

Safer Runnymede

CCTV ANNUAL REPORT 2021

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CCTV Annual Report 2021

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Introduction

This report is published in compliance with the principles of the Home Office Surveillance Camera Code of Practice – June 2013.

Closed circuit television (CCTV) continues to be a powerful tool when used to combat crime and anti-social behaviour, particularly when integrated with other crime reduction methods such as retail 'radio-link' systems and close working partnerships with colleagues from Surrey Police.

Runnymede Borough Council, Safer Runnymede, Surrey Police, Ashford and St. Peter's NHS Trust, Thorpe Park and other local business organisations remain of the view that where CCTV is either in place, or will subsequently be introduced, there is a tangible benefit to those local communities and businesses and a reduction of incidents of crime and public disorder.

The CCTV system also assists in monitoring road safety and improves community confidence thereby creating a safer environment for residents, traders and visitors.

This report documents all aspects of the CCTV work performed within Safer Runnymede by the operators in the Safer Runnymede Care and Control Centre. This complies with the agreed Code of Practice which applies to the operation of public space CCTV and provides an outline of activity for partners.

Much of our activity must remain confidential as it involves police operations and actions by other enforcement agencies. This report is, as a result, limited in those details which can be provided in regard to individual cases, many of which are yet to come to court. It also excludes information which could lead to the identification of individuals.

All Community Safety Partners continue to work together to address local problems and share information in accordance with the agreed countywide multi agency information sharing protocol

It is recognised that gaining and keeping public support for CCTV is vital. We understand the need for a comprehensive and effective Code of Practice defining the systems operational parameters. This Code of Practice is published on our website:

<https://www.runnymede.gov.uk/CCTV>

Therefore, we will only utilise CCTV with the consent and support of our local communities to assist in the fight against crime, whilst ensuring that individual civil liberties are not infringed. Our CCTV system is operating in accordance with:

- The Data Protection Act 2018
- General Data Protection Regulation (GDPR) 2018
- The European Directive 95/46/EC
- The Human Rights Act 1998
- The Regulatory and Investigatory Powers Act 2000
- The Protection of Freedoms Act 2012

In addition to statutory requirements the Council continually assesses compliance with the following advisory Codes of Practice.

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- Data Protection Code for Surveillance Cameras 2014 – Information Commissioner’s Office (ICO)
- Surveillance Camera Code of Practice Level 2 – The Surveillance Camera Commissioner

The system design and operation is based on current guidelines provided by the Home Office, the Police Scientific Development Branch and advice from the National Police Chiefs Council (NPCC).

The CCTV scheme is registered with the Office of the Information Commissioner, in compliance with the Data Protection Act 2018, and with the Home Office in respect of the Police radio system.

All partners are committed to complying with these Codes in relation to the deployment and operation of CCTV.

CCTV Policy and Objectives

The prime purpose of the system is to reduce both the real and perceived level of crime.

The system is used:

- To improve confidence in the rule of law
- To provide security coverage for the Council’s own premises
- To assist in the apprehension and prosecution of offenders in relation to crime and public disorder
- To assist in the protection of vulnerable persons or victims of crime
- To provide security cover and monitoring for town centre events
- To gather evidence by a fair and accountable method
- To create a safer community, improving the quality of life for all
- To enhance the economic climate, creating a greater opportunity for prosperity
- In preventing or alleviating serious interruptions to traffic flow
- In preventing or alleviating problems of an anti-social nature in the community

All Borough Council CCTV Cameras are overt and their presence is clearly indicated by signs covering the CCTV area. The signs conform to the requirements of the Home Office CCTV Code of Practice.

CCTV footage and recorded information will only be used by the Borough Council, Police, and other statutory law enforcement agencies for the conduct of their duties.

CCTV Operations

The Safer Runnymede Control systems continue to operate to the high standards envisaged in its original specification, with ongoing technical upgrades incorporated into the running costs. The system remains state-of-the-art.

The digital storage of 31 days enables incidents to be immediately reviewed. We are also able to archive footage and burn data to evidential disks for Police and Council Officers as required. This system flexibility provides an outstanding service to partners. The quality of picture display, camera operation and picture retrieval are essential and used to its fullest extent.

We operate in compliance with the National Strategy for Public Space CCTV and are accredited to the Surveillance Camera Commissioner Code of Practice with our Level 2 accreditation in place until August 2023.

We continue to provide operational support to Surrey Police. Our transmission system utilises both Council and Police fibre cabling, which provides access to both Council and Police networks/IP telephony and radios. The Operators are each vetted to use the Police incident handling system (ICAD) which has increased the number of incidents which the operators have been able to assist with. Police management have visited our control room and continue to be satisfied in the security and operation of the room.

We operate as before, with dedicated operators monitoring the cameras in our Borough 24/7 and similarly, we provide CCTV operators to monitor the cameras in Spelthorne.

Two Supervisors assist the Safer Runnymede Manager in the undertaking of all operational obligations as well as the training of new staff, operational cover when required, and the day-to-day monitoring of the operation.

The current total number of accessible cameras accessed stands at 579 with additional cameras added throughout the year where a pressing need is established.

Live images are fed in real-time direct to Surrey Police Headquarters at Mount Browne, Guilford and locally direct to the Police Station at Addlestone.

Our operations team also support CCTV partnerships with local partners such as Thorpe Park and at the St. Peter's and Ashford NHS Trust Hospitals during out-of-office hours.

Monitoring for our partners from a single CCTV environment has continued to prove to be of considerable operational advantage to colleagues at Surrey Police. For example, incidents starting in one area are often resolved by observations in another, across the CCTV network. This wide area network of cameras is unique in the County and is of great benefit to local people, businesses, and Surrey Police.

In 1998, the first full year of operation, operators recorded 784 incidents where cameras were used. By contrast, recent figures are as follows:

	2019	2020	2021
CCTV Incidents by Borough			
Runnymede	4058	3726	4010
Spelthorne	2541	2390	3264
CCTV incident totals*	6599	6126	7274
Evidence produced			
DVD	284	235	36
Video Still	159	57	28
Video Reviews (SR staff)**	198	194	134
Visits from Police (Surrey/Met/British Transport Police)	1189	558	n/a
Requests for video uploads (NICE)	n/a	n/a	351
Requests for video still uploads (NICE)	n/a	n/a	64
Complaints	0	0	0
Subject access requests	1	0	1
Freedom of Information Requests	5	4	6
Privacy Impact Assessments	3	2	2
<p>*A table of CCTV events from December 2021 is attached as Appendix A. This table demonstrates the broad range of activities the CCTV system is used to support.</p> <p>**These video searches are conducted on behalf of Police by authorised SaferRunnymede personnel.</p>			

Providing CCTV Evidence

In our 2020 Annual Report, we spoke of our aspirations to develop our operational relationship with Surrey Police.

We have made significant progress within that operational provision where Surrey Police are now able to interrogate the video evidence system locally, thereby reducing the need to deploy Officers to the Civic Offices at Addlestone to review video evidence.

In our 2020 report, we referenced a direct correlation between the reduction in Police visits versus the number of remote interrogations at Staines police station, reducing the number of visits by c50%.

Recognising a potential efficiency, in January 2021, Surrey Police requested that Runnymede Borough Council accept a request for Safer Runnymede to link those embedded devices located at Addlestone and Staines Police Stations, to a forensic video evidence portal – NICE investigates.

The NICE evidence portal allows for remote upload of video data, effectively removing the necessity for Police Officers to visit the system hub at Runnymede and instead, Police can access system-wide video data from the Safer Runnymede workstations installed at Police locations.

Police have accessed these workstations on more than 850 occasions during the year.

Consequently, and during the period, the Safer Runnymede team received requests to upload 351 video evidenced files and 64 evidential still photos to the NICE portal.

Note: Safer Runnymede retains control of all evidential uploads for GDPR/Accreditation purposes.

Additional CCTV services

Beyond our efforts to assist Police colleagues, the CCTV system and our Code of Practice also permits use of the cameras for a number of different purposes. The variety of events has been broad; however, any system use will always be undertaken within the Code of practice.

There have been many searches for missing people of all ages from the very young to the elderly or sick. It is often difficult to place a tangible result on these events but as well as possibly preventing a tragedy and reducing emotional stress for the relatives; there are also considerable known savings to Police and other Emergency Services resources.

The system is also used by a number of Sections within the Council in the performance of their duties. It helps (by identifying) Town Centre Management problems such as rubbish, graffiti, or broken street furniture and in consequence these issues are dealt

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withoften before reports are received from the public. We also assist other agencies, including Customs and Excise and Health and Social Care. The cameras provide evidence of many road traffic collisions and footage and stills are used in the investigations as to the cause.

Partners at the Network Management Information Centre (NMIC - Surrey County Council Highways) are also able to receive images of Public Space CCTV cameras via fibre links. These are generally used to assist in Traffic Management or Major Incident planning.

Redeployable CCTV (RD CCTV)

Safer Runnymede has eight RD units across the Borough and leased further units to partners at Spelthorne Borough Council (Three) and Surrey County Council (One).

These cameras are designed to offer partners a direct link to the Safer Runnymede CCTV control room, seeking to assist them where they are engaged in efforts to prevent and detect crime.

The Redeployable cameras do not rely on traditional CCTV transmission, instead they use the telecoms network to send CCTV images to Safer Runnymede. The restrictions to deployment therefore are limited to power supply and the suitable street furniture to fix assets to.

Surrey County Council licence Runnymede to use Street Lighting Columns where appropriate and their partners Milestone provide the required power supply at each location.

Once these are in place, our CCTV engineers bracket the column and fix the CCTV asset to the bracket. The bracket/power supply remains in place once the issue has been resolved and the RD unit removed, allowing for reinstatement if the need arises.

During the year these assets contributed directly toward the reduction of Anti-Social Behaviour, County-Lines drug dealing and supported house closures (Drugs related).

Directed Surveillance (RIPA – The Regulatory and Investigatory Powers Act 2000)

Use of the CCTV system under the Regulation of Investigatory Powers Act 2000 is recorded and during the year the legislation was used on five occasions. The necessary authorisations were all provided by Surrey Police and authorised by a Police Superintendent.

In 2019, Runnymede CCTV Control Practices were audited by the Surveillance Commissioner's Office, where our RIPA usage and protocols were considered.

No issues were raised, and the audit report suggested Runnymede was a fine example of best practice.

The system continues to be maintained to the highest possible standards with the criteria always that the pictures must be of evidential quality.

Compliments and Complaints

We regularly receive thanks and compliments from colleagues at Surrey Police and from our partners across the CCTV network partnership.

There were three formal compliments during the period where the CCTV team were complimented on their outstanding operational contributions (attached as Appendix B).

The CCTV system is operated strictly in accordance with an agreed and published Code of Practice. This complies with the requirements of the Information Commissioner. This requires complaints about misuse of cameras or invasion of privacy to be investigated and reported.

There were no CCTV related complaints received in 2021.

Freedom of Information Requests

The Freedom of Information Act 2000 provides public access to information held by public authorities.

It does this in two ways:

Public authorities are obliged to publish certain information about their activities; and members of the public are entitled to request information from public authorities.

The Act covers any recorded information that is held by a public authority in England, Wales and Northern Ireland, and by UK-wide public authorities based in Scotland.

Information held by Scottish public authorities is covered by Scotland's own Freedom of Information (Scotland) Act 2002.

Public authorities include government departments, local authorities, the NHS, state schools and police forces. However, the Act does not necessarily cover every organisation that receives public money. For example, it does not cover some charities that receive grants and certain private sector organisations that perform public functions.

Recorded information includes printed documents, computer files, letters, emails, photographs, and sound or video recordings.

The Act does not give people access to their own personal data (information about themselves) such as their health records or credit reference file. If a member of the public wants to see information that a public authority holds about them, they should make a data protection subject access request.

We had six FOI requests in 2021.

Subject Access Requests

A subject access request (SAR) is simply a written request made by or on behalf of an individual for the information which he or she is entitled to ask for under section 7 of the Data Protection Act 1998 (DPA). The request does not have to be in any particular format.

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There was one such request in 2021.

Privacy Impact Assessments (PIA)

A privacy impact assessment (PIA) is a tool for identifying and assessing privacy risks throughout the development life cycle of a program or system.

A PIA should identify: Whether the information being collected complies with privacy-related legal and regulatory compliance requirements.

We conducted two PIAs during the period.

Data Protection Impact Assessment (DPIA)

During 2020 the Biometrics and Surveillance Camera Commissioner (BSCC) asked all Local Authorities to conduct a system-wide privacy impact assessment.

The Safer Runnymede DPIA can be found on the Runnymede Borough Council website.

Further Information

For further information relating to the Council's CCTV systems please contact the report's author: -

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Appendix A

Table 1 – Incident type/Number of arrests (x*)

Runnymede & Spelthorne

Period 01-31/12/2021

Count	Incident Type (arrests)	Count	Incident Type (arrests)
1	Abandoned 999 call (0)	13	Missing Person (0)
11	Accident (0)	12	Obstruction (0)
1	Advised to bear in mind (0)	70	Other (2)
17	Alarm Activation (0)	2	PLO (2)
2	Animals (0)	3	Police request to monitor (0)
39	ANPR Hit (0)	9	Police stop (2)
69	ASB (2)	11	Request to view (0)
1	Banking protocol (0)	2	Robbery (0)
1	Begging (0)	7	RTC (1)
2	Building Alarm (0)	3	Sexual Offences (0)
10	Burglary (1)	2	Shoplifters (0)
1	Civic Offices (0)	5	Stop Check Person (0)
64	Concern for Safety (0)	32	Stop Check Vehicle (2)
3	Criminal Damage (0)	56	Suspicious Incident (1)
31	Domestic incident (8)	1	Telephone call (0)
2	Drugs (0)	13	Theft (1)
3	Fire (0)	3	Traffic Offences (2)
5	Fire Alarm Activation (0)	23	Traffic related (0)
1	Firearms (2)	30	VATP (2)
1	Hate Crime (0)	3	VAWG (0)
1	Insurance enquiry (0)	4	Vehicle crime (0)
2	Mental Health (0)	4	Wanted/Outstanding (1)

Note*

Number of arrests in relation to CCTV intervention is a metric that is not shared by Surrey Police. The arrest figures outlined in the above table are those arrests than are immediately known.

Appendix B

Comments from Police

The service has received many notes of thanks from Police Officers at all levels, for example-

A/Insp

I just want to raise some good work by your controller in the early hours of Friday 4th February 2022.

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We were running at attempt murder where the suspect was outstanding. Your operator has located the suspect from description given and advised officers of his location, which in turn allowed officers to arrested him.

Your operator saved officers a lot of time and it was very much appreciated. If you could pass on our thanks.

A Rota Insp

Another example of good work by the CCTV team this morning.

We had reports of two children with catapults firing objects at cars. CCTV identified the children and tracked them on camera until officers arrived. We have now seized the catapults.

There is a big problem with children using catapults throughout North Surrey causing damage to property, however it's rare we catch them in the act!

I have instructed officers to take a zero-tolerance approach to this matter and they will therefore be referred to our youth intervention team.

Thank you for your continued support and keep up the good work!

Surrey RPU (Roads Policing Unit)

Hello,

You previously asked to be notified if we were going to use CCTV footage in public released.

On 11/07/20 your CCTV operators captured some fantastic evidence which led to the conviction of a motorcycle rider for dangerous driving. The footage was around Staines and lasted 16 mins.

We used all 16 mins worth in the prosecution but cut that right down to less than 2 mins for what we want to release as part of the release now that the offender has been convicted.

Many thanks
