

CLOSED CIRCUIT TELEVISION EVALUATION REPORT

2023/2024

WARWICK

**EVALUATION OF WARWICK 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:

- g) the number of incidents recorded by the scheme
- h) the number of incidents reported to the police and where appropriate other bodies
- i) 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 17 cameras installed within Warwick, 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.

5.2 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.

5.3 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:

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- 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.

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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 17 camera locations situated in Warwick. 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 is 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 2019/2020	Number of Offences 2020/2021	Number of Offences 2021/2022	Number of Offences 2022/2023	Number of Offences 2023/2024
Anti-Social Behaviour	75	79	74	68	57
Bike Theft	0	0	0	7	3
Burglary	11	6	8	10	19
Criminal Damage	16	13	17	28	27
Drugs	7	2	4	6	6
Other Theft	45	19	11	10	16
Possession of Weapons	0	3	3	5	5
Public Order	13	12	22	30	21
Robbery	3	0	2	6	6
Shoplifting	65	25	15	23	27
Theft from a Person	0	0	0	4	2
Vehicle crime	14	9	18	9	20
Violent Offences	81	59	96	75	83
Other Crime	0	2	11	12	9
Total	330	229	281	293	313

During 2019/2020, there were 330 crimes and offences recorded and this equated to an increase of 39.2% over the previous period. Violence was the most prominent offence. During 2020/2021, there were 229 crimes and offences recorded and this equated to a decrease of 30.6% over the previous period. Anti-Social Behaviour was the most prominent offence. During 2021/2022, there were 281 crimes and offences recorded and this equated to an increase of 22.7% over the previous period. Violence was the most prominent offence. During 2022/2023, there were 293 crimes and offences recorded and this equated to an increase of 4.37% over the previous period. Violence was the most prominent offence. In 2023/2024, there were 313 crimes and offences recorded and this equates to an increase of 6.8% over the previous period. Violence was the most prominent offence.

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 increased 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 494 incidents; this was a decrease of 18.6% over the previous period. The number of arrests decreased from 19 to 15. During 2020/21 there were 454 incidents; this was a decrease of 8.1% over the previous period. The number of arrests decreased from 15 to 13. In 2021/22 there were 451 incidents; this was a decrease of 0.7% over the previous period. The number of arrests decreased from 13 to 12. During 2022/23 there were 327 incidents; this was a decrease of 27.5% over the previous period. The number of arrests increased from 12 to 13. In 2023/24 there were 400 incidents; this is an increase of 22.3% over the previous period. The number of arrests increased from 13 to 41.

7.5.2 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:

Year	Viewings	DVDs issued	Stills issued	TOTAL ISSUED
2020/2021	20	16	8	24
2021/2022	29	12	2	14
2022/2023	27	14	3	17
2023/2024	63	22	2	24

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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

7.5.3 Complaints

A member of the public wishing to make a complaint about the system may do so through Warwick District Council's complaint procedure. The complaints 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.

7.5.4 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.

In 2019/2020, there were 330 crimes and offences recorded and this equated to an increase of 39.2% over the previous period. Violence was the most prominent offence. In 2020/2021, there were 229 crimes and offences recorded and this equated to a decrease of 30.6% over the previous period. Anti-Social Behaviour was the most prominent offence. In 2021/2022, there were 281 crimes and offences recorded and this equated to an increase of 22.7% over the previous period. Violence was the most prominent offence. In 2022/2023, there were 293 crimes and offences recorded and this equated to an increase of 4.37% over the previous period. Violence was the most prominent offence. In 2023/2024, there were 313 crimes and offences recorded and this equates to an increase of 6.8% over the previous period. Violence was the most prominent offence.

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In 2019/20 there were 494 incidents; this was a decrease of 18.6% over the previous period. The number of arrests decreased from 19 to 15. In 2020/21 there were 454 incidents; this was a decrease of 8.1% over the previous period. The number of arrests decreased from 15 to 13. In 2021/22 there were 451 incidents; this was a decrease of 0.7% over the previous period. The number of arrests decreased from 13 to 12. In 2022/23 there were 327 incidents; this was a decrease of 27.5% over the previous period. The number of arrests increased from 12 to 13. In 2023/24 there were 400 incidents; this is an increase of 22.3% over the previous period. The number of arrests increased from 13 to 41.

8.2 Impact Assessment

Since the changes to the Data Protection Act in 2018, the Information Commissioner has released a Code of Practice for the use of surveillance cameras and personal information. The Code is for those involved in operating CCTV and other surveillance camera devices that view or record individuals, and covers other information that relates to individuals, for example vehicle registration marks captured by ANPR equipment. The Code makes the following requirements:

“Using surveillance systems can be privacy intrusive. They are capable of placing large numbers of law-abiding people under surveillance and recording their movements as they go about their day-to-day activities. You should therefore carefully consider whether or not to use a surveillance system. The fact that it is possible, affordable or has public support should not be the justification for processing personal data. You should also take into account the nature of the problem you are seeking to address; whether a surveillance system would be a justified and an effective solution, whether better solutions exist, what effect its use may have on individuals, and whether in the light of this, its use is a proportionate response to the problem. If you are already using a surveillance system, you should regularly evaluate whether it is necessary and proportionate to continue using it.....

You should consider these matters objectively as part of an assessment of the scheme’s impact on people’s privacy. The best way to do this is to conduct a privacy impact assessment.”

Information Commissioners ‘A data protection code of practice for surveillance cameras and personal information’ 2017

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.

8.3 Future Evaluations

It is recommended that the Warwick CCTV scheme be evaluated on an annual basis. This will ensure continued compliance with the British Standard, which is assessed annually. It will also provide compliance with legislation and the Surveillance Camera Codes, which Local Authorities must have regard to.