

CLOSED CIRCUIT TELEVISION EVALUATION REPORT

2023/2024

LEAMINGTON SPA

**EVALUATION OF LEAMINGTON SPA CCTV SCHEME MONITORED BY
WARWICK DISTRICT COUNCIL CONTROL ROOM**

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1.0 METHODOLOGY

In order to comply with the requirements of British Standard 7958 'Closed Circuit Television (CCTV) Management and Operation – Code of Practice' and the recommendations contained in the Information Commissioner's 'CCTV Code of Practice' published in October 2014 and Biometrics and Surveillance Commissioner's 'Surveillance Camera Code of Practice' published in 2021, Warwick District Council commissioned Plass Solutions Ltd to conduct an evaluation of the Warwick District Council's CCTV system.

Whilst the Information Commissioner's 'CCTV Code of Practice' and the Biometrics and Surveillance Commissioner's 'Surveillance Camera Code of Practice' mention that a review should be undertaken that assesses the effectiveness of the system. British Standards are specific in the criteria required to be covered by such an evaluation. However, the afore-mentioned Codes of Practice agree that the results of the evaluation should be publicly available.

The topics required to be covered by the British Standard are as follows:

- a) a description of the scheme and the geographical area(s) of operation the schemes policy statement
- b) the purpose and scope of the scheme
- c) any changes to the operation or management of the CCTV scheme
- d) any changes that have been made to the policy
- e) any proposals to expand or reduce the operation of the scheme
- f) the aims and objectives for the next 12 months.

The British Standard also requires the following information to be included within the review:

- a) the number of incidents recorded by the scheme
- b) the number of incidents reported to the police and where appropriate other bodies
- c) an assessment of the CCTV scheme's impact on crime levels and types of crime in the area covered by the scheme.

As the Warwick District Council's CCTV Control Room has achieved accreditation to the above-mentioned British Standard, the following evaluation will focus on the content of that Standard as outlined above.

2.0 INTRODUCTION

2.1 Description of the scheme

There are 151 cameras (including 3 redeployable cameras) installed within Royal Leamington Spa, Warwick, Kenilworth, Whitnash and Lillington, most of which are fully functional. The system has been designed to address the purposes of the scheme outlined later in this evaluation. The system is now being monitored and recorded by the Warwick District Council CCTV Control Room and is recorded throughout 24 hours, 365 day a year.

3.0 POLICY STATEMENT AND SCHEME DESCRIPTION

3.1 Closed Circuit Television

The scheme initially comprises of cameras located in specific external locations with control, monitoring and recording facilities at a dedicated location. A problem orientated process was utilised to assess the appropriateness of CCTV in the area subject of this evaluation. The cameras have therefore been sited to capture images that are relevant to the purposes for which the scheme has been established. The purposes of the CCTV scheme are outlined later in this report.

3.2 Ownership

The scheme is owned by Warwick District Council who is responsible for the management, administration and security of the system. Warwick District Council will ensure the protection of individuals and the public by complying with the Codes of Practice.

Should the public wish to make contact with the owners of the scheme they may write to:

The CCTV Operations Team Leader
Warwick District Council
Town Hall
Parade
Royal Leamington Spa
CV32 4AT

The above contact point will be available to members of the public during office hours. Enquirers will be provided with the relevant documentation on request.

3.3 Policy Statement

To promote public confidence by developing a safe and secure environment for the benefit of those employed, visiting or using the area.

To inspire public confidence by ensuring that all public area Closed Circuit Television (CCTV) systems which are linked to the Warwick District Council CCTV Control Room are operated in a manner that will secure their consistent effectiveness and preserve the civil liberty of law-abiding citizens at all times.

4.0 THE PURPOSE AND SCOPE OF THE SCHEME

4.1 Purposes of the Scheme

The following objectives have been established for the Warwick District Council CCTV and associated systems:

- a) reducing the fear of crime
- b) deterring and preventing crime
- c) assisting in the maintenance of public order and reducing offences involving vandalism and nuisance
- d) providing high quality evidence which may assist in the detection of crime and the apprehension and prosecution of offenders
- e) protecting property
- f) providing assistance with civil claims
- g) providing assistance with issues relating to public safety and health
- h) providing assistance and reassurance to the public in emergency situations

4.2 Scope of the Scheme

The cameras have been sited to capture images which are relevant to the purpose for which the scheme has been established.

The scheme will be operated fairly, within the applicable law and only for the purposes for which it is established or which are subsequently agreed in accordance with the Code of Practice.

Operators are aware of the purpose(s) for which the scheme has been established and that the CCTV equipment is only used to achieve the identified purposes.

The scheme will be operated with due regard for the privacy of the individual.

Before cameras are placed in residential areas the residents in that area will be consulted concerning the proposed system. The results of the consultation will be taken into account.

The public interest in the operation of the scheme will be recognised by ensuring the security and integrity of operational procedures.

The system will only be operated by trained and authorised personnel.

An evaluation of the scheme will be made annually and this will be available to the public at specified locations.

Warwick District Council and partners support the individual's right to privacy and will insist that all agencies involved in the provision and use of Public CCTV systems connected to the Warwick District Council's CCTV Control Room accept this fundamental principle as being paramount.

The scheme aims to provide surveillance of the public areas in order to fulfill the purposes of the scheme. The area protected by CCTV is indicated by the presence of signs. The signs are placed so that the public are aware that they are entering a zone which is covered by surveillance equipment. The signs state the organisation responsible for the scheme, the purposes of the scheme and a contact telephone number. Data will not be held for longer than necessary and disposal of information will be regulated.

The scheme is registered with the Information Commissioner. The registration number is Z623925X. The scheme will be managed in accordance with the principles of the Data Protection Act 2018, Human Rights Act 1998 and all other relevant legislation including the Surveillance Camera Code of Practice.

Reviews of Data Protection and Legal requirements are taken annually.

4.3 Personnel

All personnel involved with the monitoring of CCTV have or are in the process of being security screened in accordance with British Standard 7858.

4.4 Training

All employees engaged in the monitoring and operation of CCTV have been trained or are in the process of being trained to the required Security Industry Authority criteria. The training undertaken is a nationally recognised qualification, in accordance with British Standards and is part of continuous development for CCTV operators.

4.5 Operation of the scheme

The system is operated in accordance with a recognized Code of Practice and Procedural Manual. The scheme is registered with the Information Commissioner, details of which can be obtained from the Information Commissioners web site. The scheme operates within the requirements of the Data Protection Act 2018, Human Rights Act 1998 and relevant legislation.

4.6 Audit

As mentioned in the introduction to this report the scheme is required to be independently monitored this includes a review of the scheme's operation and working practices.

An audit has been undertaken on 14th April 2024, prior to this evaluation report which considered the following;

- a) the level of attainment of objectives and procedures.

The level of attainment of objectives is covered in the main evaluation. The statistics relate to the 2023/24 period. Procedures are governed by the Code of Practice and Procedural Manual; these were reviewed and comply with relevant processes and legislation in particular the Data Protection Act 2018 and Human Rights Act 1998.

- b) random audits of the data log and the release of information

All administrative documentation, which incorporate the release of information and incident reports in connection with this scheme were examined and all appear to be completed in accordance with the Procedural Manual.

- c) the review policy

The review policy is outlined within the Code of Practice. Procedures are reviewed on an ongoing basis in order to comply with procedures and legislation.

- d) standard of costs for the release or viewing of material

The Information Commissioner states that requests are free of charge to the Data Subject. However, Warwick District Council may charge reasonable fees when responding to manifestly unfounded or excessive requests. There have been 3 Subject Access Requests during 2023/2024; 2 rejected, returned as third party insurance requests. The request received in November 2023; further information requested from the person but no response received. No evidence was therefore issued.

e) legislation

At the time of the above audit all legislative requirements appear compliant.

5.0 CHANGES IN OPERATION, MANAGEMENT OR POLICY

As reflected in the Code of Practice, any major changes to the Code of Practice take place only after consultation with the relevant management group and upon agreement of the organisations with a participatory role in the operation of the system.

5.1 Major changes to the code are defined as changes which affect its fundamental principles and shall be deemed to include:

- additions and omissions of cameras to the matters which have privacy
- implications
- additions to permitted uses criteria e.g. purposes of the scheme
- changes in the right of access to personal data, except statutory requirements
- significant legal implications.

5.2 Minor changes to this Code of Practice are defined as operational and procedural matters which do not affect the fundamental principles and purposes; these include:

- additions and omissions of contractors
- additional clarifications, explanations and corrections to the existing code
- additions to the code of practice in order to conform to the requirements of
- any statutory Acts and changes in criminal legislation

A minor change may be agreed between the manager and the owner of the system.

The Code of Practice is subject to annual review. A copy of the Code of Practice can be obtained by writing to:

The CCTV Operations Team Leader
Warwick District Council
Town Hall
Parade
Royal Leamington Spa
CV32 4AT

6.0 PROPOSALS FOR THE SCHEMES INCLUDING AIMS AND OBJECTIVES

The Warwick District Council CCTV control room utilises the latest technology in Closed Circuit Television. This is seen as being beneficial to all those who visit, reside and work in the area and in particular to those with special needs.

The aims and objectives remain the same and these are the prevention and detection of crime, to reduce the fear of crime and make the area safe environment.

7.0 STATISTICAL ANALYSIS AND EVALUATION

In order to achieve meaningful evaluation, the CCTV scheme must be assessed against specific performance indicators which are relevant to the objectives of the scheme. This can be achieved by utilising baskets of indicators which are divided into the categories of Contextual, Key and Support Indicators.

7.1 Contextual Indicators

Contextual Indicators relate to the circumstances or background surrounding the particular initiative. In this case the purposes of the CCTV are mainly to prevent and detect crime. Indicators will include both British Crime Statistics and Police Recorded statistics for this type of crime.

7.2 Key Indicators

Key Indicators are closely related to the actual objectives of the particular initiative and attempt to measure its effect. This will include the total crime for the police area. Also included in this category will be the number of incidents reported by the Warwick District Council CCTV Control Room to police and other agencies.

7.3 Support Indicators

Support Indicators are used to refute or verify the key indicators.

7.4 EVALUATION

7.4.1 Contextual Indicators

The responsibility for the publication of crime statistics transferred from the Home Office to Office of National Statistics (ONS) in April 2012, with the year starting on 1st July and finishing on 30th June. The following information has been taken from the ONS website.

The latest figures from the Crime Survey for England and Wales (CSEW) showed that there were an estimated 8.5 million offences in the year ending September 2023. While the latest figures do not show a statistically significant change in total crime compared with the year ending September 2022, they do follow a long-term downward trend and more recent falls since the beginning of the coronavirus (COVID-19) pandemic, with total crime 17% lower than the year ending March 2020. Compared with the year ending September 2022, there was some variation for individual crime types:

- Fraud decreased by 13%, with notable reductions in advance fee fraud (33%) and other fraud (40%).
- Computer misuse increased by 30%, mainly because of a 36% rise in unauthorised access to personal information.
- Criminal damage decreased by 21%, including a 30% fall in criminal damage to a vehicle.

The CSEW remains the best estimate of long-term trends in crimes against the household population for the crimes included in the survey. However, estimates for the year ending September 2022 and September 2023 should be interpreted with caution. The CSEW estimates presented for the year ending September 2022 are based on lower than usual interview numbers following the gradual return to face-to-face interviewing from October 2021 (20,980 respondents). Both years are subject to lower response rates, which may affect the quality of the estimates. For more information, see the Office for Statistics Regulation's Temporary suspension of National Statistics status for estimates from the Crime Survey for England and Wales note.

Although police recorded crime does not tend to be a good indicator of general trends in crime, it can give more insight into lower-volume, but higher-harm offences reported to the police, including those that the survey does not cover or capture well. Data for the year ending September 2023 showed:

- The number of homicides decreased by 9% to 591 offences compared with the year ending September 2022 (651 offences).
- Police recorded robbery offences increased by 12% to 79,091 offences compared with the year ending September 2022 (70,792 offences), but they remained 12% lower than the year ending March 2020 (90,187 offences).
- Offences involving knives or sharp instruments (excluding Greater Manchester Police and Devon and Cornwall Police) increased by 5% (to 48,716 offences) compared with the year ending September 2022 (46,367 offences) but remain 5% lower compared with the year ending March 2020 (51,228 offences).
- Offences involving firearms (excluding Devon and Cornwall Police) increased by 3% (to 6,233 offences) compared with the year ending September 2022 (6,024 offences).

- Theft offences increased by 9% to 1.8 million offences compared with the previous year, this was largely a result of a 32% increase in shoplifting offences.
- There was a slight increase (2%) in vehicle offences compared with the previous year, which included an 8% increase in theft or unauthorised taking of a motor vehicle compared with year ending September 2022 and a 17% increase compared with the pre-coronavirus (COVID-19) pandemic year ending March 2020.

According to Crime Survey for England and Wales (CSEW) estimates for the year ending September 2023, people aged 16 years and over experienced 8.5 million offences, no significant change compared with the year ending September 2022 (9.1 million offences). However, this follows a long-term downward trend and more recent falls since the beginning of the coronavirus (COVID-19) pandemic, with total crime 17% lower than the year ending March 2020 (10.2 million offences).

The latest CSEW figures are based on interviews conducted between October 2022 and September 2023, measuring experiences of crime in the 12 months before the interview. This means these crimes could have occurred any time between October 2021 and August 2023. Similarly, the year ending September 2022 will include crimes committed during the coronavirus (COVID-19) pandemic and as early as October 2020. Crime Survey estimates are not currently designated as National Statistics. Please use these data with caution because of the potential impact of lower response rates on data quality. Since the mid-1990s, there have been long-term falls in overall CSEW crime estimates. However, long-term trends vary by crime type.

For crimes that come to the attention of the police, police recorded crime has wider coverage than the CSEW as it includes offences against all people (including those aged under 16 years old and the non-household population), and businesses, as well as victimless crimes, such as drug taking.

Improvements to recording processes and practices by the police, expansions of the recorded crime collection to include new offences, variations in police activity, more victims reporting crime, and genuine increases in some types of crime, have each made substantial contributions to rises in recorded crime over recent years. This effect has been more pronounced for some crime types. For some types of offence these figures do not provide reliable trends in crime.

Police recorded crime in England and Wales in the year ending September 2023 was relatively stable with a 1% increase on the previous year. Overall, 6.7 million crimes were recorded in the year ending September 2023 compared with 6.6 million in the year ending September 2022. Notable increases were observed in shoplifting and fraud offences against businesses and other organisations (which are not included in the CSEW). Information on the investigative outcomes of crimes recorded by the police can be found in the Home Office's Crime outcomes in England and Wales publication.

7.4.2 Key Indicators

During 2023/24 the recorded crime in Warwickshire has decreased by 8.2%.

| Crime | Number of Incidents | Annual % Change |
|-----------------------|---------------------|-----------------|
| Anti-Social Behaviour | 7,746 | -16.7% |
| Bike Theft | 515 | 15.5% |
| Burglary | 2,301 | -2.4% |
| Criminal Damage | 3,461 | -15.3% |
| Drugs | 1,098 | 9.3% |
| Possession of weapons | 701 | 12.0% |
| Public Order | 3,263 | -12.4% |
| Other Crime | 1,092 | 3.6% |
| Other Theft | 3,389 | -14.6% |
| Robbery | 390 | 3.2% |
| Shoplifting | 3,001 | 20.2% |
| Theft from a Person | 273 | 1.1% |
| Vehicle | 4,122 | -14.6% |
| Violence | 17,050 | -6.1% |
| TOTAL | 48,402 | -8.2% |

The Police crime map uses data from local forces. The hotspots give only a loose idea of where crimes happened. Actual locations and details of crimes are kept anonymous.

7.4.3 Analysis of Recorded Crime Levels Within 100 Metres of Camera Locations

The type of crimes that CCTV will address are not totally random or isolated events but combine into sets with common features. Such crimes will show patterns and form clusters, these will include times and dates or focus on particular types of property or victims and are committed by a range of methods.

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There are 113 camera locations situated in Leamington. The availability of crime statistics covering Warwickshire has altered and the accessibility for such statistics is now through the Police website. The following tables depict the number of offences for 2019/2020 to 2023/2024. It should be noted, that due to Covid-19 the way the Police was recording the crime figures on their website has changed and it was not possible to explore the exact locations of the cameras. The figures below are a cluster of the area.

| Type of offence | Number of Offences 2019/20 | Number of Offences 2020/21 | Number of Offences 2021/22 | Number of Offences 2022/23 | Number of Offences 2023/24 |
|-----------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Anti-Social Behaviour | 326 | 143 | 383 | 308 | 309 |
| Bike Theft | 0 | 0 | 0 | 33 | 33 |
| Burglary | 34 | 7 | 28 | 19 | 55 |
| Criminal Damage | 78 | 33 | 128 | 89 | 146 |
| Drugs | 45 | 15 | 65 | 41 | 63 |
| Theft | 215 | 47 | 191 | 80 | 168 |
| Possession of weapons | 19 | 7 | 23 | 20 | 49 |
| Public Order | 95 | 18 | 148 | 118 | 154 |
| Robbery | 10 | 3 | 12 | 9 | 24 |
| Shoplifting | 358 | 60 | 212 | 322 | 95 |
| Theft from a Person | 0 | 0 | 0 | 30 | 12 |
| Vehicle crime | 40 | 24 | 49 | 27 | 104 |
| Violent Offences | 384 | 96 | 605 | 481 | 692 |
| Other Crime | 8 | 6 | 49 | 9 | 32 |
| Total | 1612 | 459 | 1893 | 1586 | 1936 |

During 2019/20, there were 1612 crimes and offences recorded and this equated to an increase of 106.4% over the previous period. Violence/Sexual was the most prominent offence. During 2020/21, there were 459 crimes and offences recorded and this equated to a decrease of 71.5% over the previous period. Anti-Social Behaviour was the most prominent offence. During 2021/22, there were 1893 crimes and offences recorded and this equated to an increase of 312.4% over the previous period. Violence was the most prominent offence. During 2022/23, there were 1586 crimes and offences recorded and this equates to a decrease of 16.2% over the previous period. Violence was the most prominent offence. In 2023/24, there were 1936 crimes and offences recorded and this equates to an increase of 22.1% over the previous period. Violence was the most prominent offence.

Without a more detailed analysis it is difficult to establish if the CCTV has had positive effect and it will be necessary to monitor and evaluate the system over the next 12 months.

7.5 Support Indicators

7.5.1 Incident Reports

In 2019/20 there were 13,933 incidents; this was a decrease of 32.5% over the previous period. The number of arrests decreased from 500 to 346. In 2020/21 there were 9,578 incidents; this was a decrease of 31.3% over the previous period. The number of arrests decreased from 346 to 187. In 2021/22 there were 10,527 incidents; this was an increase of 9.9% over the previous period. The number of arrests increased from 187 to 314. In 2022/23 there were 11,085 incidents; this was an increase of 5.3% over the previous period. The number of arrests decreased from 314 to 306. In 2023/24 there were 15,038 incidents; this is an increase of 35.7% over the previous period. The number of arrests decreased from 302 to 245.

During 2019/20 there were 12,604 incidents; this was a decrease of 34.4% over the previous period. The number of arrests decreased from 462 to 304. During 2020/21 there were 8,475 incidents; this was a decrease of 32.8% over the previous period. The number of arrests decreased from 304 to 179. During 2021/22 there were 9,603 incidents; this was an increase of 13.3% over the previous period. The number of arrests increased from 179 to 278. During 2022/23 there were 10,109 incidents; this is an increase of 5.3% over the previous period. The number of arrests increased from 278 to 282. During 2023/24 there were 14,041 incidents; this is an increase of 38.9% over the previous period. The number of arrests decreased from 282 to 164.

It was decided to bring this evaluation in line with the financial period in order to provide continuity with the statistical analysis already undertaken by the CCTV Control Room. In addition, incidents were also reported in respect of the following locations:

| Location | No of Incidents 2019/2020 | Arrests | No of Incidents 2020/21 | Arrests | No of Incidents 2021/22 | Arrests | No of Incidents 2022/23 | Arrests | No of Incidents 2023/24 | Arrests |
|-----------------|---------------------------|---------|-------------------------|---------|-------------------------|---------|-------------------------|---------|-------------------------|---------|
| Jephson Gardens | 45 | 3 | 30 | 0 | 16 | 3 | 22 | 0 | 15 | 0 |
| Regent Court | 227 | 4 | 17 | 0 | 18 | 2 | 11 | 2 | 34 | 3 |

7.5.2 Incident Type

The following table depicts the number and categories of recorded incidents captured by the system using the cameras at the identified locations for the 2019/2020 to 2023/2024 periods. The predominant type of incidents were as follows:

| Type of offence | Number of Offences 2019/20 | Number of Offences 2020/21 | Number of Offences 2021/22 | Number of Offences 2022/23 | Number of Offences 2023/24 |
|-----------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Criminal Damage | 23 | 19 | 27 | 12 | 12 |
| Public Order | 299 | 88 | 241 | 331 | 261 |
| Vehicle crime | 4 | 8 | 29 | 16 | 10 |
| Theft | 141 | 67 | 100 | 72 | 67 |
| Burglary | 9 | 4 | 4 | 4 | 3 |
| Robbery | 10 | 11 | 5 | 4 | 9 |
| Drugs | 34 | 18 | 47 | 30 | 20 |
| Traffic | 95 | 38 | 68 | 60 | 69 |
| Suspicion | 37 | 49 | 48 | 57 | 71 |
| Intelligence | 1 | 8 | 0 | 4 | 3 |
| Nuisance | 18 | 17 | 36 | 42 | 13 |
| Race aggravated | 5 | 3 | 3 | 1 | 2 |
| Welfare | 0 | 56 | 88 | 94 | 159 |
| Licensing | 0 | 0 | 0 | 5 | 3 |
| Other Crime | 157 | 96 | 86 | 75 | 107 |
| Total | 833 | 482 | 782 | 807 | 809 |

The category of 'public order' and 'welfare' are the most prominent type of incident recorded for 2023/2024; previously it was 'public order' and 'welfare'.

7.5.3 Viewing and Seizure of evidence

The viewing and subsequent copying/seizure of recorded images can act as an indicator to support or refute the effectiveness of the scheme in obtaining meaningful evidence. However, it is difficult, if not impossible to ascertain from police records whether the images viewed have been used as evidence to obtain a conviction at court, assisted in any other clearance process or been used for intelligence purposes. Whilst officers complete a log when they receive copy DVDs/USBs/hard drives, the audit trail is difficult to trace from this point and this is the case with most CCTV schemes.

The following table records how many DVDs/portable storage devices (USB) or still images have been reviewed by the Police and seized as evidence:

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| Year | Viewings | DVDs issued | Stills issued | TOTAL ISSUED |
|-----------|----------|-------------|---------------|--------------|
| 2020/2021 | 198 | 127 | 52 | 179 |
| 2021/2022 | 243 | 162 | 82 | 244 |
| 2022/2023 | 205 | 223 | 42 | 265 |
| 2023/2024 | 266 | 216 | 50 | 266 |

There have been 2 RIPA requests received by Warwick District Council from Warwickshire Police during April 2023 to March 2024; documentation has been received and processed correctly. One RIPA is still active.

The following table records how many DVDs/portable storage devices (USB) or still images have been issues as evidence to third parties:

| Year | Insurance Requests | DVDs issued | Council Requests | DVDs issued |
|-----------|--------------------|-------------|------------------|-------------|
| 2021/2022 | 4 | 3 | 29 | 3 |
| 2022/2023 | 12 | 4 | 15 | 2 |
| 2023/2024 | 9 | 4 | 15 | 5 |

Requests have been received for footage captured by the redeployable camera:

| Year | Viewings | DVDs issued | Stills issued | TOTAL ISSUED |
|-----------|----------|-------------|---------------|--------------|
| 2022/2023 | 3 | 4 | 0 | 4 |
| 2023/2024 | 4 | 4 | 0 | 4 |

7.5.4 Camera Usage

All systems must comply with the Information Commissioners Code of Practices, which are based on the requirements of the Data Protection Act 2018, Human Rights Act 1998 and the Protection of Freedoms Act 2012. The following extracts are amongst the requirements:

“there should be a periodic review, at least annually, of the system’s effectiveness to ensure that it is still doing what it was intended to do. If it does not achieve its purpose, it should be stopped or modified.....

Such a review will also help you to demonstrate that you have considered Guiding Principle 10 of the POFA code.”

In order to comply with the last requirement, it is necessary to focus on individual camera usage and the following section provides some information which may assist.

During the monitoring of an incident, it is normal practice to use a number of cameras and therefore the following analysis will have no resemblance to the actual number of incidents, shown in the previous table. However, it will provide an indication of the usefulness of each camera to the overall system when dealing with incidents. It may reflect, for instance, that the camera forms part of a group of cameras used for tracking purposes.

There is a total of 151 cameras, plus 3 redeployable cameras installed in the Warwick District. All cameras are monitored by the CCTV Control Room.

During 2023/24 the cameras were used on 2,726 occasions. This equates to an average of 18 usages per camera for all the CCTV schemes.

Taking the above averages for each camera system and using a similar principle to that previously adopted with other Local Authorities, all cameras registering lower than 9 incidents, this being half the average for each location, will fall into the category of being 'at risk'. During 2023/24, 107 cameras fell below the above criteria. Further investigations into the performance of cameras and continued availability will need to be assessed especially if those cameras have been faulty for extended periods. This analysis does not mean that the 'at risk cameras' should automatically be decommissioned, as further investigation should be made.

A formal process is required in order to ensure that all avenues, such as consultation, cost implications etcetera are undertaken prior to any decisions, as this will avoid problems that have previously been experienced by other Local Authorities. A list of all cameras and usages can be found in Appendix 'A' of this report.

7.5.5 Complaints

A member of the public wishing to make a complaint about the system may do so through Warwick District Council's complaint procedure. A copy of the complaint procedure is available by writing to:

The CCTV Operations Team Leader
Warwick District Council
Town Hall
Parade
Royal Leamington Spa
CV32 4AT

A complaints procedure has been documented. A record of the number of complaints or enquiries received will be maintained together with an outline of the action taken.

During the period of evaluation there have been no recorded complaints concerning the schemes in question.

7.5.6 Compliments

A member of the public or organisation wishing to make a compliment about the system may do so by writing to:

The CCTV Operations Team Leader
Warwick District Council
Town Hall
Parade
Royal Leamington Spa
CV32 4AT

Compliments received are logged. During the period of evaluation there have been 4 compliments received from Warwickshire Police.

8.0 CONCLUSION AND RECOMMENDATIONS

8.1 The CCTV Scheme

Whilst it is inadvisable to rely solely on Police statistics to evaluate the effectiveness of CCTV as they are notoriously unreliable due to the complexity of the reporting procedures, it is all that is required to comply with accreditation with the British Standard. More in-depth research would need to be undertaken for a reliable conclusion to be made.

This evaluation focuses on the analysis of crimes and offences committed within the areas covered by the CCTV system. The statistics have been obtained from the online crime mapping facility. Comparisons periods are 2019/2020, 2020/2021, 2021/2022, 2022/2023 and 2023/2024.

During 2019/20, there were 1612 crimes and offences recorded and this equated to an increase of 106.4% over the previous period. Violence/Sexual was the most prominent offence. During 2020/21, there were 459 crimes and offences recorded and this equated to a decrease of 71.5% over the previous period. Anti-Social Behaviour was the most prominent offence. During 2021/22, there were 1893 crimes and offences recorded and this equated to an increase of 312.4% over the previous period. Violence was the most prominent offence. During 2022/23, there were 1586 crimes and offences recorded and this equated to a decrease of 16.2% over the previous period. Violence was the most prominent offence. In 2023/24, there were 1936 crimes and offences recorded and this equates to an increase of 22.1% over the previous period. Violence was the most prominent offence.

During 2019/20 there were 13,933 incidents; this is a decrease of 32.5% over the previous period. The number of arrests decreased from 500 to 346. During 2020/21 there were 9,578 incidents; this is a decrease of 31.3% over the previous period. The number of arrests decreased from 346 to 187. During 2021/22 there were 10,527 incidents; this was an increase of 9.9% over the previous period. The number of arrests increased from 187 to 314. During 2022/23 there were 11,085 incidents; this was an increase of 5.3% over the previous period. The number of arrests decreased from 314 to 306. In 2023/24 there were 15,038 incidents; this is an increase of 35.7% over the previous period. The number of arrests decreased from 302 to 245.

During 2019/20 there were 12,604 incidents; this was a decrease of 34.4% over the previous period. The number of arrests decreased from 462 to 304. During 2020/21 there were 8,475 incidents; this was a decrease of 32.8% over the previous period. The number of arrests decreased from 304 to 160. During 2021/22 there were 9,603 incidents; this was an increase of 13.3% over the previous period. The number of arrests increased from 179 to 278. During 2022/23 there were 10,109 incidents; this was an increase of 5.3% over the previous period. The number of arrests increased from 278 to 282. During 2023/24 there were 14,041 incidents; this is an increase of 38.9% over the previous period. The number of arrests decreased from 282 to 164.

The category of 'public order' and 'welfare' are the most prominent type of incident recorded for 2023/2024; previously it was 'public order' and 'welfare'.

8.2 Camera Uses

It is necessary to be able to justify the existence of each camera which forms part of the CCTV scheme and the only measurement, is when it has been used during an incident. It should be explained that when monitoring of an incident, it is normal practice to use a number of cameras and therefore the analysis will have no resemblance to the actual number of incidents. However, it will provide an indication of the usefulness of each camera to the overall system when dealing with incidents.

During 2023/24 the cameras were used on 2,726 occasions. It is necessary to extract the static cameras as they cannot be manipulated and are installed for a specific purpose. This equates to an average of 18 usages per camera for all the CCTV schemes.

Taking the above averages for each camera system and using a similar principle to that previously adopted with other Local Authorities, all cameras registering lower than 9 incidents, this being half the average for each location, will fall into the category of being 'at risk'. During 2023/24, 107 cameras fell below the above criteria and need further investigation.

It should be stated that accuracy depends upon the CCTV operator activating the incident software immediately so that cameras are automatically ascribed to the incident. This occurs rarely as it is difficult to concentrate on completing the software fields and remain observant at the same time, so details of the cameras are usually entered retrospectively.

8.3 Assessment

The purposes and scope of the scheme are detailed in Section four of this report and these include the prevention and detection of offences. Whilst it is not possible to make an assumption that the CCTV system is actually preventing offences it is a component part of the preventative package. To remove or modify the use of the CCTV system may also detract from a further identified purpose, this being to reduce the fear of crime.

It is therefore recommended that at present the system is effective in achieving its purpose, however, there appears to be no current research available which indicates the perceptions of the public, residents and those working in the area covered by the cameras and it is recommended that this be addressed in future evaluations.

8.4 Future Evaluations

It is recommended that the Leamington Spa CCTV scheme be evaluated on an annual basis. This will ensure continued compliance with the British Standard, which is assessed each year; it will also provide compliance with legislation and the Surveillance Camera Codes.

APPENDIX 'A'

| Camera Numbers | | Camera Uses | Camera Type |
|----------------|--|-------------|-------------|
| 1 | Parade / Clarendon Avenue | 80 | PTZ |
| 2 | Parade / Warwick Street | 217 | PTZ |
| 3 | Parade / Regent Street | 157 | PTZ |
| 4 | Parade / Junction Hamilton Terrace | 144 | PTZ |
| 5 | Parade / Junction Newbold Terrace | 190 | PTZ |
| 6 | Junction Victoria Terrace / Spencer Street | 201 | PTZ |
| 7 | junction Bath Street / High Street | 166 | PTZ |
| 8 | Clemens Street / Canal Bridge | 68 | PTZ |
| 9 | Brunswick Street opposite Aylesford | 41 | PTZ |
| 10 | Clarendon Avenue opposite Tavistock | 97 | PTZ |
| 11 | Clarendon Street opposite Oxford St | 21 | PTZ |
| 12 | Church St opposite New St | 40 | PTZ |
| 13 | Warwick St/ Junction Russell St | 113 | PTZ |
| 14 | Chandos St Car Park/Oxford Row | 25 | PTZ |
| 15 | Warwick St/junction Clarendon St | 36 | PTZ |
| 16 | Regent St/junction of Bedford St | 102 | PTZ |
| 17 | Regent St/Junction Portland St | 71 | PTZ |
| 18 | Augusta Place opp Bedford St car park | 40 | PTZ |
| 19 | Augusta Place / junction Portland Pl | 40 | PTZ |
| 20 | Newbold Comyn 1st car park | 5 | PTZ |
| 21 | Newbold Comyn 2nd car park | 4 | PTZ |
| 22 | Dormer Place/junction Bedford St | 119 | PTZ |
| 23 | Newbold Terrace/junction Newbold St | 15 | PTZ |
| 24 | Bath place car park/Lower Ave side | 31 | PTZ |
| 25 | Tachbrook Road/junction Old Warwick | 113 | PTZ |
| 26 | High St/junction of Court St | 70 | PTZ |
| 27 | Court St | 20 | PTZ |
| 28 | Althorpe St trading estate | 14 | PTZ |
| 29 | Althorpe St trading estate | 4 | PTZ |
| 30 | Regent St/junction of Regent Grove | 35 | PTZ |
| 33 | Adelaide Road | 30 | PTZ |
| 34 | Victoria Park (live 11.07.22) | 4 | PTZ |
| 73 | Tachbrook Rd/Priory St (live 10.01.23) | 35 | PTZ |
| 110 | Eagle Rec – Car Park (live 20/09/23) | 5 | PTZ |
| 111 | Eagle Rec – Rec Ground (live 20/09/23) | 6 | PTZ |
| 87 | Sydenham Drive (live 15/02/24) | 2 | PTZ |
| 88 | Prospect Road (live 15/02/24) | 1 | PTZ |
| 35 | Whitnash-Brunswick St/Junction St /Margaret's Rd | 9 | PTZ |

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| | | | |
|-----|--|----|--------|
| 37 | Whitnash-Acre Close Rec | 4 | PTZ |
| 38 | Whitnash-Acre Close Shops | 8 | PTZ |
| 39 | Whitnash Chandlers Road rec | 1 | PTZ |
| 42 | Lillington-Crown Way shops | 11 | PTZ |
| 43 | Lillington-Crown way shops/Wallsgrove | 3 | PTZ |
| 44 | Lillington-Lillington comm centre | 1 | PTZ |
| 45 | Lillington-Mason Ave/Valley Rd | 8 | PTZ |
| 46 | Lillington-Mason Ave opp Thursfield | 5 | PTZ |
| 47 | Cubbington village hall (live 09.08.22) | 0 | PTZ |
| 48 | Warwick-Race Course Area 4/Vittle Dr | 3 | PTZ |
| 49 | Warwick-West St opp Bowling green St | 6 | PTZ |
| 50 | Warwick-High St opp swan St | 14 | PTZ |
| 51 | Warwick-Jury St opp Church St | 15 | PTZ |
| 52 | Warwick-Bowling Green St | 10 | PTZ |
| 53 | Warwick-Market St | 12 | PTZ |
| 54 | Warwick - New St car park | 2 | PTZ |
| 55 | Warwick-St Nicholas car park | 6 | PTZ |
| 56 | Warwick-St Johns/junction Coventry Rd | 22 | PTZ |
| 57 | Warwick-market Sq. opp Lloyds no 1 | 12 | PTZ |
| 58 | Warwick-Race Course Entrance/Friar St | 6 | PTZ |
| 59 | Warwick-Hampton Rd close to football | 3 | PTZ |
| 60 | Warwick-Hampton Rd close opp Shakespeare | 12 | PTZ |
| 104 | Millers Rd (Lakin rd. end) (live 15.05.23) | 6 | PTZ |
| 105 | Millers Rd (staff entrance) (live 15.05.23) | 2 | PTZ |
| 106 | Millers Rd Staff carpark – 1 (live 15.05.23) | 6 | PTZ |
| 107 | Millers Road staff carpark – 2 (live 15.05.23) | 7 | PTZ |
| 61 | Kenilworth - Mounted on de Montford | 7 | PTZ |
| 62 | Kenilworth-Abbey End Car Park Lower | 11 | PTZ |
| 63 | Kenilworth - Square West car park | 2 | PTZ |
| 64 | Kenilworth-Warwick Road/Talisman Square | 16 | PTZ |
| 66 | Kenilworth - Warwick Road opp Waverly | 17 | PTZ |
| 67 | Kenilworth-Abbey Fields car park/bridge | 4 | PTZ |
| 68 | Kenilworth High St/Bridge St junction | 6 | PTZ |
| 69 | Kenilworth - Abbey End car park top | 13 | PTZ |
| 81 | Regent Court | 4 | PTZ |
| 82 | Regent Court | 3 | PTZ |
| 83 | Regent Court | 3 | PTZ |
| 84 | Regent Court | 2 | PTZ |
| 85 | Regent Court | 0 | Static |
| 86 | Regent Court | 0 | Static |
| 133 | Level 1 | 0 | Static |

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| | | | |
|-----|--------------------------------|----|--------|
| 134 | Vehicle Entrance | 0 | Static |
| 135 | Level 2 | 0 | Static |
| 136 | Level 3 | 0 | Static |
| 137 | Level 4 | 0 | Static |
| 138 | Stairwell 1 | 0 | Static |
| 139 | Vehicle Exit | 0 | Static |
| 140 | Level 5 | 0 | Static |
| 141 | Stairwell 2 | 0 | Static |
| 142 | Pedestrian Entrance/Exit | 0 | Static |
| 143 | Level 6 | 0 | Static |
| 144 | Level 7 | 0 | Static |
| 145 | Roof | 0 | Static |
| 149 | St Peters Vehicle Entrance | 3 | PTZ |
| 150 | Disabled Bay | 14 | PTZ |
| 151 | Level 1 | 1 | Static |
| 152 | Level 2 | 4 | Static |
| 153 | Pedestrian Entrance | 6 | Static |
| 154 | Pedestrian Entrance Cinema End | 5 | Static |
| 155 | Level 3 | 4 | Static |
| 156 | Level 4 | 2 | Static |
| 157 | Level 5 | 2 | Static |
| 158 | Level 6 | 2 | Static |
| 159 | Level 7 | 3 | Static |
| 160 | Level 8 | 3 | Static |
| 161 | Level 9 | 2 | Static |
| 162 | Level 10 Stairs | 3 | Static |
| 163 | Stairs level 10 – Cinema end | 2 | Static |
| 164 | Level 10 roof | 2 | Static |
| 165 | PTZ roof | 10 | PTZ |
| 166 | Ent Lift end 1 | 0 | Static |
| 167 | Ent Lift end 2 | 0 | Static |
| 168 | Ent Lift end 3 | 0 | Static |
| 169 | Ground entrance 1 | 0 | Static |
| 170 | Ground entrance 2 | 0 | Static |
| 171 | Level 1 Lift End | 0 | Static |
| 172 | Level 1 | 0 | Static |
| 173 | Level 2 Lift End | 0 | Static |
| 174 | Level 2 | 0 | Static |
| 175 | Level 2 Vehicle exit | 0 | Static |
| 176 | Level 3 Lift end | 0 | Static |
| 177 | Level 3 | 0 | Static |

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| | | | |
|-------|---------------------------------|---|--------|
| 178 | Level 4 lift | 0 | Static |
| 179 | Level 4 | 0 | Static |
| 180 | Level 5 lift end | 0 | Static |
| 181 | Level 5 | 0 | Static |
| 182 | Level 6 Lift End | 0 | Static |
| 183 | Level 6 | 0 | Static |
| 184 | Level 7 Lift End | 0 | Static |
| 185 | Level 7 | 0 | Static |
| 186 | Level 8 | 0 | Static |
| 187 | Ped Exit Clarendon | 0 | Static |
| 188 | Top Stairs Lift End | 0 | Static |
| 189 | Top Stairs Clarendon | 0 | Static |
| 190 | Bridge 1 | 0 | Static |
| 191 | Bridge 2 Stairs | 0 | Static |
| 192 | Bridge 3 Parade | 0 | Static |
| 193 | Entry Barrier | 0 | Static |
| 194 | Exit barrier | 0 | Static |
| 197 | Dome Bridge | 8 | PTZ |
| 198 | Dome Front | 1 | PTZ |
| 199 | Entrance Glasshouse | 1 | Static |
| 200 | Entrance Glasshouse | 0 | Static |
| 201 | Glasshouse waterfall | 0 | Static |
| 202 | Glasshouse Restaurant | 0 | Static |
| 203 | Glasshouse front | 0 | Static |
| 204 | Glasshouse side | 0 | Static |
| 205 | Glasshouse Riverside | 0 | Static |
| 206 | Glasshouse Honesty Box | 0 | Static |
| RDC 1 | York Rd/Bridge | 2 | PTZ |
| RDC 2 | Not in use | 0 | PTZ |
| RDC 3 | St Nicks Park (online 27/06/23) | 2 | PTZ |