

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

Independent Inspectors' Annual Report: 2004

1. Introduction

1.1. This is the second Annual Report to be submitted to Cabinet by the CCTV Independent Inspectorate. The first report, issued last year, was favourably received and Inspections have been continued using the amended methodology (Appendix 1).

1.2. During Inspections attention was again focussed on

Equipment status ie working effectively

Utilisation of cameras by Control Room staff in relation to Codes of Practice

Identity of persons within the Control Room environment in terms of legitimate access, including the logging of visitors

Documentation correctly and fully completed

Viewing of tapes which have been selected at random

Continuing dialogue with staff on duty with regard to problems, suggestions or any issues considered pertinent to the efficient operation of the Unit

1.3. During the year 1 January 2004 – 31 December 2004 a total of 22 Inspections have been carried out. The results of these are summarised in Appendix 2

2. Outcome of 2003 Recommendations

2.1 The 2003 Report be received. Actioned

2.2 The Independent Inspectorate be acknowledged as a permanent facility associated with and administered by the General Manager, CCTV. Actioned

2.3 The terms of reference be formally amended to reflect the requirements specified in the report:- Actioned.

a) Inspectors undertake visits at their discretion at any time in the month rostered to them.

b) Where possible Inspection carried out by two Inspectors, though if necessary a single Inspector may carry out the Inspection, this to be noted in the Inspection Report.

c) If the Inspector rostered is unavailable the assistance of another Inspector should be sought in preference to a singleton visit.

d) No notice to be given to either Management or Control Room staff of any pending visit, each Inspector having direct access.

e) Documentation, tapes or other material may only be removed from the Control Room to the Tape viewing area.

f) The appointment of a Team Leader be deferred until after the pilot term. (Following the pilot study the team agreed that a Team Leader was not required)

2.4 Independent Inspectors to report annually. Actioned

- | | |
|---|--|
| 2.5 Staffing levels within the CCTV Control Room to be reviewed. | Pilot study started
6/12/04 |
| 2.6 The impact of changes within Durham Constabulary's Command and Control structure to be closely monitored in terms of impact on the effective use of CCTV within Darlington Borough. | Actioned – see
comments within this
report |
| 2.7 The maintenance contractor to give high priority to the installation and maintenance of defined "Privacy Zones" | Actioned |

3. Developments during 2004

The following developments took place during 2004 :-

- New camera(s) were located in North Lodge Park (1), Alderman Crooks Park (1), North Cemetery (2)
- Monitoring of the 8 cameras at Bishop Auckland for Wear Valley District Council
- Monitoring of Intruder Alarms for various Council Buildings
- The Control room was re accredited with ISO 9001 : 2002
- All CCTV staff attended a revised (external) CCTV training course
- Official visits to the Control Room by Duke Of Edinburgh Award (Police Service Section), Friends of North Lodge Park, Cockerton Methodist Men Group (2), Media Students Darlington College of Technology, Cockerton Methodist Women's Group, All Saints Group, Durham Constabulary - Probation Officers (2).

4. Observations made during 2004 Inspections.

- 4.1. The Inspectors are agreed that the CCTV facility continues to run in a professional manner with a motivated workforce who continue to take a real pride in the service they offer.
- 4.2. Within last year's recommendations the Inspectors specified that where an inexperienced operator is on duty within the Control Room that duty be additional to two experienced duty personnel. Also recommended was that any further expansion of the Borough CCTV Control Room commitment be accompanied by a re view of staffing levels either in general terms or specific to times of day, days of the week, events etc. This has now been addressed within the pilot study which started on 6 December 2004.
- 4.3. The changes within Durham Constabulary's Command and Control structure (see 2.6) did cause some problems for the CCTV staff which led to some effect on their morale, these were taken on board by the Inspectors and included within the appropriate reports. The ongoing difficulties were also discussed at Inspectors' meetings. Procedures have now improved leading to fewer problems. Staff have paid visits to the new HQ and found the experience worthwhile which is reflected in improved morale.

5. Recommendations

- 5.1. The Inspectors hope that any decisions taken in connection with the potential rebuilding of the Town Hall will take into consideration expanded facilities that will be needed for the future developments of the CCTV system.

