are as follows:

- (i) Telephone rental: £120 per annum
- (ii) Electricity: £120 per annum
- (iii) Remote (broadband) access: £240 per annum

(e) CCTV signs:

It is a legal requirement in public spaces to place signs warning people of the fact that CCTV is in use. The signs must provide key information such as the purpose of scheme, scheme operator details and contact information. Each sign costs in the region of £45 to purchase and erect/attach.

From the costs set out above it can be seen that, if all of the 32 systems currently in place had remote access, there would be costs in the region of £50,000 per annum to operate and maintain. This excludes staffing costs. This is considerably in excess of the current budget of just under £40,000 per annum and is only currently sustainable through the Housing Directorate meeting its own costs and the fact that currently very few of the sites have the benefit of full remote access. Where externally provided capital has been used to procure new systems, the maintenance of these systems falls directly to the Council.

### **Future demand**

If the anticipated demand for CCTV is to be met, additional resources will be required. Wherever possible, existing systems will be reviewed and relocated where it can be shown that there is no longer an operational requirement. However, it is likely that this will not negate the need for additional systems to be provided. All of the systems will require on-going maintenance and provision will have to be made to replace systems as they get to the end of their operational lives or as technological advance renders them unusable. Furthermore, it will become necessary to

upgrade more of the sites to full remote access to avoid the need to employ contractors to download data, which is not cost effective in the longer term.

As presently, every effort will be made to obtain external funding contributions towards the procurement costs of new systems, and maintenance costs are being consolidated through a procurement exercise with the Essex Procurement Hub, the outcome of which is not yet known. However, a planned process of replacement will be required over the forthcoming years, and whilst this plan operationally covers the next two years, for the purposes of future funding, the plan looks forward for the next five years.

Attached at appendix xx is the list of current CCTV locations setting out details of the installations. Included in that list are the dates of installation, where known, and the anticipated date of system replacement. Using that table the following capital and revenue profile arises:

| AREA & TOTAL   | Cost Breakdown  | NOTES   |
|--|---|---|
| <p><b>Debden Broadway Area CCTV, Loughton</b></p> <p>Total costs: £26,200.00</p> <p>Priority: High</p> <p>Installation date: July 2005 (A)<br/>July 2003 (B)<br/>July 2003 (Vere Road)<br/>July 2003 (Burton Road)</p> | <p>Debden Broadway (A)</p> <ul style="list-style-type: none"> <li>- New DVR £3000</li> <li>- 2 New PTZs £4000</li> <li>- 7 Static Cameras £2100</li> <li>- Cabling £2000</li> </ul> <p>Debden Broadway (B)</p> <ul style="list-style-type: none"> <li>- New DVR £3000</li> <li>- 2 New PTZs £4000</li> <li>- 7 Static Cameras £2100</li> <li>- Cabling £2000</li> </ul> <p>Vere Road</p> <ul style="list-style-type: none"> <li>- Cabling £2000</li> </ul> <p>Burton Road</p> <ul style="list-style-type: none"> <li>- Cabling £2000</li> </ul> | <p><b>Vere Road</b></p> <p>Cameras to be integrated into the Debden Broadway (A) system.</p> <p>Cameras will need reviewing</p> <p><b>Burton Road</b></p> <p>Cameras can stay, will need reviewing at a later date</p> <p>Will look to integrate into Debden Broadway (B) system.</p> <p><b>Broadway</b></p> <p>14 new static cameras and 4 new PTZs would replace existing 21 static cameras</p> |
| <p><b>High Road, Loughton</b></p>  | <ul style="list-style-type: none"> <li>- New DVR £2500</li> </ul>   | <p>Replacement of 5</p>   |

|  |   |   |
|--|---|---|
| <p>Total costs: £11,500.00</p> <p>Priority: Med - High</p> <p>Installation Date: July 2006</p>                                     | <ul style="list-style-type: none"> <li>- 2 New PTZs £4000</li> <li>- 10 New Static Cameras £3000</li> <li>- Cabling £2000</li> </ul>                | <p>existing static cameras, with 3 additional ones.</p> <p>Replacement of 1 existing PTZ, with 1 additional one.</p>  |
| <p><b>Langston Road, Loughton</b></p> <p>Total costs: £3000.00</p> <p>Priority: Low – Med</p> <p>Installation Date: 2001</p>       | <ul style="list-style-type: none"> <li>- 5 Static Cameras £1500</li> <li>- New DVR £1500</li> </ul>   | <p>Replacement of 5 existing static cameras</p>   |
| <p><b>Cottis Lane, Epping</b></p> <p>Total costs: £3500.00</p> <p>Priority: Low – Med</p> <p>Installation Date: January 2007</p>   | <ul style="list-style-type: none"> <li>- 1 New PTZ £2000</li> <li>- New DVR £1500</li> </ul>  | <p>1 additional PTZ to be added</p> <p>New DVR to accommodate the extra camera</p> <p>Existing cameras to be reviewed for quality</p>   |
| <p><b>Borders Lane, Loughton</b></p> <p>Total costs: £5800.00</p> <p>Priority: Med – High</p> <p>Installation Date: March 2004</p> | <ul style="list-style-type: none"> <li>- 6 Static Cameras £1800</li> <li>- 1 PTZ £1500</li> <li>- New DVR £1500</li> <li>- Cabling £1000</li> </ul> | <p>6 new static cameras and 1 new PTZ to replace 9 existing static cameras. The PTZ would be able to perform the function of 2-3 of the existing static cameras at the front of the shops, or at the back of the parade where there has only been 1 request for footage in the past 2 years</p> |
| <p><b>Roundhills, Waltham Abbey</b></p> <p>Total costs: £4800.00</p> <p>Priority: Med</p>  | <ul style="list-style-type: none"> <li>- 6 Static Cameras £1800</li> <li>- 1 additional PTZ £2000</li> <li>- Cabling £1000</li> </ul>               | <p>6 new static cameras and 1 new PTZ (in addition to the recently installed PTZ opposite Browns Self Service Shop) to replace existing 8 static</p>  |

|  |   |   |
|--|---|---|
| <p>Installation Date:<br/>December 2002<br/>(New DVR installed<br/>2009)</p>   |   | <p>cameras. New PTZ could either cover the opposite end of the shops to the existing PTYZ (i.e. Fish and Chip shop area), or cover the rear of the shopping parade, where there is currently 2 existing static cameras.</p> |
| <p><b>Upshire, Waltham Abbey</b></p> <p>Total costs: £2500.00</p> <p>Priority: Low – Med</p> <p>Installation Date: March 2004<br/>(New DVR installed 2009)</p> | <ul style="list-style-type: none"> <li>- 1 PTZ £1500</li> <li>- Cabling £1000</li> </ul>  | <p>1 new PTZ to be added to the system to cover blind spots along the front of the shopping parade. Existing camera angles to be reviewed.</p>  |
| <p><b>Pyrls Lane, Loughton</b></p> <p>Total costs: £8800.00</p> <p>Priority: Med - High</p> <p>Installation Date: July 2000</p>                                | <ul style="list-style-type: none"> <li>- New DVR £2000</li> <li>- 6 Static Cameras £1800</li> <li>- 2 PTZ £4000</li> <li>- Cabling £1000</li> </ul> | <p>6 new static cameras and 2 new PTZs to replace existing 10 static cameras.</p> <p>New DVR to increase the retention time from 21 days to 31 days.</p>  |
| <p><b>Limes Farm (Budgens), Chigwell</b></p> <p>Total costs: £4300.00</p> <p>Priority: Med – High</p> <p>Installation Date: March 2002</p>                     | <ul style="list-style-type: none"> <li>- 6 Static Cameras £1800</li> <li>- New DVR £1500</li> <li>- Cabling £1000</li> </ul>                        | <p>Replacement of existing 5 static cameras, with 1 additional camera on the car park at the front of the shopping parade.</p> <p>New DVR to accommodate extra camera and increase retention time to 31 days.</p>           |
| <p><b>Loughton Way,</b></p>  | <ul style="list-style-type: none"> <li>- New DVR £2500</li> <li>- 8 Static Cameras £2400</li> <li>- 1 PTZ £1500</li> <li>- Cabling £1000</li> </ul> | <p>Replacement of existing 8 static cameras, and a new PTZ to be added onto the system (in addition to the existing</p>   |



|   |  |  |
|---|--|--|
| <p><b>Buckhurst Hill</b></p> <p>Total costs: £8400.00</p> <p>Priority: Med – High</p> <p>Installation Date: March 2002</p>                      | <ul style="list-style-type: none"> <li>- White Lighting (for rear) £1000</li> </ul>  | <p>PTZ). Existing PTZ to have angles and position reviewed.</p> <p>New DVR to increase the retention time from 15 days to 31 days.</p>   |
| <p><b>Parklands, Coopersale</b></p> <p>Total costs: £3300.00</p> <p>Priority: Low</p> <p>Installation Date: February 2003</p>                   | <ul style="list-style-type: none"> <li>- New DVR £1500</li> <li>- 6 Static Cameras £1800</li> </ul>  | <p>No downloads for 2 years consider for removal</p> <p>If an upgrade is needed:</p> <p>Replacement of 6 existing static cameras.</p> <p>New DVR to increase retention time from 13 days to 31 days.</p> |
| <p><b>Longcroft Rise, Oakwood Hill Estate, Loughton</b></p> <p>Total costs: £3700.00</p> <p>Priority: Med</p> <p>Installation Date: Unknown</p> | <ul style="list-style-type: none"> <li>- 9 Static Cameras £2700</li> <li>- Cabling £1000</li> </ul>  | <p>Replacement of 9 existing static cameras. Angles to be reviewed.</p>  |
| <p><b>Pelly Court, Epping</b></p> <p>Total costs: £7400.00</p> <p>Priority: Low</p> <p>Installation Date: October 2000</p>                      | <ul style="list-style-type: none"> <li>- 8 Static Cameras £2400</li> <li>- 2 PTZs £2000</li> <li>- Cabling £1000</li> <li>- New DVR £2000</li> </ul> | <p>8 new static cameras and 2 new PTZs to replace 13 existing static cameras.</p> <p>New DVR to increase retention time from 21 days to 31 days.</p>   |
| <p><b>North Weald Airfield</b></p> <p>Total costs: £5100.00</p>   | <ul style="list-style-type: none"> <li>- 2 Static Cameras £600</li> </ul>  | <p>Cameras and DVR to be reviewed.</p>   |

|   |  |   |
|---|--|---|
| <p>Priority: Low</p> <p>Installation Date: April 2006</p>   | <ul style="list-style-type: none"> <li>- 2 PTZs £3000</li> <li>- New DVR £1500</li> </ul>                                    | <p>If upgrade is needed:</p> <p>New DVR to increase retention time from 14 days to 31 days</p> <p>Replacement of 2 existing static cameras, and 2 existing PTZs</p>   |
| <p><b>Limes Farm 'Yellow Block', Chigwell</b></p> <p>Total costs: £10,500</p> <p>Priority: High (At expected time of replacement)</p> <p>Installation Date: December 2007</p> | <ul style="list-style-type: none"> <li>- 15 Static Cams £4500</li> <li>- 1 PTZ £3000</li> <li>- New DVR £3000</li> </ul>     | <p>Cameras and DVR to be reviewed nearer the expected replacement date (2014/2015)</p> <p>(Costs are estimated assuming a straight upgrade on existing equipment)</p> |
| <p><b>Lower Queens Road car park, Buckhurst Hill</b></p> <p>Total costs: £7100.00</p> <p>Priority: High (At expected time of replacement)</p> <p>Installation Date: 2009</p>  | <ul style="list-style-type: none"> <li>- 7 Static Cameras £2100</li> <li>- 1 PTZ £3000</li> <li>- New DVR £2000</li> </ul>   | <p>Cameras and DVR to be reviewed nearer the expected replacement date (2015/2016)</p> <p>(Costs are estimated assuming a straight upgrade on existing equipment)</p> |
| <p><b>Queens Road, Buckhurst Hill</b></p> <p>Total costs: £16,400</p> <p>Priority: High (At expected time of replacement)</p> <p>Installation Date: 2009</p>                  | <ul style="list-style-type: none"> <li>- 3 Static Cameras £900</li> <li>- 5 PTZs £12,500</li> <li>- New DVR £3000</li> </ul> | <p>Cameras and DVR to be reviewed nearer the expected replacement date (2015/2016)</p> <p>(Costs are estimated assuming a straight upgrade on existing equipment)</p> |

\*\* For 2010/11 other one off revenue costs arise, mainly due to the need to ensure that all sites are properly signed, using the signage described in appendix xxx. This will require one-off expenditure of £10,000. On-going costs associated with replacement signage etc are included in the revenue column in the above table.

| TASK  | HOW   | WHO   | RESOURCES       | WHEN                      | MONITORING<br>MILESTONES & SUCCESSES  |
|---|---|---|-----------------|---------------------------|---|
| <p><b>System audit and database development</b></p> <p><b>Identify &amp; collate all EFDC owned and supported CCTV schemes across the district.</b></p>   | <p>Retrieve &amp; collate all existing CCTV documentation from the various service areas, existing champions &amp; incorporate this into a central database.</p> <p>Visit all CCTV locations &amp; identify system manufacturers, models, cameras types and quantities.</p> <p>Systematically review &amp; record all current &amp; lapsed maintenance contracts, suppliers, systems plans &amp; drawing where available.</p> <p>Risk Assess all systems.</p>   | <p>Those currently responsible for individual CCTV systems.</p>   | <p>EXISTING</p> | <p>12 months or less.</p> | <p>Database &amp; mapping system completed</p> <p>March 2009</p> <p>Service maintenance needs identified and progressed</p>   |
| <p><b>Consolidate all CCTV budgets</b></p> <p><b>The introduction of a centralised CCTV budget over seen by E&amp;SS</b></p>  | <p>Deliver initial &amp; ongoing communication to all EFDC Directorates who previously had responsibility for CCTV systems , outlining the new CCTV role, its vision &amp; expectations in a bid to consolidate CCTV funding allocated to existing services.</p>  | <p>Budget holders</p> <p>Finance dept</p> <p>Partnership funds</p>  | <p>EXISTING</p> | <p>24 months or less</p>  | <p>Target deadline actions.</p> <p>Clearly defined objectives.</p> <p>Funds transferred from all current CCTV budget holders within the time constraints set out.</p>   |
| <p><b>Clear process for compliancy &amp; best practice procedures for the use of CCTV.</b></p> <p><b>The implementation of a robust administrative system for the effective management of CCTV.</b></p> | <p>Carry out complete review of all existing procedures.</p> <p>Introduction of new CCTV data requesting forms and procedures.</p> <p>Deliver training package for all EFDC staff that have CCTV responsibilities.</p> <p>Staff development training.</p> <p>Deliver guidelines to external partners such as Essex Police on procedures for requesting of EFDC CCTV video images &amp; stills.</p> <p>Identify those personnel who require SIA licences to use EFDC CCTV.</p> <p>Create &amp; introduce spend plan spreadsheets for CCTV.</p> | <p>Security Industry Authority (SIA)</p> <p>Service directorates and managers</p> <p>Legal services</p> <p>ICT</p> <p>Partners &amp; stakeholders</p> | <p>EXISTING</p> | <p>24 months or less</p>  | <p>Spot checks and audits.</p> <p>Staff refresher training.</p> <p>Use of Various Performance Indicators (PI's) to determine success rates.</p> <p>Procedures for CCTV image requests are now in place.</p> <p>Process flow chart established for CCTV requests and delivered.</p> <p>Staff development and training is ongoing and in some areas completed.</p> <p>Spend plan spreadsheets up &amp; running.</p> <p>RAM tool developed.</p> <p>Clear audit trail established for continuity of evidence chain.</p> |

| TASK  | HOW   | WHO  | RESOURCES | WHEN               | MONITORING<br>MILESTONES & SUCCESSES   |
|---|---|--|-----------|--------------------|--|
| <b>Revised CCTV Code of Practice (CoP)</b>  | In conjunction with Essex Police, the ICO and National CCTV Strategy.<br><br>Research best practice, based on National CCTV Code of Practice (public document).   | Daniel Bond<br>Safer Communities<br>CCTV support<br>Adrian Petty<br>CCTV Operations<br>Officer<br>Legal services<br>Essex Police | EXISTING  | Sept 2009          | Code of Practice developed<br>independent auditing<br>To be reviewed on a regular basis  |
| <b>A cost effective maintenance contract in place for all EFDC controlled CCTV sites.</b> | Review existing maintenance provision.<br>Introduce new maintenance contract.<br>Tender process set up for CCTV contractors identifying EFDC/Partnership needs and specifications of product.<br>5 stage process:<br>Working with Essex HUB<br>1. Prepare contract draft<br>2. Invite to tender<br>3. Tender received<br>4. Decision.<br>5. Contractors appointed | Essex Hub<br>Safer Communities<br>Team<br>Finance Dept   | EXISTING  | October 09         | Short term contracts initially in order to evaluate performance and delivery of service.<br><br>Currently working on a new maintenance contract template with various levels of service.<br><br>Current CCTV contractors and suppliers to be enrolled into the HUB scheme<br>Contractor appointed  |
| <b>Partnership working</b>  | Communications though various mediums such as;<br>The introduction of a CCTV quarterly operational status reports for the entire districts CCTV.<br>CCTV Presentation workshops with partners, Councillors and other agencies where appropriate.  | All partnerships where CCTV plays a factor.<br><br>Training groups and Facilitators.   | EXISTING  | 24 months or less. | Focus group<br>Regular partnership working.<br>Staff Feedback.<br>CCTV Monthly status report set up and running since November 2008. - DELIVERED <ul style="list-style-type: none"> <li>Essex CCTV user Group set up and running since March 2009</li> <li>CCTV Mobile Partnership Vehicle training July 2009</li> <li>National CCTV user group membership joined February 2009</li> <li>District Police to have EFDC CCTV presentations<br/>Providing capability and service information</li> </ul> |

| TASK                            | HOW   | WHO   | RESOURCES                          | WHEN                       | MONITORING<br>MILESTONES & SUCESSSESS   |
|---------------------------------|---|---|------------------------------------|----------------------------|---|
| <p><b>Staff development</b></p> | <p>Continued development of key staff within the Safer Communities team and as appropriate with EFDC.</p> | <p>Service Managers<br/>Trainee/s<br/>HR Dept</p> | <p>Additional funding required</p> | <p>24 months - ongoing</p> | <p>Recognised Qualifications<br/>(e.g. BTEC level accreditation)</p> <p>PDP reviews</p> <p>Fully trained members of staff/qualifications.</p> <p>Progress to date</p> <ol style="list-style-type: none"> <li>1. BTEC Foundations of CCTV</li> <li>2. BTEC Gathering Video Evidence</li> <li>3. Training on VuePrint system with Clear View Communications</li> <li>4. RIPA update course</li> </ol> |

## PHASE 2 – CCTV Enhancement, development and integration.

| TASK   | HOW  | WHO   | RESOURCES       | WHEN             | MONITORING<br>MILESTONES & SUCCESSES  |
|--|--|---|-----------------|------------------|---|
| <p><b>Continuous improvement to CCTV infrastructure through development.</b></p>   | <p>Regular reviews of existing product capability.</p> <p>Upgrade and integrate systems across the district as applicable.</p> <p>Introduce new systems as part of growth and to meet new objectives.</p> <p>Identify shortfalls and weakness and where necessary make appropriate decisions for change.</p> | <p>CCTV Contractors.<br/>Product suppliers.<br/>Project managers</p> <p>ICT department to support and engage with Safer Communities for the effective integration of new CCTV products and capability.<br/>Partnership agencies and stakeholders.</p> | <p>EXISTING</p> | <p>36 months</p> | <p>On time delivery of new projects.<br/>Minimal Impact and disruption to service.<br/>Seamless Integration.</p> <ol style="list-style-type: none"> <li>1. Integration of Buckhurst Hill CCTV sites completed by Autumn 2009.</li> <li>2. Enhancement of Upshire &amp; Roundhills sites completed May 2009.</li> <li>3. New CCTV schemes in Bobbingworth and Bakers Lane car park area expected delivery by 2010.</li> <li>4. Pyrls Lane upgrade and Norway House expected delivery time end of 2010</li> <li>5. Remote access capability to be introduced starting with key locations inc Buckhurst Hill, Loughton High Road, Debden Broadway &amp; Bobbingworth.</li> </ol>                           |
| <p><b>The introduction of 'Digital Only' CCTV systems across the district.</b></p> | <p>Identify older generation tape systems in use (Part of Phase 1 process)</p> <p>Replace all tape recording systems with digital systems.</p>   | <p>ICT services<br/>Budget constraints<br/>Staffing resources<br/>Partners<br/>Suppliers and manufacturers</p>  | <p>EXISTING</p> | <p>36 months</p> | <p>Reduction in costs once in place.<br/>Improved Data Security.<br/>Improved quality of images will increase success rates when using images for evidential purposes.<br/>Allows for remote access monitoring provides greater flexibility in monitoring and reduces labour costs when image retrieval is required.</p> <p>Meeting new digital parameters for CCTV such as frame resolution, frame rates, storage formats, audit trails, export efficiency and methods and download player software capability.</p> <p>Replace SVHS system in SCP CCTV mobile unit. 2009<br/>Langston road depot digital switch.<br/>Integrate Careline sites across the district end of 2011 digital switch over.</p> |

| TASK                                    | HOW   | WHO  | RESOURCES  | WHEN             | MONITORING<br>MILESTONES & SUCCESSES   |
|---|---|--|--|------------------|--|
| <p><b>Remote Access Capability.</b></p> | <p>Carryout feasibility studies.</p> <p>Investigate suitable products to meet need through expertise of supplier and ICT.</p> <p>Implement trials &amp; demonstration periods where possible.</p> | <p>ICT services</p> <p>Contractors/suppliers</p> <p>Safer Communities dept</p> <p>Essex Police</p> <p>Budget constraints</p> | <p>Initial Set up costs £2070</p> <p>Ongoing costs £800.0 per site</p> | <p>60 months</p> | <p>Set up working action group with IT dept's appointed suppliers, and other key services and relevant partners.</p> <p>By project and equipment performance studies in conjunction with suppliers and ICT.</p> <p>Feasibility study completed – April 2009</p> <p>ICT support ongoing.</p> <p>Working group established.</p> <p>Remote access solutions identified – May 2009.</p> <p>Stand Alone hardware and software purchased – by end of 2009.</p> <p>Broadband and Bearer lines package identified May 2009.</p> <p>Remote access capability to at least 3 sites not including existing Limes Farm estate by Dec 2009.</p> <p>Pilot schemes set up in designated areas.</p> <p>Record results through audit trails.</p> <p>Identify best way forward.</p> <p>Reduction of labour costs.</p> <p>Equipment downtimes reduced.</p> <p>Improved Security of system.</p> |



## APPENDIX TWO

ACPO – Assoc of Chief Police Officers

BS-EN 70132/7 - One of the standards relating to general use and installation of CCTV.

CCTV – Closed Circuit Television

CJS – Criminal Justice System

CoP – Code of Practice

**Criminal Justice Service** - Created to deliver some of the 44 CCTV recommendation set out within the National CCTV Strategy Program Board.

**CRT** - cathode-ray tube: a vacuum tube in which a hot cathode emits a beam of electrons that pass through a high voltage anode

DVD – Digital Versatile Disc

DVR – Digital Video Recorder

HOSDB – Home Office Scientific Development Branch

ICO – Information Commissioners Office

ICT – Information Communications Technology

**Legacy Systems** – Systems that started out effective but through changes in technology and software become high risk, unsuitable or non effective over a period of time.

LUX – density of light measured in lumens/sq.meter

**National CCTV Body** - Created to deliver some of the 44 CCTV recommendation set out within the National CCTV Strategy Program Board.

NPIA – National Policing Improvement Agency

NVR – Network Video Recorder

OR – Operation Requirement

**Outward Facing Camera** – a camera that faces onto a public place.

**Partnership Working** - Created to deliver some of the 44 CCTV recommendation set out within the National CCTV Strategy Program Board.

**Police Use of CCTV** - Created to deliver some of the 44 CCTV recommendation set out within the National CCTV Strategy Program Board.

PSS – Public Space System

PTZ – Pan Tilt Zoom

**Rotakin** – Device used to measure resolution and television lines camera latency and efficiency

**Standards & Operability** – Created to deliver some of the 44 CCTV recommendation set out within the National CCTV Strategy Program Board.

SVHS – Super Video Home Service

**TFT** - a thin film transistor liquid crystal display (TFT-LCD) is a variant of liquid crystal display (LCD) which uses thin film transistor

TVLs – Television Lines

VMD – Video Motion Detection

## APPENDIX THREE

Information Commissioners Office (ICO)

<http://www.ico.gov.uk/>

Ministry of Justice (MoJ)

<http://www.justice.gov.uk/>

British Security Industry Association (BSIA)

<http://www.bsia.co.uk/>

National Policing Improvement Agency (NPIA)

<http://www.npia.police.uk/>

Home Office Scientific development Branch (HOSDB)

<http://scienceandresearch.homeoffice.gov.uk/hosdb/>

Association of Chief Police Officers (ACPO)

<http://www.acpo.police.uk/default.asp>

Crown Prosecution Service (CPS)

<http://www.cps.gov.uk/>

British Transport Police (BTP)

<http://www.btp.police.uk/>

Security Industry Authority (SIA)

<http://www.the-sia.org.uk/home>

Local Government Association (LGA)

<http://www.lga.gov.uk/lga/core/page.do?pageld=1>

Department for Transport (DfT)

<http://www.dft.gov.uk/>

Her Majesties Courts Service (HMCS)

<http://www.hmcourts-service.gov.uk/>

Office of Surveillance Commissioner (OSC)

<http://www.surveillancecommissioners.gov.uk/index.html>

## APPENDIX FOUR

### DIRECTORATE SUGGESTED LOCAL PERFORMANCE INDICATORS

| Environment & Street Scene |                       |  |               |              |         |                  |   |
|----------------------------|-----------------------|--|---------------|--------------|---------|------------------|---|
| RESPONSIBILITY             | CURRENT LPI REFERENCE | SUMMARY DEFINITION OF SUGGESTED LPI  | RETAIN AS LPI | Quarter 3    | 2008/09 | 2009/10 Proposed | JUSTIFICATION OF RESPONSIBLE DIRECTOR FOR RECOMMENDATION OF LPI   |
| John Gilbert               | KPI LPI 03            | People feeling safe outside after dark (LAA Indicator)   | NO            | Place Survey | 53.90%  |                  | This is not an indicator which is collated on a local basis. It forms part of a wider LAA target collected through the annual place survey  |
| John Gilbert               | NEW                   | Response time to requests from the Police for the download of CCTV imagery from EFDC managed cameras for use as evidence | NEW           | NEW          | NEW     | To be determined | The use of CCTV can be of critical importance in investigating crime. It is vital that requests for downloads are dealt with promptly and that the downloads are properly managed so as to be valid for evidential purposes |

APPENDIX FIVE

**CCTV cameras are in  
operation 24 hours a day**



**Images are being recorded for the purpose of  
public safety, crime prevention and detection.**

Evidence gathered will be used to prosecute offenders



**This scheme is controlled by  
Epping Forest District Council  
Tel: 01992 564608**

# Risk Assessment Matrix (RAM)

## APPENDIX SIX

|                     |   |                         |   |   |   |
|---------------------|---|-------------------------|---|---|---|
| Impact on Community | 4 |                         |   |   |   |
|                     | 3 |                         |   |   |   |
|                     | 2 |                         |   |   |   |
|                     | 1 |                         |   |   |   |
|                     | 0 |                         |   |   |   |
|                     |   | 1                       | 2 | 3 | 4 |
|                     |   | Likelihood of Incidents |   |   |   |

- High Priority
- Medium priority subject to funding
- Low Priority / Does not fit CCTV criteria

| LIKELYHOOD OF INCIDENTS   | IMPACT ON COMMUNITY  |
|---|--|
| <p><b>1 – Highly unlikely</b><br/>Event is/would be exceptional / rare</p> <p><b>2 – Possible but unlikely</b><br/>Event not expected to occur, but small chance of occurrence.</p> <p><b>3 – Possible and probable</b><br/>Event likely to occur.</p> <p><b>4 – Virtually certain</b><br/>Event very likely to occur</p> | <p><b>1 – Minor/Insignificant</b><br/>Consequence negligible. Associated costs/losses are relatively small. Negligible effect on service provision. No embarrassment likely to occur for organisation. External partner does not have funds for ongoing CCTV costs.</p> <p><b>2 – Moderate</b><br/>Consequence modest. Material financial consequence but scope to absorb within budget. Noticeable effect on service provision. Failure to meet locally determined standards of service. External partner has a small/limited amount of</p> <p><b>3 – Major/Grave</b><br/>Consequence severe. Significant financial consequence which cannot be absorbed within budget. Serious impact on quality/quantity of service provision. Failure to meet regulatory standards. Likely to be national/local press interest. External partner has sufficient funds for ongoing</p> <p><b>4 – Catastrophe</b><br/>Consequence extreme. Continuity of element of service compromised. Dire financial impact, such that need fundamental rethink of how and/or whether to provide service. Failure to provide statutory services/meet legal obligations.</p> |

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## **EPPING FOREST DISTRICT COUNCIL**

### **Closed Circuit Television Code of Practice**



**For the operation of public space CCTV systems in the  
Epping Forest District, including re-deployable systems**

**Epping Forest District Council is a  
Member of the National CCTV User Group.**

**February 2010**

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# Management and Operation Code of Practice

## 1. INTRODUCTION

This Code of Practice is to control the management, operation and use of all Closed Circuit Television (CCTV) systems under the control of Epping Forest District Council, and is used in conjunction with the Information Commissioner's Office CCTV Code of Practice revised edition of 2008.

Epping Forest District Council own and are responsible for a large number of public space CCTV Systems, which operate independently throughout the district.

The Council will retain ownership of all recorded material in various formats, including videotape (SVHS), Compact Disc (CD), Digital Versatile Disc (DVD) and hard copy print, and retains absolute copyright of any recorded material. For the purpose of this document, any recorded material will be referred to as 'video imagery'. The Council will not release video imagery for commercial purposes or for the provision of entertainment. Video imagery will only be released for the purposes of evidence and training purposes.

The day-to-day operation of the Council's systems will be the responsibility of the Safer Communities Unit within the Environmental and Street Scene Directorate. The systems operate 24 hours a day, 365 days a year, except for cases of maintenance/upgrades etc, where it is necessary for a particular system to be powered down for a period of time.

The Safer Communities Unit will supervise the code and ensure its implementation.

This Code of Practice is a public document, and it will be available from the Environment and Street Scene Directorate and will be placed on the Council's website.

It is a condition of acceptance as a partner that users of CCTV demonstrate commitment to operate in accordance with this code by signing the required Certificate of Agreement in this document. Each participant in the scheme is bound by this Code of Practice and any subsequent amendments thereto.

## 2. TERMS AND DEFINITIONS

For the purposes of British Standard 7958:2005 the terms and definitions given in BS 8418 and BS-EN 50132/7, BS-EN 50131 and BS 8495:2007 apply, together with the following.

### CCTV Scheme

Totality of arrangements for CCTV in a locality including, but not limited to, the technological system, staff and operational procedures.

### Observation Mode

Mode of operation of a CCTV system, whereby monitoring is carried out live, the sole purpose of which is to observe the images in real time and not to record, store, or print the information viewed.

### Retrieval System

A CCTV system having the capability, in any medium, of effectively capturing data that can later be retrieved, viewed or processed.

### CCTV System

Surveillance items comprising of cameras and all associated equipment for monitoring, transmission and controlling purposes, for use in a defined area.

### Distributed System

Sub system, any part of which may be linked temporarily or permanently for remote monitoring within the CCTV system.

### Data

All information collected by the CCTV systems, including personal data.

### Incident

An activity that has been identified as an offence that has been committed or an occurrence that has taken place that warrants further specific action from either the Police or from the Council. For the purposes of this scheme, an incident is defined as:

Any event or occurrence monitored by a controller in respect of which information needs to be passed to another source to generate a response.

OR

A request by an authorised person or body, to monitor specific events or activity, in accordance with the purposes and key objectives of the scheme.

The provisions of the Regulation of Investigatory Powers Act (RIPA) 2000 may be relevant to such requests.

### Owner

Legal person or entity, agency or individual designated and trained as having direct responsibility for the implementation of the policies, purposes and methods of control of a CCTV scheme, as defined by the owner of the scheme.

### Manager

The CCTV Operations Officer has direct responsibility for the implementation of the policies, purposes and methods of control of a CCTV scheme, as defined by the owner of the scheme.

### Supervisor

Person specifically designated, trained and authorised by the owner of a scheme to ensure that at all times the system is operated in accordance with the Code of Practice and any procedural instruction issued by the owner or manager.

### Operator

Person specifically designated and authorised by the owner of a CCTV scheme to carry out physical operation of controlling that system.

### Recording Material (e.g. CD/DVD)

Any medium that has the capacity to store data, and from which data can later be recalled, irrespective of time.

### Recorded Material

Any data that has been recorded on any medium that has the capacity to store data, and from which data can later be recalled, irrespective of time.

### Hard Copy Print

Paper copy of a still image or images, which already exist on recorded material.

### Privacy Masking

The common term covering the need to restrict what can be seen by means of CCTV. It applies equally to images displayed in real time for surveillance purposes and images recorded for later use.

### Directed Covert Surveillance

This is defined under section 26 of the Regulation of Investigatory Powers Act (RIPA) 2000. It relates to covert surveillance for specific purposes where the gathering of private information is a likely outcome.

## **3. BACKGROUND**

Epping Forest District Council has, and is continuing to install CCTV systems, some of which are capable of expansion. Cameras have been installed within specific target areas, which have been identified through the gathering of information, including the use of Crime Pattern Analysis and the Council's CCTV Decision Matrix tool.

Community Safety is defined as any intervention that deals with anti-social behaviour and fear of crime, which may affect the quality of life of individuals and the local community. The Crime and Disorder Act 1998 defines anti-social behaviour as behaviour which causes, or is likely to cause alarm, harassment or distress to one or more persons not of the same household.

## **4. AIMS of EPPING FOREST DISTRICT COUNCIL'S CCTV**

- Help secure safer areas and environments for those who visit, work in, trade in or enjoy leisure pursuits within the district.
- The Council's CCTV schemes will be operated fairly and lawfully and will only be used for the purposes for which they were established, or subsequently agreed in accordance with this code.
- The Council will regularly monitor, review and enhance its CCTV schemes in order to ensure and improve their effectiveness.

## **5. PURPOSES OF EPPING FOREST DISTRICT COUNCIL'S CCTV**

Epping Forest District Council's CCTV schemes exist in order for us to record, view, and occasionally monitor activity within the intended area of coverage. Safeguards are used within the systems' capabilities to ensure cameras cannot be focused within private areas, such as windows, where there is no public access. Where it is unavoidable to have a camera focused on a home or other private area as part of a larger point of focus, privacy masking will be used to cover the private area from view.

## **6. COUNCIL CCTV OBJECTIVES**

- The introduction of a central hub for all EFDC CCTV matters. (Based within the E&SS Directorate).
- Manage our CCTV responsibly by providing a compliant delivery of service through the implementation of robust CCTV processes and guidelines.
- Provide high quality evidence which may be used to further an investigation by the Council or other law enforcement agencies to prosecute offenders.
- Assist in the reduction and prevention of crime.
- All schemes to be made 'fit for purpose' through preventative and reactive maintenance plans and regular operational requirement reviews.
- Effectively manage the public perception of CCTV including 'unrealistic expectations'.
- Monitor environmental conditions

Every effort is made in the planning and design of the Council's CCTV systems to provide maximum effectiveness within the current area of coverage, or such additional areas, which may subsequently form part of the system. It is not possible to guarantee the system will be able to see or provide evidence for every incident that may occur within the target area.

## **7. REVISION AND ALTERATIONS TO THE CODE OF PRACTICE**

This Code of Practice will be regularly reviewed, and any required revisions and alterations will then be made.

## **8. PLANNING OF CCTV SYSTEMS**

In planning the installation of CCTV systems, Epping Forest District Council refers to the Home Office Scientific Development Branch's latest Operational Requirements Manual as a guide to ensuring compliant and effective installations.

### Locations of cameras (See appendix 1)

All locations where cameras are to be installed will be assessed using various relevant statistics and analyses gathered from various sources, including the Police, local communities and local businesses to ensure maximum effectiveness and productivity.

### Signage (See appendix 2)

Corporate signs will be installed in and around the areas covered by the Council's CCTV systems. The placing of such signs is an important aspect of the principles of the Data Protection Act 1998. They will be of an appropriate size to the location and will contain the following information:

- a) The purpose of the scheme
- b) What the Council intends to do with the information gathered i.e. prosecute offenders
- c) Who owns the scheme

- d) Contact details
- e) Carry relevant Council logo/s and CCTV symbol

The signs will read:

*“CCTV cameras are in operation 24 hours a day.  
Images are being recorded for the purpose of public safety, crime prevention and detection.  
Evidence gathered will be used to prosecute offenders.  
This scheme is controlled by Epping Forest District Council  
Tel: 01992 564608”*

## **9. Dummy Cameras**

In the past, Epping Forest District Council has used dummy cameras in some locations in the district. However, studies have shown that public confidence in CCTV is based upon effectively operating cameras, and therefore dummy cameras will no longer be used within any CCTV schemes operated by the Council.

## **10. Ownership/Copyright Issues**

Epping Forest District Council's CCTV schemes are registered under the Data Protection Act 1998. The registration number is **Z5033101**. The Data Controller is Epping Forest District Council. All data will be processed in accordance with the stated purposes and in line with the agreement between the Data Controller and Essex Police, ensuring compliance with the Act.

### CCTV - Primary request to view data

Primary requests to view data generated by a CCTV system are likely to be made by third parties for any one or more of the following purposes:

- Providing evidence in criminal proceedings
- Providing evidence in civil proceedings or tribunals
- The prevention of crime
- The investigation and detection of crime (may include identification of offenders)
- Identification of witnesses

Third parties, who are required to show adequate grounds for disclosure of data within the above criteria, may include, but are not limited to:

- Police
- Statutory authorities with powers to prosecute, (eg. Customs and Excise; Trading Standards, etc)
- Solicitors
- Claimants in civil proceedings
- Accused persons or defendants in criminal proceedings
- Other agencies, (as agreed by the Data Controller and notified to the Information Commissioner) according to purpose and legal status

Upon receipt from a third party of a bona fide request for the release of data, the data controller shall:

- Not unduly obstruct a third party investigation to verify the existence of relevant data.

- Ensure the retention of data which may be relevant to a request, but which may be pending application for, or the issue of, a court order or subpoena. A time limit shall be imposed on such retention, which will be notified at the time of the request.

Where requests fall outside the terms of disclosure and Subject Access legislation, the data controller, or nominated representative, shall:

- Be satisfied that there is no connection with any existing data held by the police in connection with the same investigation.
- Treat all such enquiries with strict confidentiality

### CCTV - Secondary request to view data

This could be for example where a member of the public requests CCTV images of their vehicle in a car park where there has been an incident of criminal damage.

Before complying with a secondary request, the data controller shall ensure that:

- The request does not contravene, and that compliance with the request would not breach, current relevant legislation, (eg. Data Protection Act 1998, Human Rights Act 1998, section 163 Criminal Justice and Public Order Act 1994, etc);
- Any legislative requirements have been complied with, (e.g. the requirements of the Data Protection Act 1998);
- Due regard has been taken of any known case law (current or past) which may be relevant, (eg. R v Brentwood BC ex p. Peck); and
- The request would pass a test of 'disclosure in the public interest'.

If, in compliance with a secondary request to view data, a decision is taken to release material to a third party, the following safeguards shall be put in place before surrendering the material:

- In respect of material to be released under the auspices of 'crime prevention', written agreement to the release of the material should be obtained from a police officer, not below the rank of Inspector. The officer should have personal knowledge of the circumstances of the crime/s to be prevented and an understanding of the CCTV System Code of Practice.
- If the material is to be released under the auspices of 'public well being, health or safety', written agreement to the release of material should be obtained from a senior officer within the Local Authority. The officer should have personal knowledge of the potential benefit to be derived from releasing the material and an understanding of the CCTV System Code of Practice.

Recorded material may be used for bona fide training purposes such as police or staff training. **Under no circumstances** will recorded material be released for commercial sale of material for training or entertainment purposes.

### CCTV - Individual Subject Access under Data Protection Legislation

Under the terms of Data Protection legislation, individual access to personal data, of which that individual is the data subject, must be permitted providing:

- The request is made in writing;
- A specified fee is paid for each individual search;
- The data controller is supplied with sufficient information to satisfy him or her self as to the identity of the person making the request;

- The person making the request provides sufficient and accurate information about the time, date and place to enable the data controller to locate the information which that person seeks, (it is recognised that a person making a request is unlikely to know the precise time. Under those circumstances it is suggested that within one hour of accuracy would be a reasonable requirement);
- The person making the request is only shown information relevant to that particular search and which contains personal data of her or him self only, unless all other individuals who may be identified from the same information have consented to the disclosure.

In the event of the data controller complying with a request to supply a copy of the data to the subject, only data pertaining to the individual should be copied, (all other personal data which may facilitate the identification of any other person should be concealed or erased).

The data controller is entitled to refuse an individual request to view data under these provisions if insufficient or inaccurate information is provided, however every effort should be made to comply with subject access procedures and each request should be treated on its own merit.

In addition to the principles contained within the Data Protection legislation, the data controller should be satisfied that the data is:

- Not currently and, as far as can be reasonably ascertained, not likely to become, part of a 'live' criminal investigation;
- Not currently and, as far as can be reasonably ascertained, not likely to become, relevant to civil proceedings;
- Not the subject of a complaint or dispute which has not been actioned;
- The original data and that the audit trail has been maintained;
- Not removed or copied without proper authority;
- For individual disclosure only (i.e. to be disclosed to a named subject).

### CCTV - Procedure for the release of evidence

The Council is committed to the belief that everyone has the right to respect for his or her private and family life. Although the use of CCTV cameras has become widely accepted in the UK as an effective security tool, those people who do express concern tend to do so over the handling of the information (data) which the system gathers.

After considerable research and consultation, a nationally recommended standard has been adopted by the Council.

All requests for the release of data shall be channelled through the data controller or his nominated representative.

### CCTV - Process of disclosure

Replay the data to the requestee only, (or responsible person acting on behalf of the person making the request).

The viewing should take place in a separate room and not in the control or monitoring area. Only data that is specific to the search request shall be shown.

It must not be possible to identify any other individual from the information being shown, (any such information will be blanked-out, either by means of electronic screening or manual editing on the monitor screen).

If a copy of the material is requested and there is no on-site means of editing out other personal data, then the material shall be sent to an editing house for processing prior to being sent to the requestee.

For complaints about the use of the Council's CCTV scheme, refer to section 1.

## **11. CAPTURE, PROTECTION AND STORAGE OF DATA**

(In accordance with the Home Office Scientific Development Branch Digital Image Procedures Publication number 58/07)

On occasions, there may be times when the Council will need to retain data for a longer period where a law enforcement body is investigating a crime to give them an opportunity to view the images as part of an active investigation.

Because of differences in some of our CCTV systems, image retention periods on systems differ. All new systems and upgraded systems (2009 onwards) will retain images for 31 days as a maximum period available for download.

Whichever still or video camera or format of medium is chosen for the capture and initial storage of images, effective means are made available for transferring the images to the computer system where they are able to be used and possibly archived.

Images on reusable media should be copied from the original storage medium in the original file format onto a secure media. This secure media could be Write Once Read Many (WORM) or secure network storage. The term 'secure server' should be taken to mean an environment, including a security management system, which is accredited to a level of at least 'RESTRICTED' under the Government Protective Marking Scheme (GPMS), in accordance with the ACPO Community Documentation Set (ADS) and as approved by either the local Force Information Security Officer and/or the National Accreditor for Police Information Systems. Once the images and associated data have been copied onto the secure media, they cannot be overwritten or altered.

The generation of the secure copy will be carried out as soon as possible after the capture to reduce the time and opportunity for the accidental or malicious alteration to images.

All imagery Master or Working Copies will be appropriately identified in order to facilitate the storage, retrieval and eventual disposal of case material.

Any downloaded data exhibited in Court as evidence must be the Master Copy. There must be no editing or recording from other sources on to the Master Copy. However, while the Master Copy is in Police possession, the Police may take one working copy of the disc and a second copy of the disc to be used as disclosure material to the defence. Written statements will be required from the Police Officers as supporting evidence on copying and other handling of the transferred images onto the disc.

In terms of evidential value there is no difference between bit-for-bit copies of the data on the Master, Working Copies and the images on the storage medium. This does not remove the necessity to protect the Master as an exhibit in case of challenges to evidence handling procedures or image manipulation.

The software required for viewing proprietary formats will be made available to avoid images being inaccessible. Replay software will be provided with each recording to assist with the correct viewing of the files.

Working Copies can be in many forms. The files will be copied onto any suitable medium or distributed electronically, using a secure system only, for circulation to the Investigating Officer or Crown Prosecution Service.



Those that are retained for evidential purposes must be retained in a secure place, to which access is controlled, such as a secure safe.

## **12. CATALOGUING OF DOWNLOADED DISCS**

Data downloaded to any storage medium will be given a unique reference number and recorded in the CCTV data request register.

The data will then be stored securely at the Civic Offices in Epping until collected by the Investigating Officer or representative.

## **13. ERASURE OF RECORDED IMAGES**

Any recording made on the Council's CCTV systems will be automatically overwritten after a set period of time. This will be any time period between 8 and 31 days, depending on the individual system itself.

## **14. STORAGE OF TRANSFERRED IMAGES**

Recorded images will be stored securely to ensure that there is no unauthorised access or possibility of accidental or intentional damage. The storage space should be kept dust and moisture free and kept at a constant temperature, and always kept locked when not in use. Only authorised key holders will have access to the secure area.

## **15. USE OF AUDIO**

None of Epping Forest District Council's CCTV systems are configured to record any audio activity in conjunction with the video recording.

## **16. POLICE USE OF RECORDED IMAGES (Including Point of Transfer)**

When the Police have reasonable cause to believe that an incident has been recorded which involves, or may involve, criminal activity, a duly authorised Police Officer will be handed the downloaded data against signature and in accordance with the strict procedures in place.

A 'point of transfer' will be established in which the responsibility of handling of data transfers to the Police. That point of transfer will depend on the nature of the images being transferred, the recording format and equipment used by Epping Forest District Council. At whatever stage this point of transfer occurs, the Police audit trail must start from that point. Continuity of data handling will be demonstrated throughout, ensuring that the Police audit trail links directly to the Council's audit trail.

The Police have speciality facilities for copying data.

Recorded images owned and managed outside Local Authority Control may require to be processed by copying or the production of still images.

The Information Commissioner has approved a process whereby Local Authorities may process data on behalf of a third party Data Controller for policing purposes.

The process will ensure that the third party Data Controller, the Data Processor (Local Authority) and the Police will be seen to have made every effort to comply with the seventh principle of data protection law.

At the conclusion of use of any Master or Copy recorded by Essex Police, it will be returned to the Council, unless the Court directs that it should be destroyed instead of being handed back to the owners. In the latter case, a certificate of instruction will be provided by the Police to finalise the audit trail relating to those data images.

## **17. PROVISION OF RECORDED STILLS**

The photographic process should only be used to assist in the identification of incidents or in training or for demonstration purposes. Still photographs will not be taken as a matter of routine.

A Police Officer may request the owners to produce still frame images from recordings, also known as snapshots. All such stills will be given a unique reference number and be recorded in the CCTV data request register. A file copy may also be retained in the Civic Offices. All still photographs will remain the property of its owners.

Any still image provided by the Council to the Police will be kept secure and its handling logged in exactly the same way as recorded images. Any stills handed to the Police should be treated on the basis that they are required in Court. The still image is therefore to be placed in a sealed envelope with an exhibit label attached and a Witness Statement provided.

## **18. EPPING FOREST DISTRICT COUNCIL VIEWING OF RECORDED IMAGES**

A Council staff member may request to view the recording of a specified incident which does not involve, or appear to involve criminal activity but which may involve the management services for which the officer is responsible (i.e. Housing, Parking) if the officer has been made aware of an incident through other means and has reason to believe the CCTV may assist them.

- Any private viewings must be first approved by the Data Protection Officer.
- A log will be kept of any such viewings.
- No other viewings by an unauthorised person will be permitted.

## **19. EVALUATION, MONITORING AND AUDIT OF SCHEME**

The scheme owners should arrange for independent evaluation to establish whether the purposes as stated are receiving compliance and whether the objectives are being achieved.

The process should include:

- a) Assessment of the impact on crime the system has had
- b) Assessment and comparison of neighbouring areas without CCTV
- c) Views of the public
- d) Operation of the Code of Practice
- e) Whether the purposes and key objectives of the system remain valid
- f) Complaints received relating to the use of the scheme
- g) Data Protection and legal requirements
- h) Maintenance schedule and performance test of the systems

Evaluation should be provided for in annual budgetary considerations.

An Annual Report may be compiled and made available for public information by the Council, or their advisers. The topics covered within the report should include details of the following:

- a) A description of the scheme and the geographical areas of operation
- b) The scheme's policy statement

- c) The purpose 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

Any Annual Report will also provide details of the schemes' achievements during the previous 12 months, which may be based on information already held by the scheme. The assessment of the schemes' performance should include:

- a) The number of incidents recorded by the scheme
- b) The number of incidents reported to the Police and, where appropriate, other bodies, e.g. the local authority
- c) An assessment of the CCTV scheme's impact on crime levels and types of crime in the area covered by the scheme.

## APPENDIX 1

### EPPING FOREST DISTRICT COUNCIL CCTV SCHEMES

The Council's current CCTV schemes are listed below:

- Borders Lane Shopping Parade, Loughton – 9 Cameras
- Buckhurst Court, Albert Road, Buckhurst Hill – 1 Camera
- Burton Road, Loughton – 4 Cameras
- Chapel Road, Epping – 1 Camera
- Civic Offices, Epping – 16 Cameras
- Clifton Road, Loughton – 1 Camera
- Cottis Lane Car Park, Epping – 4 Cameras
- Debden Broadway, Loughton – 21 Cameras
- Frank Bretton House, Basons Way, Ongar – 1 Camera
- Hedgers Close, Loughton – 5 Cameras
- High Road, Loughton – 6 Cameras
- Hyde Mead House, Nazeing – 3 Cameras
- Jessop Court, Waltham Abbey – 1 Camera
- Jubilee Court, Waltham Abbey – 2 Cameras
- Langston Road Depot, Loughton – 5 Cameras
- Leonard Davis Court, North Weald - 2 Cameras
- Limes Farm Shopping Parade, Chigwell – 5 Cameras
- Limes Farm Yellow Block, Chigwell – 16 Cameras
- Longcroft Rise, Oakwood Hill Estate, Loughton – 9 Cameras
- Loughton Way Shopping Parade, Buckhurst Hill – 10 Cameras
- Queens Road (Lower) Car Park, Buckhurst Hill – 4 Cameras
- North Weald Airfield, North Weald – 4 Cameras
- Norway House, North Weald – 16 Cameras
- Parklands Shopping Parade, Coopersale, Epping – 6 Cameras
- Parsonage Court, Loughton – 1 Camera
- Pelly Court, Epping – 13 Cameras
- Pyrles Lane Parade, Loughton – 10 Cameras
- Queens Road, Buckhurst Hill – 8 Cameras
- Roundhills Shopping Parade, Waltham Abbey – 9 Cameras
- Upshire Shopping Parade, Waltham Abbey – 5 Cameras
- Vere Road, Loughton – 5 Cameras

APPENDIX 2

EPPING FOREST DISTRICT COUNCIL CCTV SIGN

**CCTV cameras are in  
operation 24 hours a day**



**Images are being recorded for the purpose of  
public safety, crime prevention and detection.**

Evidence gathered may be used to prosecute offenders



**This scheme is controlled by  
Epping Forest District Council  
Tel: 01992 564608**

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