

**Darlington Borough Council Corporate Services Department.
Close Circuit Television Monitoring System**

Independent Inspectors Annual Report: 2005

1 Introduction.

- 1.1 This is the third Annual Report to be submitted to Cabinet by the CCTV Independent Inspectorate.
- 1.2 Inspections have continued using the attached methodology (Appendix 1)
- 1.3 During the year 1 January – 31 December 2005 a total of 17 inspections have been carried out. The results of these are summarised in Appendix 2.

2 Outcome of 2004 Recommendation

- 2.1. There has been no further development in the potential rebuilding of the Town Hall to date.

3. Developments during 2005

- 3.1 2005 proved to be a busy but successful year for CCTV.
- 3.2 In the 2004 Independent Inspectors annual report, reference was made to the staffing levels and the fact that a pilot study had started in December 2004 to review the situation following an agreement with Wear Valley District Council to monitor their 13 cameras in Bishop Auckland and Crook. The Inspectors are pleased to note that following this review, two additional operators were appointed in December 2005.
- 3.3 Also during 2005, the Security Industry Authority introduced a statutory requirement that as from 20th March 2006, any CCTV Operator carrying out Public Space surveillance under contract must hold a valid Licence. The Inspectors are pleased to note that by December 2005 all the CCTV staff in the Control Centre passed their assessment and are currently awaiting the issue of their licences.
- 3.4 Also in December 2005, two members of staff from the Control Centre were awarded with Police Commendations for their work in assisting the police in making an arrest of a burglar.

- 3.5 Following the resignation of an Inspector, the number of Independent Inspectors fell from six to five during the year. Adverts and enquiries were made to recruit more Inspectors and as a result, three new Inspectors are expected to be appointed in March 2006.
- 3.6 The number of cameras being monitored by the control Centre continues to grow. During 2005, an agreement was made with Darlington 6th Form College to monitor their four cameras at their playing fields in Abbey Road. In addition, agreements have been made for the Centre to monitor a further three cameras once they have been installed at Springfield Park, Redhall Estate and the Denes area of the Town. A further camera will be installed in the Lascelles Park area of the Town as a result of a partnership agreement with Tees Valley Regeneration and Darlington Borough Council.
- 3.7 In November 2005, following a detailed inspection of the service by the CCTV User Group Assessment and Accreditation team, Darlington Borough Councils CCTV Control Centre was presented with a Gold Award. The Independent Inspector scheme was part of the assessment and Inspectors were praised for their 'conscientious approach' of carrying out the inspections. In the words of the Assessors, Darlington's Control Centre was found to be professionally run and an evidently effective system in which it seemed that each element was given the consideration, care and attention necessary to ensure it operated as a homogenous entity, open to inspection with the confidence they had nothing to fear'. As Inspectors, we can only concur with this statement.
- 3.8 In the latter half of 2005, Independent Inspectors were informed that Durham Constabulary was to bid for funding for a Automatic Number Plate Recognition (ANPR) system for Darlington and that it was looking to work in Partnership with Darlington Borough Councils CCTV Control Centre for the monitoring of the cameras. Following lengthy discussions it is understood that an agreement has been reached and that the system will be going live in March 2006. The Inspectors look forward to seeing this new development and will be interested to see what effect this has on the workload of the operators.
- 3.9 Due to the nature of work carried out in CCTV, Inspectors are aware for the need of good security for the Control Centre but are pleased that Darlington Borough Council still allows official visits. It is noted that 11 visits took place during the year allowing a total of 285 members of the public to observe first hand the work of the Centre.
- 3.10 Inspectors are aware that there is to be an upgrade to the CCTV system in 2006 which it is hoped will see the recording procedure go

from analogue (tapes) to digital. Inspectors see some major benefits to such a move and again look forward to seeing the new technology at work.

3.11 Finally, it is understood that the Control Centre is also to be modified in 2006 so as to meet the National Security Inspectorates standards for Alarm Receiving Centres. We understand that once the work is complete it will allow the Control Centre to expand its work in Alarm Monitoring and as a result be able to generate additional income.

4. Observations made during 2005 Inspections.

- 4.1 The Inspectors are agreed that the CCTV facility has continued to be run in a professional manner by a staff who take a real pride in their work.
- 4.2 Despite several changes in equipment and additional cameras to check the revised staffing arrangement appears to be working.
- 4.3. The workload has increased considerably in two areas which could affect CCTV work, in particular the number of phone calls handled and Warden Link System. There has also been a large increase in intruder alarm activations (Appendix 3). The Inspectors agree that staffing numbers need to be constantly reviewed to prevent any deterioration in the units output.

5. Recommendations

- 5.1. The Inspectors are concerned over the delay in the award of the new Security Industry Authority Licences due to system overload. The potential for revenue and legal complications affecting the service is high and should be pursued at the highest possible level.
- 5.2. The Inspectors are pleased that the CCTV team continue to get the full support of the Council and we hope this will continue with plans to bring in better technology that will improve productivity and increase both the service to and security of the towns residents/visitors, as well as the potential for increased revenue.
- 5.3 The Inspectors hope that following on from 5.2 full consideration will be given to the location of the CCTV facility as the current room is approaching saturation and could inhibit future expansion as well as creating a deterioration in working conditions for staff.

**CCTV INDEPENDENT INSPECTION SCHEME
TERMS OF REFERENCE**

1. Each Inspector will be required to make one visit a month.
2. When ever possible, two Inspectors should carry out inspections though if necessary, a single Inspector may carry out the inspection. Where this occurs, it should be noted in the inspection report. If an Inspector rostered is unavailable, the assistance of another Inspector should be sought in preference to a singleton visit.
3. Inspectors can only carry out a visit if rostered to do so.
4. Visits should be not less than 30 minutes and not more than 2 hours.
5. Neither CCTV Management nor the Control Room staff need to be notified of any inspection.
6. Inspectors will be need to be aware of a) Data Protection Act (including Codes of Practice for CCTV b) Human Rights Act and c) Regulation of Investigatory Powers Act. Training will be provided on all of these issues.
7. Inspectors will be given access to all areas of CCTV operation but will not be able to view any evidence tapes.
8. Inspectors will be permitted to challenge the actions of the CCTV Operators as well as the Policies identified in the Councils Code of Practice.
9. Inspectors may only discuss working practices, issues, events or incidents etc. with either the General Manager, the CCTV Co ordinator or the Operators. On no account is any information, documentation etc. to be discussed with any third party.
10. No documentation, tapes or other material relating to the services provided from the CCTV Control Room are to be removed from the Control Room.
11. At the end of each inspection, Inspectors are to required complete a written report which is to be handed to either the CCTV Co ordinator or the General Manager.
12. At the end of each year, the group should nominate one Inspector who will be responsible for the production of an annual report (in March each year).
13. Inspectors can resign at any time but are asked to give 3 months notice so that a replacement can be found.
14. The Director of Corporate Services can terminate the appointment of any inspector. Appeals against a Termination can be made to the Cabinet Member responsible for Public Protection and Community Partnerships.

**Independent Inspection Scheme
Results of Inspections For 2005**

Date & Time of Inspection	Findings	Actions
06.01.05 @ 7.25pm	No Issues reported	None required.
26.1.05 @ 10.00am	Camera 31 Faulty.	Fault already been reported to maintenance contractors.
12.2.05 @ 6.30pm	Camera 123 at Crook had no Pan and Tilt	Fault already been reported to the maintenance contractor
10.2.05 @ 7.00pm	Visitors book not completed correctly	Staff reminded that they must ensure all details are entered into visitors book
9.3.05 @ 7.00pm	No issues reported	None required
21.03.05 @ 7.00pm	Camera 34 not working. Concern over the fact that CCTV had problems contacting the police. Following a major fire in the town, it was noted that CCTV does not have a direct line to the Fire Brigade	Fault on Camera 34 already reported to maintenance contractors. Control Room Co ordinator met with the police re the problem in contacting the police. Police have issued CCTV with a direct number which should over come the contact problem. CCTV do not have a direct line to the Fire Brigade as they ring 999 in the event of an emergency.
28.4.05 @ 6.20pm	Camera 32 Faulty	Special part need ed to repair the camera. Part ordered but there will be a delay of 3 weeks for delivery.
10.5.08 @ 7.00pm	Camera 32 still not repaired	Awaiting delivery of spare part. Contacted maintenance contractors to speed up repair.
28.05.05	Workstation 2 touch screen not functioning correctly	Screen to be removed and sent to specialist for repair. Workstation 3 screen will be used in the mean time & Workstation 3 will operate using keyboard.

22.06.05 @ 10.25am	Poor pictures from camera 42 and interference on Crook town centre cameras	Fault on Camera 42 already reported to maintenance contractor. BT looking into the problem of interference on the fibre link. This is an ongoing issue being dealt with by BT
15.7.05 @ 17.22	Intermittent interference on the Bishop Auckland and Crook link	BT continue to investigate this problem
9.8.05 @ 7.00pm	Interference still on the Wear Valley links	BT still working on the problem
26.8.05 @ 9.00pm	Interference still on the Wear Valley Link	BT now brought in specialist engineers to work on the fault
27.9.05 @ 6.00pm	No Issues reported	None required
12.10.05 @ 12.25pm	No Issues Reported	None required
22.10.05 @ 6.00pm	Very busy night and there was concern that only two staff were on duty	Staffing levels down due to holidays and unexpected sickness. Both staff able to manage the evenings demands.
22.11.05	No Issues Reported	None Required

APPENDIX 3

	2002	2003	2004	2005
Number of Cameras	95	99	114	125
Number of incidents resulting in an arrest	228	278	306	225
Number of arrests	361	413	395	350
Number of visitors to the Control Centre	2940	3360	3460	4475
Number of telephone calls handled	19,435	31,367	36,724	44,693
Number of calls handled on the Warden Link System	78699	84,668	77,383	86,553
Number of requests by Police to view tapes	396	534	546	974
Number of subject access requests	0	0	1	0
Number of calls from the Help Points (inc test calls)	2927	4365	5340	6096
Number of cars using the car parks covered by CCTV	1,156,264	1,596,750	3,751,242	3,934,513**
Number of car crimes reported in these car parks	31	29	11	8
Number of photographs produced from the tapes	448	298	260	96
Number of intruder alarm activations	1476	2,649	8157	22,724
Number of Immediate Care referrals	42	76	59	57
Number of Warden Link Connections	2937	2894	3126	3198
** Excludes GNER Car Parks				

