

**2009 - 2012**

# CCTV SERVICE DELIVERY PLAN



**Epping Forest District Council**

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safer  
cleaner  
greener



 **Epping Forest  
District Council**

EPPING FOREST  
DISTRICT COUNCIL

SERVICE DELIVERY PLAN FOR  
CLOSED CIRCUIT TELEVISION  
2009 - 2012



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## **Safer Cleaner Greener:**

The “Safer Cleaner Greener” (SCG) initiative was adopted by Cab the corporate restructure, which was being undertaken at that same response to residents’ concerns raised through a range of different 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 Team was established in autumn 2008 with two additional Anti-social Behaviour Investigators 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 from now on 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 Programme.

EFDC recognises the view that social acceptance of CCTV 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.

# What is CCTV?

As the name implies, CCTV is a system in which the circuit is directly connected. This is unlike broadcast television where any receiver receives 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, observing the launch of V2 -rockets. The noted German engineer designed 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 policy background

## National level:

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

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
- (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 (RIPA)

The Code of Practice is attached to this Service Delivery Plan as Appendix 8.

## **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. (See Appendix 8 Code of Practice for locations).

### **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 (Ordnance Survey grid reference) 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. (See Appendix 6)

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 a small CCTV working group lead by the CCTV Operations Officer to oversee the delivery of the CCTV Delivery Plan. (See Appendix 1).

**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 have identified 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.
- 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.

# EFDC CCTV expenditure

## **Current position:**

When the Council agreed the new arrangements for the adoption of the “Safer, Cleaner, Greener” initiative, funding 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 Safer Communities Team 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 financial breakdown is attached (See Appendix 7).

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. This external funding has provided around £20,000 in additional revenue and £35,000 of new capital, and has enabled the provision of portable CCTV cameras for covert operations, CCTV in the Buckhurst Hill underpass and the refurbishment of a number of key CCTV facilities.

However, if the CCTV service is to continue to develop and be adequately maintained, additional resources will be required over the life of the Delivery 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 than making separate arrangements for imagery to be downloaded by third party contractors on an 'as and when' basis

(c) Re-Deployable systems:

These portable camera systems are designed to deploy in 'hot spot' areas at short notice for a limited time, 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. The EFDC Corporate CCTV Sign is attached as Appendix 5.

From the costs set out above, 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 reach 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.

At present, 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 8 is the CCTV Code of Practice which contains a 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 which can be seen in the financial breakdown at Appendix 7.

TASK	HOW	WHO	RESOURCES	WHEN	MONITORING 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>

**PHASE 1 – CCTV Consolidation and 1<sup>st</sup> stage needs.**

**EFDC CCTV Delivery Plan**

TASK	HOW	WHO	RESOURCES	WHEN	MONITORING MILESTONES & SUCCESSES
<b>Revised CCTV Code of Practice (CoP)</b>	In conjunction with Essex Police, the ICO and National CCTV Strategy  Research best practice, based on National CCTV Code of Practice (public document)	Daniel Bond Safer Communities CCTV support Adrian Petty CCTV Operations Officer Legal services Essex Police	EXISTING	Sept 2009	Code of Practice developed independent auditing 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. Introduce new maintenance contract Tender process set up for CCTV contractors identifying EFDC/Partnership needs and specifications of product 5 stage process: Working with Essex HUB 1. Prepare contract draft 2. Invite to tender 3. Tender received 4. Decision. 5. Contractors appointed	Essex Hub Safer Communities Team Finance Dept	EXISTING	October 09	Short term contracts initially in order to evaluate performance and delivery of service  Currently working on a new maintenance contract template with various levels of service  Current CCTV contractors and suppliers to be enrolled into the HUB scheme Contractor appointed
<b>Partnership working</b>	Communications though various mediums such as; The introduction of a CCTV quarterly operational status reports for the entire districts CCTV CCTV Presentation workshops with partners, Councillors and other agencies where appropriate	All partnerships where CCTV plays a factor  Training groups and Facilitators	EXISTING	24 months or less	Focus group Regular partnership working. Staff Feedback 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 Providing capability and service information</li> </ul>

TASK	HOW	WHO	RESOURCES	WHEN	MONITORING MILESTONES & SUCESSSESS
<b>Staff development</b>	Continued development of key staff within the Safer Communities team and as appropriate with EFDC	Service Managers Trainee/s HR Dept	Additional funding required	24 months - ongoing	<p>Recognised Qualifications (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 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. Product suppliers. Project managers</p> <p>ICT department to support and engage with Safer</p> <p>Communities for the effective integration of new CCTV products and capability. Partnership agencies and stakeholders</p>	<p>EXISTING</p>	<p>36 months</p>	<p>On time delivery of new projects. Minimal Impact and disruption to service. 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. Pyles 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 Budget constraints Staffing resources Partners Suppliers and manufacturers</p>	<p>EXISTING</p>	<p>36 months</p>	<p>Reduction in costs once in place. Improved Data Security Improved quality of images will increase success rates when using images for evidential purposes 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 Langston road depot digital switch Integrate Careline sites across the district end of 2011 digital switch over</p>

TASK	HOW	WHO	RESOURCES	WHEN	MONITORING 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 – Association of Chief Police Officers

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

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 Programme 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 Programme Board.

Police Use of CCTV - Created to deliver some of the 44 CCTV recommendation set out within the National CCTV Strategy Programme 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
<b>Likelihood of Incidents</b>					

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

Likelihood Of Incidents	Impact On Community
<p>1 – Highly unlikely Event is/would be exceptional/rare</p>	<p>1 – Minor/Insignificant 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>2 – Possible but unlikely Event not expected to occur, but small chance of occurrence</p>	<p>2 – Moderate 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 funds for ongoing CCTV costs</p>
<p>3 – Possible and probable Event likely to occur</p>	<p>3 – Major/Grave 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 CCTV costs</p>
<p>4 – Virtually certain Event very likely to occur</p>	<p>4 – Catastrophe 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. Likely to be significant national/local press interested</p>

						Remote Access Operating Costs	
Financial year	Location and details	Directorate	Location priority	Estimated replacement cost (capital)	Maintenance costs (revenue)	Set-up	Ongoing Annual
2010/11	Debden Broadway (A)		1	£26,200.00	£3,000.00	£250.00	£728.00
	Debden Broadway (B)						
	Burton Road, Debden					£250.00	£728.00
	Vere Road, Debden						
	Pyrles Lane, Debden	E & S S	2	£8,800.00	£1,000.00	£250.00	£728.00
	Civic Offices	CSS	2		£2,000.00	N/A	N/A
	Limes Farm shopping parade, Chigwell	E & S S	2	£4,300.00	£500.00	£250.00	£728.00
	Borders Lane shopping parade, Loughton	E & S S	2	£5,800.00	£1,000.00	£250.00	£728.00
	Clifton Road - Loughton	E & S S Land Drainage	2	£1,500.00	£500.00	£250.00	£728.00
	Loughton Way shops	E & S S	2	£8,400.00	£429.80	£250.00	£728.00
2011/12	Longcroft Rise, Loughton	E & S S	3	£3,700.00	£500.00	£250.00	£728.00
	Roundhills shopping parade, Waltham Abbey	E & S S	3	£4,800.00	£1,000.00	£250.00	£728.00
	Upshire shopping parade, Waltham Abbey	E & S S	4	£2,500.00	£500.00	£250.00	£728.00
	Pelly Court, Epping	E & S S	5	£7,400.00	£1,000.00	£250.00	£728.00
	Langston Road Depot, Loughton	E & S S	4	£3,000.00	£500.00	£250.00	£728.00
2012/13	Hedgers Close, Loughton	E & S S	5	£4,000.00	£500.00	£250.00	£728.00
	Parklands shopping parade, Coopersale, Epping	E & S S	5	£3,300.00	£500.00	£250.00	£728.00
2013/14	Cottis Lane car park	E & S S	4	£3,500.00	£500.00	£250.00	£728.00
	North Weald Airfield	E & S S	5	£5,100.00	£500.00	£250.00	£728.00
	High Road, Loughton	E & S S	4	£11,500.00	£1,000.00	£250.00	£728.00
2014/15	Limes Farm, "yellow block", Chigwell	Housing	1*	£10,500.00	£2,000.00	access already available	£728.00
2015/16	Lower Queens Road car park	E & S S	1*	£7,100.00	£1,000.00	£250.00	£728.00
	Queens Road, Buckhurst Hill	E & S S	1*	£16,400.00	£1,000.00	£250.00	£728.00
	Bobbingworth	E & S S Land Drainage		£11,000.00	£500.00	£250.00	£728.00
	Norway House	Housing		£10,000.00	£1,000.00	£250.00	£728.00
	Bakers Lane Car Park	E & S S		£10,000.00	£500.00	£250.00	£728.00
<b>Total</b>				<b>£168,800.00</b>	<b>£20,929.80</b>	<b>£5,500.00</b>	<b>£16,744.00</b>
	* At expected time of replacement						

### Careline Sites - Directorate Housing

	Location of Cameras	No of cams	Remote Access - Yes/No	Maintenance Contract - If yes, when it runs to etc
1	Buckhurst Court, Albert Road, Buckhurst Hill	1	No	Yes - Running until July 2010.
2	Chapel Road, Epping	1	No	Yes - Running until July 2010.
3	Frank Bretton House, Basons Way, Ongar	1	No	Yes - Running until July 2010.
4	Hyde Mead House, Nazeing	3	No	Yes - Running until July 2010.
5	Jessop Court, Waltham Abbey	1	No	Yes - Running until July 2010.
6	Jubilee Court, Waltham Abbey	2	No	Yes - Running until July 2010.
7	Leonard Davis Court, North Weald	2	No	Yes - Running until July 2010.
8	Parsonage Court, Loughton	1	No	Yes - Running until July 2010.

1	High
2	Med-High
3	Med-High
4	Low-Med
5	Low

Re-Deployable Cameras	
3 Cameras	5 X Sim Cards £317.30 each
1 Camera	No oncosts
Total £1585.10	

Replacement CCTV Signage	£100.00 per site
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