

Review of CCTV Provision

1. Introduction

The Hart District Council (HDC) CCTV system was installed in the mid-1990s and the continued need for the service has been reviewed on a number of occasions since by HDC 's Cabinet. HDC has for many years had a shared service with Rushmoor Borough Council (RBC) for the delivery of its CCTV monitoring provision.

At the end of February 2023, RBC closed its in-house CCTV Control Room and transferred their monitoring service to Safer Runnymede, as part of Runnymede Borough Council (RuBC). HDC also transferred its CCTV monitoring service at this time, although operating independently to RBC and establishing an independent contract for provision with RuBC, who in turn have a maintenance agreement in place with Central Security Systems (CSS) for ongoing maintenance of cameras. Maps of the current camera locations can be [seen here](#).

Officers and Members alike have been keen to review the current provision, having had a period of settling in after the switch of service provider. This report sets out the findings from this review.

2. Objective and scope

The aim of this piece of work has been to carry out a comprehensive review of the current provision, providing both a health check of how the system is working in practice and identifying steps to assessment of the efficacy and proportionality of the current camera locations moving forwards.

The scope of the review can be seen in the terms of reference which is attached as an appendix to this report (Appendix 1). Section 4. provides the findings from each of the areas the review has covered. Section 7. outlines the future actions identified as an output from undertaking this review.

3. Background Information - RuBC CCTV Control Room

CCTV image data (audio is not captured) is transmitted electronically by various secure means from each of the HDC CCTV camera assets to a purpose-built CCTV Control Room at the RuBC offices. The Control Room is manned 24 hours a day, 7 days a week for 365 days of the year. This data is recorded and stored in video format within a secure server room. The Control Room maintains security of the data by restricting access to authorised and vetted staff only and has a sign in/out procedure for any visitors. All RuBC CCTV Control Room staff are also vetted to Non-Police Personnel Vetting (NPPV) Level 2 standards by Sussex/Surrey police.

Received video images are delivered from the recording devices (cameras) to the staff within the secure CCTV Control Room where we are provided with a record and responsive assist service. The retention period of captured video data is 31 days, after which time the data is automatically deleted from the system without the need for manual intervention unless the data has already been requested before 31 days has passed by an authorised person, in pursuance of a criminal or civil investigation. If this is the case, the data will be copied from the system and an evidence pack will be created.

RuBC maintains detailed procedures and policies to ensure that the recorded data is handled, used and deleted in the most appropriate and lawful manner. All CCTV staff have received relevant training in legislation, procedures and the effective use of the system. These staff are qualified to BTeC standards, and refresher training is regularly undertaken.

4. Findings from the Review

A. Review purpose of system against current Data Protection Impact Assessment (DPIA) and need for refreshed Impact Assessments for all cameras.

Our DPIA states that the role of the HDC CCTV Network acts either as an overt deterrent or where crime is committed, to provide video evidence when captured to support prosecutions for the following reasons:

- To help reduce crime and promote public safety
- To help the police and our officers respond to risks and incidents of crime and antisocial behaviour, and where possible prevent them from escalating
- To provide evidence to help prosecute offenders
- To help protect people and places
- To provide reassurance to town centre visitors
- To support local businesses to tackle crime and antisocial behaviour

The capture of video evidence of criminal behaviour and/or antisocial behaviour (ASB) in public spaces is a well-established and evidentially effective one. CCTV within the public realm, used proportionately and lawfully is a tool which is used to gather primary and supportive evidence for agencies who have a statutory duty to investigate and prosecute crime and disorder. It can also be used to assist with public events for public safety.

The continued provision of this system was considered and approved by Hart's Cabinet at its meeting in October 2020.

The DPIA has set review periods every two years to ensure that the purpose of the system is still justified and to note any amendments that may be required. The DPIA was last reviewed and approved in November 2023 only 4 months since the last version, because of replacement assets having been installed and because part of this review process has highlighted a need for review of existing CCTV signage, which does not currently meet the Information Commissioner's Office (ICO) requirements.

With a comprehensive DPIA in place and no areas of 'very high risk' to privacy identified within public spaces and car parks, there is no obligation to carry out Impact Assessments for all cameras individually. Should any concerns be raised over privacy, details of our Data Governance Officer are clear on the HDC website and privacy exclusion zones could be created. There are no such exclusion zones on our current system.

B. Review of past and current data relating to the service – faults and incidents reported

Faults

In the past, faults were reported to us by RBC via monthly monitoring meetings. Faults were identified only as downtime against the camera asset numbers i.e. if a camera was inoperable for a week, we were advised of 7 days downtime accordingly. During the period of contract negotiations with RuBC, the maintenance contract then in place with Baydale Control Systems was not renewed by RBC and call outs to faults were not guaranteed as a result. There were no recorded faults addressed in the last 6 months of our contract with RBC which pushed the downtime recorded to unacceptable levels.

Faults are notified to us now by RuBC using a live fault reporting system called OS Ticket. This is a fully transparent end to end online system that detects faults immediately and starts resolution procedures straight away. An autogenerated sheet provides details of when the fault was identified and then updates are also autogenerated as CSS go through the process of remote diagnostics, visit and then request for upgrade parts or asset if required. Upon fault resolution, we are provided with images from the asset as evidence. Direct access to OS Ticket is due to be given to HDC early in 2024 which means interrogation of the system against any asset will be possible at any time and reports for monthly faults can be run automatically from the system.

The table below shows the number of faults reported to us by RuBC since April 2023 – a total of 37.

| Month | Apr 23 | May 23 | Jun 23 | Jul 23 | Aug 23 | Sep 23 | Oct 23 | Nov 23 |
|--------------|--------|--------|--------|--------|--------|--------|--------|--------|
| No of Faults | 15 | 9 | 6 | 5 | 1 | 1 | 0 | 2 |

During this time 5 assets that could not be repaired were replaced in July 2023 and a further 5 assets have been replaced in October and early November 2023, leaving now just 1 asset in need of replacement which will be resolved as soon as an electrical requirement for the column on which the asset is mounted is resolved – this is due to be carried out by the end of December 2023.

Of the two faults reported in November, one was resolved within an hour as CSS were on a routine visit and able to ascertain that it was a blown fuse that needed replacement. The other fault was due to issues with the British Telecom (BT) analogue line (discussed further under **4J.** below). This camera is still operable but is prone to instability because of the analogue transmission line and has had to be rebooted a number of times.

In summary, the system now in place for fault reporting, monitoring of progress and tracking of repairs leading to resolution is timelier and more comprehensive.

Incidents

Incidents picked up by the CCTV Control Room in RBC were recorded by RBC and advised to us quarterly for data compilation purposes. The system for notification to Police was assessed by priority need or intel purposes accordingly, dependent upon whether Police attendance was required.

Since the transfer of monitoring to RuBC, we receive weekly reports which are a combination of general monitoring information not requiring a police response, responding to police incidents broadcast over the radio system and where required, proactive broadcast over the Police Airwave system by our operators.

RuBC advise that the number of incidents logged against Hart is significantly lower than for other areas that they monitor which confirms what other data shows, which is that Hart is a safe district in which to live. Most of the incidents that are monitored that require action from the CCTV Control Room are nighttime economy (NTE) related which are generally swiftly dealt with by door staff or officers on patrol without any need for them to broadcast over the Police airwave radio.

It is important to note here that the CCTV Control Room is a multi-functional control room managing more than just CCTV. Across the whole CCTV Control Room, monitoring takes place for 4 local authority areas across both Surrey and Hampshire as well as the CCTV monitoring for St Peters and Ashford hospitals. They also take the council out of hours (OOH) calls for those 4 local authorities which cover anything from homelessness to emergency response. The CCTV Control Room is also responsible for answering 4,621 careline clients across 3 Surrey local authority areas. Calls in from the careline clients currently take precedence for response because of their potential critical nature.

To keep Hampshire and Surrey radio traffic separate, there is a dedicated Hampshire desk – should the Hampshire desk operator be busy on a careline call, and Surrey operators do not hear the Hampshire desk radio call ins, all Hart Neighbourhood Policing Team (NPT) officers have been given the direct dial number and advised to contact the CCTV Control Room by telephone so that another of the operators in the room can respond and move the required cameras whilst the Hampshire operator is committed on their careline alarm call, until such time as they can resume and take over.

C. Review of reported Key Performance Indicators (KPI) – are they meaningful?

Over the last few years, there has been much debate over the KPIs that have been in place for the CCTV service. Much of this debate has been triggered by the focus on faults and resultant camera downtime which, due to the issues with the previous maintenance provider, we were not able to make improvements on. Whilst this highlighted the absolute need to have an effective system in place to manage fault identification and resolution, it has provided little in terms of meaningful data to reflect the role CCTV has the potential to play in supporting the work of the Community Safety team and the Police.

When the new contract came into place between HDC and RuBC, the KPIs were revised. The current suite of KPIs are:

| | Service Description | Service Level | Criticality | Method | Frequency | Target |
|-------|---|---|-------------|----------|-----------|--------|
| KPI 1 | Trained on duty staff - Percentage of shifts with appropriately trained security staff on duty to deliver this contract | All staff must be fully trained and all will need to be SIA Public Space licensed | Gold | Audit | Quarterly | 100% |
| KPI 2 | Obtaining Evidence - Evidence copied for law enforcement agencies and other authorised third parties | Evidence to be provided within 48 hours of request unless otherwise agreed | Silver | Log Book | Monthly | 100% |

| | | | | | | |
|-------|--|--|------|----------|---------|------|
| KPI 3 | Information Requests - Requests by data subjects - All information requests must be considered on receipt. Data is only held for 31 days therefore if a request is received on day 30 back up footage will have to be requested immediately to fulfil the request. | All requests to be considered and acknowledged within 5 days and to be responded to within 10 days maximum | Gold | Log Book | Monthly | 100% |
| KPI 4 | Control Room - Operation of Hours - CCTV control room operated as specified in the contract for 24/7, 365 days per annum | Operational hours are compliant as per the contract between Runnymede and Hart, excluding where access to the control room is not possible as per agreement relating to limitations of available Disaster Recovery | Gold | Audit | Monthly | 100% |

The current KPIs in place relate to standard service delivery requirements only and it is felt that, whilst the Council cannot control camera faults, it can control camera operability through decisions made for visits and repairs. This needs, however, to consider the 9 assets that are not supported by IP lines (discussed further under **4J**. below).

The following is additionally proposed:

KPI 3 update - Evidence will only be provided where specific timeframes can be given within 15 minutes of an incident.

KPI 5 – Hot Spot Camera Operability - Target KPI 98% for decision on resolution on a fault within 24 hours.

Cameras FL902, FL903, FL905, FL906 and FL907 along Fleet Road average the highest incidents of ASB and crime reports (>500 incidents recorded in last 3 years) and are therefore considered as Hot Spot Cameras. NB None of these cameras are affected by the analogue line connectivity issue.

KPI 6 – Call/Radio Response Times for Police – Target 98% for calls from Police to be answered within first two attempts.

If not answered on radio, then Police to immediately move to phone the direct dial number provided for the CCTV Control Room.

D. Review links with Police and possibility to link to live incident reporting

The Community Safety Team meets each morning with Police in their Daily Management Meetings (DMM) where issues affecting the area can be shared. In addition to this, monthly meetings are in place with the NPT Sergeants to discuss any emerging issues and look to problem solve in partnership wherever possible. As part of the wider monthly PEOPLE multiagency meetings, co-chaired by the Safer Communities Manager, there is further discussion held with the NPT Inspector around emerging risk, crime trends and individuals presenting with vulnerabilities that pose an impact to themselves within the community or to the community itself.

The system in place at RuBC with Surrey Police allows Surrey Police to call RuBC on the radio to activate monitoring, which Hampshire Police can also currently do, but with Surrey Police, the operators are also able to patch images straight through to Surrey Police Headquarters and the local police station, where they have connected viewing terminals. This means that RuBC still update via the radio of the current situation when an incident is in progress, but if the operator becomes tied up with other calls coming in, the incident would still be displayed as a live event for the police to determine an appropriate response.

A connected viewing terminal, jointly paid for by HDC, RBC and Hampshire Police is due to be installed in the Farnborough NPT office (located centrally within the Hart & Rushmoor policing area) by end of December 2023, with staff to be trained and ready to use the system by end of January 2024.

RuBC also have access to Surrey Police's live incident log (CAD/Storm), which provides them with all incidents so they can stay ahead of the curve and ensure that cameras are focused on the right areas prior to the incident being called out on airwave which provides the best opportunity for evidence capture. Without this linked approach, RuBC are often only able to catch the aftermath of incidents due to the delay between call handlers and dispatchers prior to going out on airwave.

This has been highlighted to the Hart & Rushmoor District Commander with a request to discuss this with Senior Leadership as a potential opportunity to improve tasking and resource deployment and ensure optimal efficacy of our CCTV service for them.

E. Review of footage requests by Police and its role in prosecutions

Footage requests from Police are made direct to the CCTV Control Room, as opposed to member of the public requests e.g. Freedom of Information (FOI) or Subject Access Requests (SAR) which have to be applied for through the HDC Data Protection Officer.

Where Police footage requests result in usable evidence, the footage is then uploaded directly to NICE as the Digital Evidence Management System (DEMS) for Police, which negates the need for an officer to attend the CCTV Control Room to obtain the evidence and ensures 'continuity of evidence'. This is key for maintaining the integrity of real evidence relied upon in court and requires that the prosecution can account for all the time during which exhibits have been in the possession of the investigators. This includes the storage, custody, testing or examination and/or disposal or retention of any data or objects.

Previously, we were not made aware of footage requests from Police but since the transfer of service to RuBC, we receive monthly reports citing which cameras have had footage requests made against them. Below is an example of the data received from RuBC for October 2023:

| Camera(s) | Footage requests | Date requested | Location | Outcome | Footage provided |
|---------------------|------------------|----------------|-----------------|---|------------------|
| Y944 | 7 | 05/10/2023 | Yateley | Drunk in charge | Y |
| HW952 | 6 | 05/10/2023 | Hartley Wintney | Stolen vehicle | Y |
| H937, H938 | 5 | 05/10/2023 | Hook | Movements of stolen vehicle and transport vehicle | Y |
| FL903 | 4 | 08/10/2023 | Fleet | Assault | Y |
| Y945 | 3 | 19/10/2023 | Yateley | Burglary | Y |
| H935, H937, H938 | 2 | 27/10/2023 | Hook | Suspect movements | Y |
| FL903, FL912, FL913 | 1 | 29/10/2023 | Fleet | Sexual assault | Y |

The installation of the connected viewing terminal (referred to above in **4D.**) within the local policing district will further support the process of evidence access. Discussion around the need for a further terminal may take place in the future should HDC and/or Police feel that a further terminal located in Hart would be justified and beneficial.

The role that footage itself plays in prosecutions is out of reach of Hart's Community Safety Team. Many prosecutions can take months or even years to get to court and it is likely that any CCTV footage requested, if used in Court, could not be solely attributed for the prosecution as it will form part - rather than all - of the evidence.

HDC continues to welcome feedback from Police around enhancing evidence from the CCTV system to aid prosecution and is keen to work closely with them to ensure that the system is providing the best possible opportunities to provide evidence and support in prosecutions.

F. Survey of public feelings of safety around CCTV

Whilst not specifically linked to CCTV, the government commissioned Ipsos to conduct a [survey](#) with the general public around feelings of safety which was published in March 2023 to address the following with a view to also informing the upcoming Community Safety Partnership Review:

- their views on issues related to community safety
- whether they feel these community safety issues are being addressed locally and the role of local agencies
- whether the public are currently engaged on issues related to community safety and, if so, how
- the level of engagement or consultation they would like on this topic going forward

Interestingly, and perhaps not surprisingly, the areas with the lower crime rates per 1,000 consistently expressed less feeling of safety than those areas with higher crime rates per 1,000, so where crime is experienced less, the fear of crime is disproportionately much higher.

The Community Safety Team is planning to undertake its own Feeling of Safety Survey across the HDC area in March 2024 to be repeated annually which will help to support the work of the team as well as provide supporting data for the Strategic Assessment that is required to be completed for the wider Community Safety Partnership (CSP) Partnership Plan. This survey will ask specifically about CCTV to assess feelings around public safety and what part CCTV provision plays in that.

G. Review of assets and an assessment of whether they are fit for purpose against industry operability standards

All 41 of Hart's current assets meet industry operability standards and pictures are of evidential quality. RuBC are audited by the National Security Inspectorate (NSI) annually (Appendix 4) and adhere to BS7958:2015 standards. NSI approval is a highly respected and trusted hallmark in the security and fire sectors, demonstrating technical expertise, and is a reassuring mark of quality of service.

Of the 41 cameras owned by HDC, currently there are 9 older assets which operate on BT analogue lines (discussed further under **4J.** below), however, importantly all cameras have 360° vision. IP cameras are preferred by RuBC as they allow for quicker issue resolution. They are also cheaper to maintain.

Police have fed back that on occasion they have not been able to read vehicle registration numbers (VRN) when cars have been moving - or at times stationary. Whilst all cameras are PTZ (pan/tilt/zoom) and can be left in any orientation, being able to read a VRN would be very much dependant on the positioning and the amount of zoom applied to the camera as to the detail captured.

The more zoomed in a camera is on a road, the more detail becomes immediately visible, however the off set of this is the loss of a more general wider view available for evidence gathering. As an example, leaving a camera focused on one specific road on to a roundabout to obtain vehicle details may well miss a get away from a road traffic collision (RTC) on an adjoining road to the same roundabout, due to that loss of a wider zoomed out view. The high resolution of the image captured would in most cases mean that zooming in on stills of the recorded image should still provide a high level of detail.

Light also plays a huge factor in the amount of detail that is obtainable by the cameras. For example, the glare of headlights at nighttime heavily impacts the ability of the camera to pick up details unless a vehicle is being actively monitored by an operator at the time.

Police have been assured that if there are any specific locations or roads that officers would like the CCTV Control Room to focus on, based on current crime trends or evidence, that they can advise the CCTV Control Room accordingly and the operators will be able to set the cameras up within the parameters of the Regulation of Investigatory Powers Act (RIPA).

Discussions around the use of facial recognition are beginning to take place but officer research tells us that this technology is not advanced enough currently to be relied upon to produce accurate results in place of human judgement.

The technology depends upon algorithms to make facial matches. Those algorithms are more effective for some groups, such as white men than other groups such as women and people of colour due to lack of representation within the data set on which the algorithm was trained. This creates unintentional biases in the algorithms, which could in turn translate to biases in whatever action the technology is informing, such as arrests.

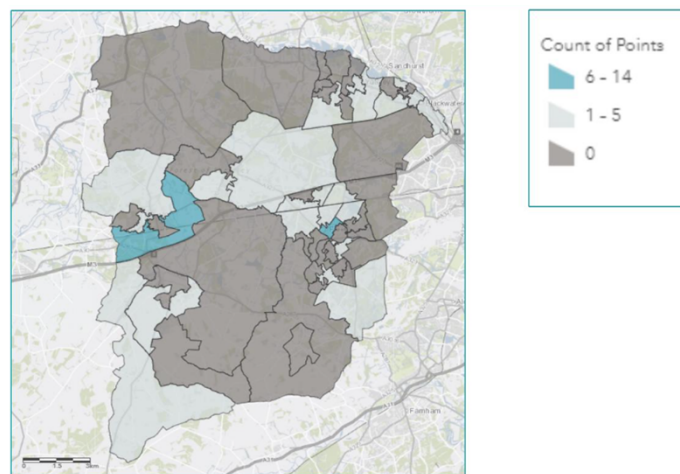
In 2018, civil liberties organisation Big Brother Watch published evidence that facial recognition technology utilised by the Metropolitan Police Service (MPS) was incorrectly identifying innocent people as criminals 98% of the time. It is simply not fit for purpose yet.

H. Assessment of cameras against priority rating for issue resolution approach – to include mapping exercise of crime and Antisocial Behaviour (ASB) data against current camera locations

Much work has been done recently with the Serious Violence Duty 2023 (SVD) around what types and where serious violence occurs across Hampshire. Hart shows as the district with the lowest rate of serious violence offences per 1,000 population across all of Hampshire and the Isle of Wight:

| District | Number of Serious Violence Occurrences | Population | Rate per 1000 population |
|---------------|--|------------|--------------------------|
| HIPS | 5123 | 2,001,172 | 2.6 |
| Southampton | 1334 | 247,256 | 5.4 |
| Portsmouth | 1037 | 206,828 | 5 |
| Rushmoor | 394 | 100,068 | 3.9 |
| Gosport | 212 | 82,178 | 2.6 |
| Havant | 329 | 124,470 | 2.6 |
| Isle of Wight | 297 | 140,889 | 2.1 |
| Basingstoke | 377 | 185,656 | 2 |
| Eastleigh | 219 | 136,974 | 1.6 |
| Winchester | 199 | 127,916 | 1.6 |
| Test Valley | 201 | 131,190 | 1.5 |
| New Forest | 253 | 176,262 | 1.4 |
| East Hants | 140 | 126,199 | 1.1 |
| Fareham | 131 | 114,993 | 1.1 |
| Hart | 100 | 100,293 | 1 |

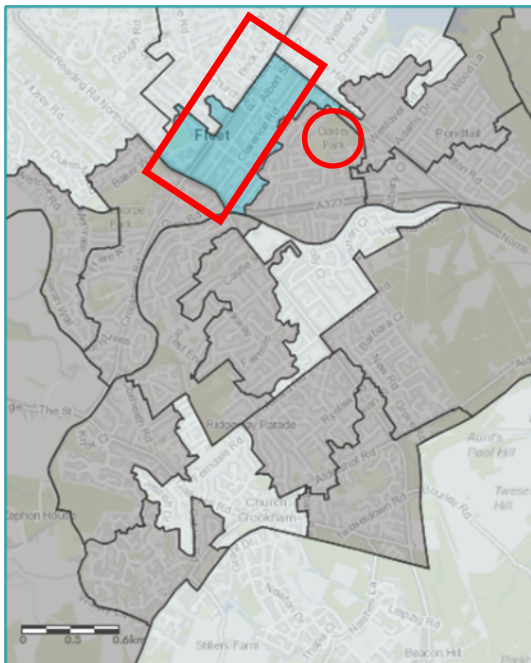
The recent Strategic Needs Assessment produced by the OPCC’s Violence Reduction Unit (VRU) shows the following mapping of serious violence across the Hart area:



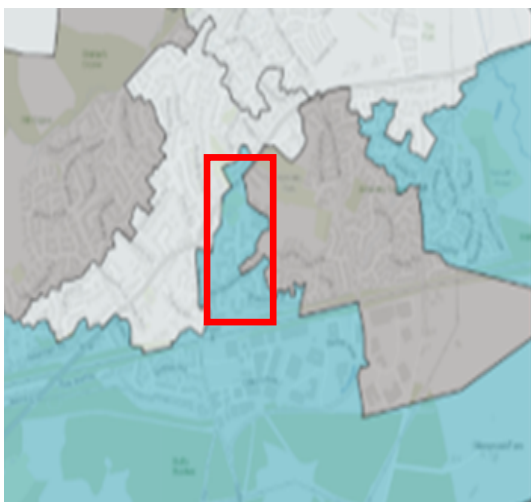
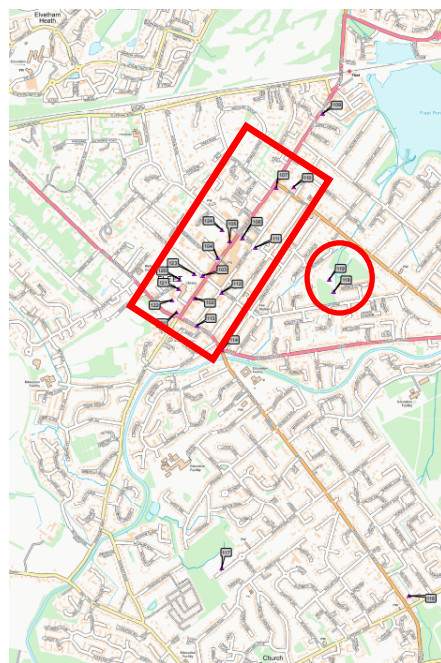
The above map demonstrates the count of Serious Violence occurrences broken down by Lower Super Output Area (LSOA). Each LSOA has a population of between roughly 1000 and 3000 persons (taken from Census 2021 Geographies - Census 2021 geographies - Office for National Statistics - ons.gov.uk).

Dark grey areas demonstrate LSOAs where no Serious Violence occurrences were recorded in the last year, while the blue areas recorded the greatest number of Serious Violence occurrences across the year. Serious Violence is concentrated in certain areas of Hart, specifically the centre of Fleet and an area of Hook.

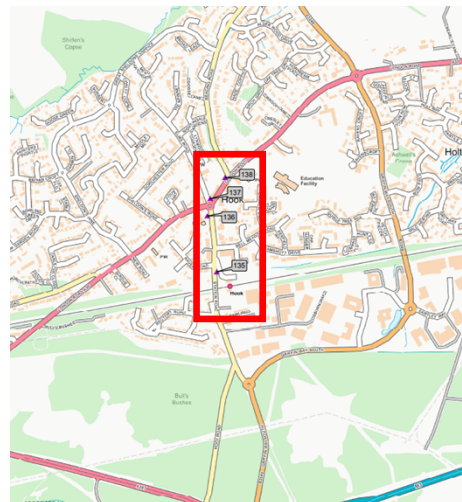
Below is a look at the individual maps for both Fleet and Hook against the serious violence maps against the CCTV locations:



Fleet



Hook



The area outside of central Hook includes a large rural area which at certain times of the year is particularly impacted with rural acquisitive crime which can often include threats of violence which leads this map to show as a large area impacted by the data associated with it.

In terms of this data, camera locations do appear to be in the 'right' places according to the above maps, but do not have full coverage of the extent of the areas where serious violence crimes are recorded.

In terms of wider crime types and ASB, a report was requested from the Shared Community Safety Analyst to provide a clear picture of which cameras have the highest number of incidents reported against them (Appendix 6). The results of this report are reflected in the suggested additional KPI 5 under **4C.** above.

Further analysis of locations with significant numbers of reports in locations without cameras was also commissioned and is included as an action in Section 7. It must be understood that only locations with supporting data pertaining to persistent issues causing a community impact i.e. not issues between two parties or occasional issues only, would be considered as potential alternative camera sites.

I. Understanding of asset maintenance – remote diagnostics vs camera visit and timescales

Under our current contract, any cameras that require replacement are upgraded by CSS through RuBC to their preferred [BOSCH](#) fully IP cameras (Appendix 5), these are considered an industry market leader. These cameras allow for remote remedial diagnostics to be undertaken significantly decreasing potential camera downtime.

As referenced above under **4B.**, RuBC use a live fault reporting system called OS Ticket. This is a fully transparent end to end online system that detects faults immediately and starts resolution procedures straight away. A critical failure is the loss of image.

On notification of a fault, diagnostics will be run remotely to see if the issue can be resolved via an online reset. This is only possible on fully IP cameras. If this is not an option or the reset does not fix the issue an engineer needs to be sent out to physically visit the camera. A ticket is then raised, and a report is sent to HDC, detailing what the issue is. If required, the issue report will include a quote for repair work. On acceptance of the quote, and once a purchase order has been raised by HDC, the repair is completed.

From RuBC contract start to date, cameras have been fixed as soon as possible to resolve the legacy issues carried over from the previous maintenance provider. Cameras may be utilised from non-hotspot locations or from replaced cameras to ensure continuity of hot spot coverage. Replacement cameras are sourced through the agreement that CSS, the maintenance provider for RuBC, have with BOSCH directly. This gives HDC access to their hardware at a significant discount (20% REUP discount).

Cameras will be prioritised based on the number of incidents captured per camera. Analyst work to date shows clearly that the cameras along Fleet Road capture the highest number of incidents per camera. This area is therefore considered a district 'hot spot' and has priority over other areas. These cameras are therefore prioritised in the issues resolution approach. This is reflected in the

suggested additional **KPI 5** under **4C.** above.

Having resolved legacy issues, routine planned maintenance (RPM) will be carried out from 1 April 2024 whereby each asset will be inspected twice yearly to identify any wear and tear issues and look to replace parts rather than whole assets where possible, to prevent asset failure. Cost of this is included within the contract with additional call out fees for any additional visits being charged on a sliding scale, dependent on priority of camera and urgency of need to visit within 24 hours, 3-5 days or whether it can wait until the next routine visit is planned (see section **4J.** below).

The current CCTV maintenance budget was agreed by Cabinet back in 2020. It was agreed that the annual maintenance budget would be set to £15,000 annually for 3 years. The ongoing capital budget, past 2023 is not currently agreed, and funds needs to be allocated (see section **4J.** below for more details and Appendix 2).

J. Review of budget/sinking fund need for asset spares in support of system and possible call out fees for emergency repairs on cameras identified as 'priority' against a criteria along with delegated authority to RuBC to request additional cost call outs

Moving forward, with an RPM program established as described above under **4I.**, the twice-yearly inspections should identify any wear and tear issues and look to replace parts rather than whole assets where possible, to prevent asset failure. Removed assets which could provide replacement parts for other cameras will also be established as a resource. The costs of RPM are built into the contract and work out at an average of £11k per annum for the existing contract period which covers to 2024/25, which also includes service support direct from Bosch.

Costs associated for any additional call out fees would be as follows:

- Visit required within 6 hours - £550 call-out plus hours onsite
- Visit required within 3 days - £352 call-out plus hours onsite
- Can wait until the next RPM visit is planned - £0

In addition to the above, building in a planned program of asset replacement would mean that unforeseen call out fees would be highly unlikely as the BOSCH assets themselves that CSS use have a 5-year warranty on non-moving parts and 2 years on moving parts. The 360Visions that Hart uses, due to the nature of their moving parts, can be less reliable and CSS have had a number of assets which are faulty out of the box – this only serves to strengthen the value of using BOSCH with their reliable and no fuss warranty provision.

Clearly, whilst there is no guarantee, if the assets are upgraded and kept up to date and maintained, there should be minimal chance of failure.

In terms of technology, significant steps occur approximately every 3 years, so somewhere between 3 and 5 years for planned asset replacement is optimal. The reality of the cost of this however is between £20k and £30k per annum. It would therefore be recommended to look to replace cameras instead at a rate of 4-5 cameras per year which would require an estimated £15k per annum set aside. All analogue assets would be replaced first as a priority once the remaining analogue lines have been upgraded.

HDC still have 9 analogue BT circuits which dictates that the CCTV asset on the end must be analogue compatible and cannot therefore be upgraded to IP until the transmission line is also IP. RuBC are in the process of finding out from BT what the process and possible cost is for getting those circuits upgraded and how long it would take. We have to be aware that if one of those circuits were to develop a fault on the actual line, then the downtime could be considerable and would not be within the control of CSS.

K. Seeking of key stakeholder views - to include the Police, Fleet BID, Town & Parish Councils, Safety Camera Partnership, CSS as the maintenance provider and RuBC

In November 2023 HDC reached out to key stakeholders including:

- Police
- Fleet BID
- Town & Parish Councils

Stakeholders were asked to respond to the following questions:

1. Do you feel the Hart District Council public spaces CCTV system in operation meets the needs of the communities it serves?

2. Locations of all cameras are available through the Hart website, do you feel cameras are located in the most needed places?

3. Do you feel there are any barriers which would prevent you requesting CCTV footage should you require it?

4. Is there anything else you would like to raise in relation to the Hart public spaces CCTV system?

Responses are included in Appendix 3.

In total, 20 Town & Parish Councils were contacted, of which 3 responded. The feedback received indicates that generally stakeholders feel there is a need for more cameras within the district, particularly in areas where there is currently no coverage.

Some parish councils have opted to set up cameras themselves independently of the Hart CCTV system which means that they are responsible for the DPIA for data that they then control and how it is processed. They have complete control over how they run their systems and bear the cost themselves. Having localised CCTV coverage means that the monitoring of and review of footage is much more focused, and they would be able to search through extensive footage to find if evidence is available. Monitoring on a larger scale across the whole CCTV system as we have with RuBC means that reviewing footage for any period longer than 15 minutes takes an operator away from monitoring the remainder of the cameras for too long a period – hence the addition to **KPI 3** in section **4C**. above.

HDC officers feel that the current CCTV provision and coverage is adequate against the data available. The Police and Crime commissioner survey shows the areas within Hart District, where serious crime takes place, and these areas are largely covered by Hart's CCTV provision.

Some of the more serious rural crime would not benefit from having additional fixed cameras as the crime gangs that target rural businesses and properties move around the county, so it is hard to pinpoint where they may target next. It may, instead be beneficial to consider a deployable hotspot camera in this circumstance, perhaps on an arterial route - see section **4M.** below.

Officers do feel, however, that increasing the coverage along Fleet Road could be beneficial. Currently the 360°PTZ cameras can only face in one direction at a time, the installation of swan necks and additional cameras at the top of existing posts could ensure that the cameras would work more effectively always providing 360° coverage. Regarding specific hotspots, in terms of ASB, it would again be appropriate to consider the use of deployable cameras where issues are severe, ongoing, and persistent.

It was clear from the feedback received that stakeholders were not familiar or up to date with the current CCTV service provided by HDC. Actions have therefore been added to the action table to help address this – see section **7.**

L. Review of contract against service monitoring practices

Formal monthly meetings take place between the Community Safety Team and RuBC to discuss any issues that have occurred during the month and to ensure that all processes are running smoothly. Informal discussions also regularly take place as required, so issues can be resolved as swiftly as possible.

Data is provided on faults as they occur as per section **4B.** above, incident reports are advised weekly and footage requests are provided monthly.

Whilst there were some issues with the Out of Hours (OOH) provision due to contact number issues, this provision has run smoothly since and RuBC have been very accommodating with any request for additional OOH services e.g. lone working for rangers at the weekends and answering the 'cow' phone (to alert rangers for assistance when grazing cattle on HDC land have wandered beyond there grazing areas).

M. Assessment of future opportunities for best use of the service – cameras locations/expansion, technology

There are a number of issues/challenges that have been identified during this review, that present future opportunities for the Council. These are set out below:

Extension of Runnymede BC Contract

If the contract with Runnymede was extended, it would be possible to continue to build on the current upgrade. This would result in a full system upgrade to IP cameras. As discussed in section **4J.** above, analogue upgrade dependent, all assets could be IP by the end of financial year 2025-26.

Another benefit of extending the contract would be the increased operator/control room knowledge of the HDC area and well-known nominals over time.

Optimal Upgrading

Planning optimal upgrading into the maintenance plan keeps camera technology current and avoids accumulating increasing points of failure but it is recognised that this needs to be carried out at a rate which is sustainable.

The upgraded BOSCH units have a 5-year warranty on non-moving parts and a 2-year warranty on moving parts. Technology advances are significant around every 3 years. It is recommended that HDC looks to upgrade 4-5 cameras per year.

Analogue downtime is considerable as the bracketry and cabling must be replaced when they are refreshed. When using the new BOSCH models these costs are removed along with the time it takes to install them.

Upgrade of the remaining 9 BT analogue circuits should be pushed for achievement as soon as possible.

Connected Viewing Terminal

There is currently a limitation around accessibility to information/evidence. RuBC can only review footage and provide evidence in a 15-minute window as described above in section **4K.**

The installation of a review terminal within the local Policing district is in progress and due to be installed within the Farnborough offices by the end of the year. Discussion around the need for a further terminal may take place, specifically regarding the installation of a terminal in a Hart location (see section **4E.**).

Internal data sharing agreements between organisations will need to be established and those wishing to use the viewing terminal will be required to hold SIA training.

Link to live incident reporting (data sharing)

The stakeholder feedback identified the need to improve incident reporting and call response times with the Police. A new KPI has been proposed to help tackle this issue and an alternative method for contact into the CCTV Control Room by phone if the radio is not answered on the first attempt. Surrey Police have improved data sharing through live incident links, and this has been raised with Hampshire Police to progress (see section **4D.**) and will be followed up.

Deployable Hot Spot Cameras

One of the key benefits of Deployable CCTV is the ability to move the cameras to a new location should the monitoring requirements change. This is particularly beneficial should the camera's original purpose become obsolete either due to criminal activity in the area being displaced or the camera becoming obscured (by a new build, foliage, road layout change etc).

Bosch deployable cameras cost £6k and carry the same specification as the fixed cameras being added to our network as upgrades. The cameras themselves weigh 6kg and therefore need to be mounted on light columns more than 6m in height to be able to carry the weight of the unit. There are costs of approx. £400 associated with installation and deinstallation as this can only be done by HERS accredited engineers (Highways Electrical Registration Scheme). The cameras contains a SIM for connectivity and data is transmitted to and from the CCTV Control Room over 4G – data packages cost around £1k per year.

N. Clear process developed for consideration of any new camera requests

HDC should determine the exact running and maintenance costs required to allow the current system to continue running to the desired standard. This can only be achieved once a longer-term decision has been made around the contract length of the CCTV supplier (RuBC). Once this cost is fully understood, future improvements - including the addition of more cameras - can be considered and prioritised amongst other future considerations (see section **4M.** and **7.**).

Before any new assets will be considered in addition to the current CCTV provision, including the possibility of increasing coverage where an existing asset is located, there must be a legitimate aim that meets a pressing need which is proportionate; effective, and compliant with any relevant legal obligations.

Once this is established there are 12 principles that must be met. These are required by the Surveillance Camera Commissioner. Their [self-assessment tool](#) should be filled out and used to determine if a new camera complies with the [surveillance camera code of practice](#).

This should then be sent into HDC for review and determination of asset and installation as well as ongoing monitoring costs. For any further cameras requested for Town & Parish Council land e.g. park areas, rather than HDC public realm space, cost would need to be borne by the Town & Parish Council for provision of service. Dependent upon the level of privacy impact, a public consultation may also be required.

5. Consideration of Overview & Scrutiny Task and Finish Group (OSTFG) Findings and Recommendations

The Overview and Scrutiny Task and Finish Group met with officers at their inception meeting, and without officers in subsequent meetings. However, officers have been kept up to date with the lines of enquiries of the group. These have included:

- The costs of providing new cameras, both in existing locations and in new locations
- The costs of a deployable CCTV unit for use by the service
- Data on footage requests by Police
- The specification of cameras and how they are assessed and maintained
- Common themes or faults with cameras

The Task and Finish Group reported their findings and recommendations at the December 2023 Overview and Scrutiny meeting, and these have been considered when producing the report presented to the January 2024 Cabinet.

6. Overall Conclusions

Since transferring the CCTV monitoring and maintenance services over to RuBC, HDC have benefited from:

- swift fault reporting, repair and system maintenance services
- improved reporting, monitoring, and feedback to help inform decision making e.g. number of footage requests
- expert guidance, advice and support

The current contract has been in place less than 1 year and is in its infancy. Significant improvements to the service have been made in a short amount of time. This review has highlighted a number of recommendations and actions required to help further improve and maintain the service provision.

7. Recommendations – improvements and changes

This review has identified key areas of work for improvement. These recommendations are outlined in the action table below.

| Immediate 2023-24 Actions | | | |
|---------------------------|---|--|-----------|
| | Identified Tasks | Action | Timescale |
| 1 | Create a clear process for consideration of any new camera requests | See section 4N. above | Completed |
| 2 | Amend KPIs to include update to KPI 3 and add in KPIs 5 & 6 | See section 4C. above | Completed |
| 3 | Add educational information about CCTV provision in Hart to educational and outreach events the Community Safety team already take part in | Community Safety Team | Ongoing |
| 4 | Continue to push for update of remaining 9 analogue transmission lines to IP digital lines (and then prioritise upgrade of analogue assets) | Safer Communities Manager to monitor progress through RuBC | Ongoing |
| 5 | Agree ongoing capital and 2024-25 revenue budget allocations | Safer Communities Manager to take to Cabinet | Jan 2024 |
| 6 | Determine if current contract with Runnymede should be extended and by how long | Safer Communities Manager to take to Cabinet | Jan 2024 |
| 7 | Signage Review | Officers have undertaken a signage review across the district. The initial findings indicate that new signage is required for all asset locations. | Feb 2024 |
| 8 | Webpage Update | Include additional information about new camera request process and how to request evidence. | Mar 2024 |

| | | | |
|---|---|---------------------------|--------------------|
| 9 | Circulate final report to all stakeholders in order to raise awareness of CCTV provision provided by Hart. Consider holding a networking event to update all stakeholders on new camera request process and address areas highlighted in the feedback. | Safer Communities Manager | Mar 2024 |
| 10 | Complete 'Feeling of Safety Survey' across the district annually. Incorporate specifically feelings around public safety and what part CCTV provision plays. To become an annual survey once baseline data established. | Community Safety Team | Mar 2024 & Ongoing |
| Longer Term Actions 2024-25 and beyond | | | |
| | Identified Tasks | Action | Timescale |
| 11 | Further data analysis on the public realm hot spot figures (Appendix 6) to be interrogated and recommendations for any alternative camera locations to be reported. | Community Safety Team | Apr 2024 |
| 12 | Engage with parish councils to understand the motivation behind the setup of local area CCTV provision. | Community Safety Team | Apr 2024 |
| 13 | Produce a rolling plan for upgrading and maintenance considering optimum upgrade times with clear costings before any new camera provisions are considered. | Safer Communities Manager | Apr 2024 |
| 14 | In collaboration with the police, review the current CCTV provision along Fleet Road for the identified Hot Spot Cameras - <i>FL902, FL903, FL905, FL906 and FL907</i> – to ensure that the cameras effectively provide 360° coverage and provide a costed plan for the installation of swan necks. Consider if/where additional cameras should be installed at the top of existing posts using the Surveillance Camera Commissioners self-assessment tool. | Safer Communities Manager | Jul 2024 |
| 15 | Review and further consider any other opportunities identified in section 4M . not already covered by actions above | Safer Communities Manager | Sep 2024 |

Appendix 1

Review of CCTV Provision

Terms of Reference

1. Introduction

The Council has for many years had a shared service with Rushmoor Borough Council (RBC) for the delivery of its CCTV monitoring provision. At the end of February 2023, RBC closed its in-house CCTV control room and transferred the monitoring service to Safer Runnymede, as part of Runnymede Borough Council (RuBC). Hart also transferred its CCTV monitoring service at this time, although operating independently to RBC and establishing an independent contract for provision with RuBC who in turn have a maintenance agreement in place with Central Security Systems (CSS) for ongoing maintenance of cameras.

Officers and Members alike are keen to review current provision, having had a period of settling in after the switch of service provider.

2. Objective

The aim is to carry out a comprehensive review of the current provision, providing both a health check of how the system is working in practice and an assessment of the efficacy and proportionality of the current camera locations moving forwards.

3. Proposed Scope

The scope of the review is set out below:

- Review purpose of system against current Data Protection Impact Assessment (DPIA) and need for refreshed Impact Assessments for all cameras
- Review of past and current data relating to the service – faults and incidents reported
- Review of reported KPIs – are they meaningful?
- Review links with Police and possibility to link to live incident reporting
- Review of footage requests by Police and its role in prosecutions
- Survey of public feelings of safety around CCTV
- Review of assets and an assessment of whether they are fit for purpose against industry operability standards
- Assessment of cameras against priority rating for issue resolution approach – to include mapping exercise of crime and Antisocial Behaviour (ASB) data against current camera locations
- Understanding of asset maintenance – remote diagnostics vs camera visit and timescales
- Review of budget/sinking fund need for asset spares in support of system and possible call out fees for emergency repairs on cameras identified as ‘priority’ against a criteria along with delegated authority to RuBC to request additional cost call outs

- Seeking of key stakeholder views - to include the Police, Fleet BID, Town & Parish Councils, Safety Camera Partnership, CSS as the maintenance provider and RuBC
- Review of contract against service monitoring practices
- Desktop review of best practice in all the above areas
- Assessment of future opportunities for best use of the service – cameras locations/expansion, technology etc
- Clear process developed for consideration of any new camera requests
- Assessment of costs of any improvements or future changes, if recommended
- Anything further raised by the O&S Task & Finish Group not covered above

4. Approach

The new fixed-term post of Community Projects Officer will work on the review, reporting to the Safer Communities Manager. There will be a mix of desktop work and interaction with a range of partners and agencies. The review will also include a clear assessment of all costs deployed in the delivery of the service.

The following staff will be involved in working on the review:

- Safer Communities Manager
- Community Safety Support Officer
- Community Project Officer
- Executive Director, Community

The findings of the review will be set out in a report to Cabinet, with a request to approve any recommendations (if any emerge).

5. Timeframe

The review will be carried out at the end of summer/autumn, with a view to completion in November. It is anticipated that the report will go to November Overview and Scrutiny, in advance of Cabinet.

Appendix 4



OFFICE OF THE BIOMETRICS
AND SURVEILLANCE
CAMERA COMMISSIONER

Certificate of Compliance

This is to certify that

Runnymede Borough Council

Has been independently inspected and assessed as achieving
compliance with the below legislation in respect of the following
surveillance camera system(s) operating in public places;

Closed Circuit Television (CCTV)

SURVEILLANCE CAMERA CODE OF PRACTICE

In accordance with the Protection of Freedoms Act 2012

22/06/2023

Date of audit

05/07/2023

Date of issue

04/07/2024

Valid until

NSI

Audited by

Fraser Sampson

Biometrics and Surveillance
Camera Commissioner

AUTODOME IP starlight 5100i IR



- ▶ 30X, 4MP high detail at fast speeds (60 fps)
- ▶ Starlight technology with 1/1.8 inch HD sensor for excellent low-light performance
- ▶ HDR X technology with up to 133dB dynamic range and fewer motion-related artifacts
- ▶ Combination of 320 m (1050 ft) IR (850 nm) + White light LEDs
- ▶ Rain-sensing wiper for improved images in rain and in dirty urban conditions

The AUTODOME IP starlight 5100i IR camera extends the camera range of the AUTODOME IP starlight 5000i series for outdoor installations.

Specially designed for covertness, and tuned for applications where surveillance in scenes with changing light levels is necessary, the camera has an integrated 30X optical zoom to identify people at a distance of more than 280 m (919 ft).

The new HDR technology (HDR X) is ideal for PTZ cameras. With the motion-optimized HDR feature, operators can use HDR imaging in scenes with challenging light levels without seeing blur when the camera is moving.

With a 1/1.8-inch HD sensor and integrated IR and white light illumination, the camera provides superior low-light and no-light performance for outstanding image quality with sharp focus details and excellent color reproduction even under challenging lighting conditions.

The integrated, rain-sensing wiper automatically wipes water from the camera window to ensure outstanding image quality in bad weather.

Functions

Outstanding image quality

The 1/1.8-inch CMOS HD sensor combines outstanding sensitivity and sophisticated noise suppression with High dynamic range of 133dB. The camera provides superior low-light performance as well as outstanding image quality, with sharp focus details and excellent color reproduction even under challenging lighting conditions.

Pre-programmed user modes

The camera has several pre-configured scene modes with the best settings for various applications. With one click, users can optimize image settings to match the camera's lighting conditions. Users can also configure individual image settings.

- Standard: For indoor fluorescent lighting.
- Sodium-lighting: For scenarios where the video is captured under sunlight in the day or under sodium vapor lamp at night.
- Vibrant: For enhanced contrast, sharpness, and saturation
- LPR: For applications to capture reflective number plates in combination with IR lighting.

HDR X - High Dynamic Range

HDR X is a new technology that combines unique sensor functionality and advanced algorithms. It is a huge leap forward in capturing high-quality video of moving objects in scenes with a large dynamic range. It also allows HDR imaging at lower light levels in which traditional HDR technologies are non-functional. This is possible because the HDR X - Motion optimized mode takes two different readouts from one exposure to capture details in both the highlights and the shadows of the scene, instead of blending multiple exposures as do standard HDR technologies. Blending multiple exposures reduces sharpness and creates unwanted imaging artifacts on moving objects. HDR-X resolves these issues, providing a crisp image with improved dynamic range.

Appendix 6

[08. Crime and ASB Stats.docx](#) – Full report available on request