

CCTV & Risk Management Annual Review **And Statistical Report 2015**

Purpose of the Report

To provide an annual update on the observational CCTV systems owned and managed by Wigan Council, including the protocols in place, the performance data and activities of the 24/7 contact centre service, the following key areas are covered;

- Ownership and operation of the systems
- Policy Statement
- Purpose of the CCTV Systems
- Changes in scope of the system
- Data protection and legal requirements
- Location of the CCTV Systems
- CCTV Monitoring and 24/7 Contact Centre
- Statistical Information
- Contracts with suppliers
- Maintenance and performance of CCTV system
- Summary

Ownership and Operation of the Systems

The CCTV systems that are located within the Borough continue to be owned and managed by Wigan Council with the Chief Executive Officer of the organisation being the Data Controller.

All the specially trained officers who carry out the operational monitoring of the CCTV systems are in house officers and are directly employed by the Council and no outside agencies or contractors are used to carry out these duties.

Policy Statement

This CCTV Code of Practice gives valuable guidance in the use of CCTV, and the protection of law-abiding citizens and where CCTV it is considered beneficial, it should always be used as part of a wider crime prevention strategy, not as a sole means, however, CCTV does play an important part in our fight against crime.

The CCTV observational system is owned and operated by Wigan Council and is in place to provide a safer environment for all those who live, work and visit the parts of the Borough that are covered by CCTV.

The CCTV system is operated in partnership with:-

- Greater Manchester Police (GMP)
- Retail Security Teams
- Pub Watch Groups
- Transport for Greater Manchester (TfGM)
- Greater Manchester Fire and Rescue Service
- Any other Group contributing to the Scheme

Together with our partners we will aim to:-

- Assist in the detection and prevention of crimes that are committed in areas covered by CCTV
- Wherever possible provide the necessary digital images as evidence to enable a successful prosecution in either the criminal or the civil courts
- Demonstrate that CCTV is a valuable weapon in the fight against crime and anti-social behaviour by acting as deterrent to those would-be offenders
- Increase public awareness of CCTV by publicising convictions
- Reduce the fear of crime amongst the general public
- Assist Local Authority Township and Partnership Groups to combat crime
- Provide assistance to the emergency services
- Provide assistance to other Local Authority Departments
- Improve Traffic Management in areas covered by CCTV
- Tackle Environmental Crime

This CCTV system and its protocols, will at all times comply with National Legislation and any Statutory Acts that are in place to safeguard the use of CCTV for public space surveillance purposes. There will also be an annual independent audit of the system and protocols with any recommendations implemented at the earliest opportunity.

Reviews of this CCTV Code of Practice will be undertaken periodically and when necessary be ratified by the appropriate Council committee. However, should any person feel the need to make a formal complaint on the use of CCTV for public space surveillance purposes or this Codes of Practice they can submit their complaint via the following Wigan Council's website link <http://www.wigan.gov.uk/Council/Contact-us/Council-Complaints.aspx>

**Councillor: Kevin Anderson B.A. (Hons), MCIH
Portfolio Holder for Environment**

Purpose of the CCTV Systems

The use of Wigan Council's observational CCTV system remains the same and it shall be used for the purpose of:-

- Providing the Police and the Council with evidence to take criminal and civil action in the Courts;
- Reducing the fear of crime and providing reassurance to the public;
- Providing assistance in the prevention of crime;
- Assisting with the maintenance of public order;
- Deterring or reducing the incidence of vandalism, graffiti, and other environmental crime;
- Deterring persons from committing crimes and to enhance the opportunities for detecting those who do;
- Improving the safety and security of residents, visitors and the business community;
- Discouraging anti-social behaviour including alcohol and drug-related elements;
- Assisting aspects of Town Centre Management.

Wigan Council is committed to maintaining, reviewing, and enhancing the systems in order to ensure and improve their effectiveness, it is also committed to maintaining civil liberties.

Changes in scope of CCTV Systems

The basic principles and the scope of the CCTV system have remained the same since the first systems were installed and have continued over the years when any new system came on line, which is to provide a public space surveillance service to the areas of the Borough which are covered by a CCTV system.

Data Protection and Legal requirements

Information relating to our compliance to the Data Protection Act and all other Legal requirements that are in force that govern the use of public space surveillance systems are contained within both the CCTV Codes of Practice (para 11 pages 6-7)

Location of the CCTV Systems

During 2015 there have been two additional sites added to Wigan Council's CCTV system, this is a three column, fourteen camera system at Jubilee Park, Ashton in Makerfield, and a one column, 5 camera system at Worsley Hall, Wigan. the remainder of the sites are continuing to function under their original operational requirement remit, which is the prevention and detection of crime, reducing the fear of crime, provide a safer environment for all those who live, work and visit the parts of the Borough that are covered by CCTV.

The areas within the Borough that are currently covered by the CCTV systems are a mixture of town centres and residential/retail areas, the following are their locations;

Town Centre's

- Wigan, including Mesnes Park
- Leigh
- Ashton-in-Makerfield, including Jubilee Park
- Atherton

- Golborne
- Tyldesley
- Hindley

Residential and Retail areas

- Scholes
- Smithy Green
- Norley Hall
- Borsdane
- Worsley Mesnes
- Worsley Hall

The introduction of any new CCTV system or extension to an existing system will be subject to an in-depth feasibility report, consultation with the relevant groups involved, and the appropriate levels of funding being made available.

CCTV Monitoring Suite and 24/7 Contact Centre

The CCTV monitoring suite provides both the monitoring service for all the boroughs CCTV systems and the Council's 24/7 contact centre services. The officers who monitor the CCTV systems also carry out the duties relating to the Council's 24/7 contact centre service. These duties include monitoring alarm activated CCTV sites, receiving out of hours calls for the public of the Borough, providing a housing concierge service, emergency repairs service, civil contingency support, police airwave radio systems, pub/ shop watch radio systems monitoring and lone worker monitoring.

Statistical Information

The following statistical information in the table below is for the full calendar year of 2015 And it combines activities of the two areas that are recorded, CCTV monitoring and the 24/7 contact centre.

Activity Type	Recorded Activities
Authority Public Protection (APP) general reports	18,198
Housing Management Information System (HMIS) reports	5,028
Telephone calls – received	32,690
Telephone calls – made	14,590
Complaints - CCTV	0
Complaints – housing concierge	1
Housing concierge access control (GDX) calls	73,881
Data access request by public/insurance/solicitors	93
Pub/Shop watch radio system	24,992

Visits to CCTV Monitoring suite	2,050
Authority Public Protection (APP) police reports	1,363
Police Activities, including arrests, direction to leave, section 222 and other actions	961
Data viewed by police	769
Data access request by Police	517
Police airwave radio system	3,604

Contracts with suppliers

Some of the services that we provide to our customers are undertaken by our approved contractors who have been selected through the corporate procurement process and have been awarded a contract for a length of time between 3 to 5 years with options to extend that period.

Each contract is monitored and reviewed on an annual basis and, where applicable, if the option to extend a contract available and it is taken up then a variation of the original contract will be signed by all interested parties.

Copies of variations and associated documents are contained within the CCTV & Risk Management Manuals (section 9) private document.

Maintenance and performance of CCTV system

All information and copies of the relevant documents which refer to the maintenance and performance of the CCTV system is contained within the CCTV & Risk Management Manuals (section 9) private document.

Summary

The CCTV & Risk Management team are part of Wigan Council's Places Directorate and in particular the Environment Section. The long term strategy of the team is to become cost neutral in relation to the controllable budget, thereby costing the rate payers of the Borough £0. Once this has been achieved it will release all the monies that would have been otherwise earmarked for this valuable service to support other services that Wigan Council provide.

This objective of becoming cost neutral will not have any effect on the CCTV & Risk Management team's ability to deliver on its obligations to the Crime and Disorder Partnership. The primary reasons for providing the service will still apply, that being the prevention and detection of crime, reducing the fear of crime, provide a safer environment for all those who live, work and visit the parts of the Borough that are covered by CCTV.