

# Closed Circuit Television System

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## Annual Report 2023/2024

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CCTV Control Room

May 2024

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# 1. Introduction

Tonbridge and Malling Borough Council has been operating a CCTV system since 1995. In 1998 we commissioned the joint (with Tunbridge Wells Borough Council) CCTV Control Room and commenced live monitoring of the CCTV systems for the two boroughs.

CCTV is an important tool when used to assist law enforcement agencies. It provides public reassurance, a deterrent to offenders, and valuable evidence linking perpetrators of crime to a specific location and time.

## 2. Objectives

The objectives of the joint system which form the lawful basis for the processing of data are:

- To help reduce the fear of crime.
- To help deter crime.
- To help detect crime and provide evidential material for court proceedings.
- To provide assistance in the overall management of public health and safety.
- To enhance community safety, assist in developing the economic wellbeing of Tunbridge Wells and Tonbridge & Malling Boroughs and to encourage greater use of the Town Centres, shopping areas, car parks and similar locations within the two Boroughs.
- To assist the Local Authorities in their enforcement and regulatory functions within the Boroughs of Tunbridge Wells and Tonbridge & Malling.

## 3. Context

We started off CCTV as a standalone, mainly car park, security tool. Since opening the CCTV Control Room we have continued to develop the system to cover further locations across the borough in response to changing crime patterns and direction from the Community Safety Partnership.

The Community Safety Partnership was set up to make the Borough an even safer place for residents, visitors, and businesses. It consists of the staff from various services from the Borough Council, Kent County Council, the Police, and other relevant agencies.

We now provide comprehensive CCTV systems in the public areas and car parks in central Tonbridge, Snodland and West Malling. We also provide coverage in the Blue Bell Hill commuter car park, the public car parks in Aylesford and at a number of recreational areas in Tonbridge. In each of these areas the lighting has been improved where necessary and signs provided to make it clear to the public that they are in an area monitored by our CCTV systems.

CCTV provides a stable deterrent to those intending to commit crime and helps to reduce the fear of crime for residents. In a previous survey by the Community Safety Partnership, 95% of residents stated that they felt safe when walking alone at night and some credit must surely come from the pro-active effective monitoring of public areas with CCTV, particularly within the town centres. Of course, in addition to this the CCTV operators provide professional support and assistance to the Police when they are dealing with live incidents.

The use of CCTV cameras across the Borough is in line with the Council's key corporate priorities in so far as the CCTV operators and cameras assist and promote *'Low levels of crime, anti-social behaviour and the fear of crime'*.

## 4. System description (Tonbridge & Malling only)

The current CCTV system consists of 155 cameras primarily linked by fibre-optic cable to the central joint CCTV Control Room in Tunbridge Wells. The locations of the cameras are as follows.

Area	Number of cameras
Tonbridge High Street, car parks and surrounding area	48
Snodland High Street area and car park	11
Aylesford car parks	13
West Malling High Street and car parks	22
Blue Bell Hill car park	6
Country Parks	9
Kings Hill Council Offices	27
Castle Offices	19

All the images from these cameras are recorded 24 hours a day, 7 days a week on to high quality digital storage system. The mobile cameras only record when they are deployed.

## 5. Systems controlling principles

There are two key documents that set out both the operational guidance and general principles.

The Code of Practice sets out the objectives of the CCTV system along with guiding principles in its operation especially considering the key pieces of legislation that impact upon its operation. The Code of Practice can be viewed on the TMBC website.

The Procedural Manual translates the Code of Practice into practical day-to-day operational practice, and we have it as a working document to give guidance to operators. They use it as a reference document, and it is also a manual for new operators. The Procedural Manual is kept in the Control Room.

## 6. Communications – Airwave/Shopwatch/Pubwatch

The CCTV Control Room also acts as a key information hub. The CCTV Operators have the ability to talk directly with local police officers and the Kent Police centralised Force Control Room (FCC) via the police 'Airwave' radio system.

The Tonbridge town centre 'Shopwatch' and 'Pubwatch' radio schemes are operating well and allow shop keepers and publicans to talk via radio links to the operators in the CCTV Control Room and the town centre police officers. Retailers and publicans benefit by receiving a dedicated and visible crime/ASB deterrent with enhanced links and a greater working partnership with CCTV Control Room and the local police. Staff in the shops and pubs have been police trained bringing with it extra skills in dealing with customers and criminals. These radio links allow vital current information to be relayed directly to the CCTV Operators which in turn allows us to monitor via nearby cameras and alert the police to current and emerging problems.

## 7. CCTV monitoring contract – staffing reviews

The control room is manned with 2 or more operators at key times 365 days a year. Tunbridge Wells Borough Council is responsible for providing the CCTV Operators. Enigma Security Solutions Limited currently undertakes this service.

## 8. Maintenance contract – review

To keep the system functioning efficiently, we carry out routine maintenance and repairs as necessary. This is currently undertaken by DSSL Group Ltd., a company which specialises in CCTV systems and provides a 24

hour call out service as required.

## 9. CCTV Performance review

These statistics are taken from data held within the CCTV Control Room and provide a simple and clear indication as to the types and numbers of incidents dealt with throughout the year (Annex A).

Some important statistics to note are that during the 2023/24 year the CCTV Control Room responded to 267 requests from the Police for assistance, 270 incidents identified by Shopsafe and Pubwatch, pro-actively identified a further 53 incidents, resulting in 106 known arrests. Over the year the control room has monitored and recorded a total of 593 incidents in the Borough.

The CCTV operational analysis provides a detailed review of the type of incidents monitored. In addition to this there is a substantial amount of routine monitoring to pick up things such as ongoing concerns relating to the inappropriate evening use of car parks, particularly in Tonbridge, by some motorists.

## 10. Targeted operations

The CCTV system is operated in accordance with the principals and requirements of the Human Rights Act 1998 but inevitably there may on occasions be a need for 'directed' (targeted) surveillance. Authorisations can be made in accordance with the Regulation of Investigatory Powers Act (RIPA) 2000 subject to obtaining judicial approval prior to using covert CCTV techniques. During the past year (April 2020 and March 2021) we have had zero requests for RIPA authorisations.

## 11. Complaints

No complaints were received about the CCTV service between April 2023 and March 2024.

## 12. Audit

A review was carried out by the CCTV Partnership manager Sharon Wright in May 2024 to assess compliance with the Council's CCTV Code of Practice. The results of the review are in Annex B.

## Annex A – Operational analysis April 2023 to March 2024

	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Total
<b>Total Incidents Monitored</b>	<b>44</b>	<b>43</b>	<b>45</b>	<b>54</b>	<b>28</b>	<b>29</b>	<b>61</b>	<b>66</b>	<b>64</b>	<b>46</b>	<b>56</b>	<b>57</b>	<b>593</b>
<b>No Patrols available incidents</b>	<b>8</b>	<b>7</b>	<b>5</b>	<b>11</b>	<b>8</b>	<b>2</b>	<b>9</b>	<b>16</b>	<b>7</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>86</b>
<b>CCTV Instigated Incidents</b>	<b>8</b>	<b>6</b>	<b>2</b>	<b>12</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>53</b>
<b>WKP Instigated Incidents</b>	<b>9</b>	<b>26</b>	<b>28</b>	<b>40</b>	<b>22</b>	<b>19</b>	<b>23</b>	<b>21</b>	<b>25</b>	<b>15</b>	<b>21</b>	<b>18</b>	<b>267</b>
<b>Pubwatch Instigated Incidents</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>11</b>
<b>Shopsafe Instigated Incidents</b>	<b>20</b>	<b>11</b>	<b>14</b>	<b>2</b>	<b>3</b>	<b>8</b>	<b>32</b>	<b>40</b>	<b>38</b>	<b>25</b>	<b>30</b>	<b>36</b>	<b>259</b>
<b>TMBC Instigated</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>Incidents Monitored 0800 - 1900</b>	<b>33</b>	<b>36</b>	<b>31</b>	<b>35</b>	<b>22</b>	<b>23</b>	<b>50</b>	<b>58</b>	<b>52</b>	<b>45</b>	<b>48</b>	<b>59</b>	<b>492</b>
<b>Incidents Monitored 1900 - 0500</b>	<b>11</b>	<b>17</b>	<b>23</b>	<b>26</b>	<b>18</b>	<b>11</b>	<b>22</b>	<b>19</b>	<b>22</b>	<b>13</b>	<b>18</b>	<b>14</b>	<b>214</b>
<b>Police Attended incidents</b>	<b>19</b>	<b>24</b>	<b>17</b>	<b>31</b>	<b>15</b>	<b>20</b>	<b>26</b>	<b>31</b>	<b>32</b>	<b>10</b>	<b>37</b>	<b>24</b>	<b>286</b>
<b>Sec 27/34/35/59's Issued</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Known PND's</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Known CR's</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>3</b>
<b>Known Arrests</b>	<b>3</b>	<b>10</b>	<b>3</b>	<b>7</b>	<b>12</b>	<b>10</b>	<b>10</b>	<b>16</b>	<b>6</b>	<b>10</b>	<b>9</b>	<b>10</b>	<b>106</b>
<b>Known Arrests Instigated:</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>10</b>
<b>Known Arrests Assisted:</b>	<b>2</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>8</b>	<b>7</b>	<b>12</b>	<b>3</b>	<b>5</b>	<b>7</b>	<b>6</b>	<b>66</b>
<b>Known Arrests Monitored:</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>30</b>
<b>Number of Footage Reviews</b>	<b>8</b>	<b>15</b>	<b>14</b>	<b>13</b>	<b>11</b>	<b>9</b>	<b>10</b>	<b>13</b>	<b>14</b>	<b>13</b>	<b>13</b>	<b>18</b>	<b>151</b>
<b>Footage Review Man Hours</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>6</b>	<b>8</b>	<b>9</b>	<b>80</b>
<b>Police Visits to Control Room</b>	<b>28</b>	<b>15</b>	<b>28</b>	<b>23</b>	<b>39</b>	<b>21</b>	<b>27</b>	<b>27</b>	<b>18</b>	<b>19</b>	<b>25</b>	<b>16</b>	<b>286</b>
<b>Complaints Received</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Written Thanks/Commendations</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## Annex B – Annual CCTV review 2024

Tunbridge Wells Borough Council

# Annual CCTV Review 2024

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**Date of review:** May 2024

**Responsible officer:** Sharon Wright, CCTV Partnership Manager

**Contact details of responsible officer:** 01892 526121

**Next review due by:** May 2025



# Operational Requirements

Requirement	Review of compliance	Further action required
Does the system continue to meet the purpose for which it was installed?	The system continues to meet its original lawful objectives as set out in the Code of Practice for the operation of the Closed Circuit Television System.	
Have any complaints been received about an individual camera or the whole/part of the system? If yes, what was the outcome?	No complaints were received during the review period 1st April 2023 to 31st March 2024.	
Has the location of each camera been reviewed to ensure they remain suitable?	Yes this is done on an annual basis.	Crescent Road Car Park roof top floor installing additional cameras due to ABS.
Are there any new residential/business developments within existing areas that could benefit from additional cameras/moving existing cameras?	None at the moment, there is a close working liaison between the CCTV Manager <b>and partners'</b> ; including planning department to ensure this is considered as part of the planning process.	
Is there a comprehensive maintenance and cleaning regime in place?	A maintenance contract is in place with DSSL.	Cleaning every 6 months.
Is there appropriate and sufficient signage in place to warn people that CCTV is in use?	Signage is in place.	Maintenance contractor to install new signage as required, new signs installed during 2023/4.
Is the Code of Practice up to date?	Yes, Updated Code of Practice was completed in April 2024.	Annual reviews carried out.



Requirement	Review of compliance	Further action required
Is the Code of Practice accessible to both staff and the public?	A copy of the Code of Practice is available to all staff within the CCTV control room and it is also published on the Tunbridge Wells Borough Councils website as a public document.	
Is the equipment of sufficient quality to enable images to be used as evidence in court?	All cameras/equipment have been installed to meet NSI NACOSS Gold Scheme by our CCTV Contractors.	Looking at upgrading equipment during 2024
Are there regular function checks to ensure that all equipment is operating and recording correctly and that all images are stamped with the correct date/time?	Daily camera/recording checks are undertaken twice a day on each shift. Any identified system faults are reported for repair to the appropriate contractor.	This is inspected by internal and external inspections and audits
What precautions are in place to ensure that data will continue to be collected e.g.in the event of a failure of power to cameras?	A main building generator to combat any power failures supports the control room.	

# Privacy Impact Assessments

Requirement	Review of compliance	Further action required
Where are the real time images from the cameras displayed?	Real time images are displayed within the CCTV control room. Selected images can be "relayed" through to Kent Police Force Control room.	To continue with full compliance, an annual external inspection is carried out by the SSAIB accredited to the CCTV Surveillance Camera Commissioner Office. This is to ensure total compliance.
Who has operational access and ability to control the CCTV cameras?	Operational access is restricted to the CCTV Control Room Manager, Supervisor and appointed CCTV Operators.	
What measures are in place to control access to the area in which the recorded images are stored?	Access control measures are in place to restrict access into the control room only to authorised and trained personnel.  CCTV cameras are in operation in this area.	
How are the images recorded?	Images are recorded on recorders.	
Who has access to the recorded images?	Access is restricted to the CCTV Control Room Manager, Supervisor and appointed CCTV Operators.  Access as required is provided to the maintenance contractor solely for the purposes of system maintenance.	
How is access gained to the recorded images?	Approved users via system login to gain physical access to all data.	

Requirement	Review of compliance	Further action required
How long are the images retained?	31 days.	
How are the images deleted?	The system automatically over-writes all data not required for evidential purposes after 31 days.	
When the data is downloaded or copied for release, to a third party how is information recorded?	All reviewed and or released data is recorded in the review or data released logs for continuity of evidence.	
What processes are in place to ensure that data protection responsibilities are understood by persons receiving the data?	Data is normally only released to the Police or enforcement agencies. These agencies are all required to have Data Protection Policies in place. Relevant paperwork is completed and a copy retained for evidence.	

# Service Standards

Requirement	Review of compliance	Further action required
Ensure that the CCTV control room is staffed 365 days a year.	During the COVID-19 pandemic, the Control Room continued operational 24/7 during this period of national lockdown. CCTV operated with single manned shifts, for the safety and protection of staff.	Government guidelines are regularly monitored for changes.
When requested, provide CCTV evidence to Police and other enforcement agencies.	There are numerous processes ensuring compliance as per the monthly CCTV Performance Indicators.	
Meet Security Industry Authority (SIA) licensing requirements for Public Space Surveillance.	All operators are SIA licensed.	
Provide and maintain a CCTV Code of Practice.	Yes updated and reviewed every year.	
Maintain the system using an external contractor who will provide emergency callout and repair services.	Service provided by DSSL	
Tunbridge Wells Borough Council carried out regular internal CCTV audit and reviews.	The last audit result concluded that the controls offered <b>SOUND</b> assurance, meaning the system is designed and operated effectively.	Awaiting internal audit results for 2023/2024

# Home Office Surveillance Camera Code of Practice

Requirement	Review of compliance	Further action required
Use of a surveillance camera must always be for a specified purpose, which is in pursuit of a legitimate aim and necessary to meet an identified pressing need.	This is detailed in our code of practice and the system is registered with the ICO.	To continue with full compliance, an annual external inspection is carried out by the SSAIB accredited to the CCTV Surveillance Camera Commissioner Office. This is due in August 2024.
The use of a surveillance camera system must take into account its effect on individuals and their privacy, with regular reviews to ensure its use remains justified.	Privacy Impact Assessments have been completed. These are reviewed on an annual basis. If new cameras are added then a PIA is updated.  A PIA will be completed when a new location is identified for the deployable camera.	
There must be as much transparency in the use of a surveillance camera system as possible, including a published contact point for access to information and complaints.	The following are published on the <b>Council's</b> : <ul style="list-style-type: none"> <li>• CCTV Code of Practice</li> <li>• Annual Review</li> <li>• Annual CCTV Report</li> <li>• Privacy Impact Assessment</li> <li>• Surveillance Camera Code of Practice: self-assessment tool</li> </ul>	

Requirement	Review of compliance	Further action required
There must be clear responsibility for all surveillance camera system activities including images and information collected, held and used.	Details of responsibilities are contained within CCTV Code of Practice.	
Clear rules, policies and procedures must be in place before a surveillance camera system is used, and these must be communicated to all who need to comply with them.	Existing system in operation for many years and operated within the CCTV Code of Practice and supplemented by a CCTV Procedure Manual for control room staff.	
No more images and information should be stored than that which is strictly required for the stated purpose of a surveillance camera system, and such images and information should be deleted once their purposes have been discharged.	Images on system are deleted after 31 days.	
Access to retained images and information should be restricted and there must be clearly defined rules on who can gain access and for what purpose such access is granted; the disclosure of images and information should only take place when it is necessary for such a purpose or for law enforcement purposes.	This is as per the Code of Practice.	

Requirement	Review of compliance	Further action required
Surveillance camera system operators should consider any approved operational, technical and competency standards relevant to a system and its purpose and work to meet and maintain those standards.	System has been installed to meet Home Office guidelines. A maintenance contract is in place to ensure that standards continue to be maintained. Operators are trained to SIA level to ensure competency.	
Surveillance camera system images and information should be subject to appropriate security measures to safeguard against unauthorised access and use.	Appropriate security measures are in place as detailed within the CCTV Code of Practice.	
There should be effective review and audit mechanisms to ensure legal requirements, policies and standards are complied with in practice, and regular reports should be published.	The Tunbridge Wells Borough Councils Public Space CCTV Control Room has successfully achieved the Surveillance Camera 5 year Certification for compliance in 2019.	The certificate of compliance from the Commissioner entitles Tunbridge Wells Borough Council <b>to use the Commissioner's</b> certification mark throughout the five-year period subject to an annual review. This is due in August 2024
When the use of a surveillance camera system is in pursuit of a legitimate aim, and there is a pressing need for its use, it should then be used in the most effective way to support public safety and law enforcement with the aim of processing images and information of evidential value.	System has been established to meet the pressing need of the prevention and detection of crime. Procedures are in place to ensure that appropriate standards are achieved and images of evidential value are provided.	

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## **Serving our community**

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