



WARMINSTER AND WESTBURY

CCTV

ANNUAL REPORT

2009 – 2010



WARMINSTER AND WESTBURY CCTV

ANNUAL REPORT

2009 – 2010

Chairman's Introduction

I have been delighted to Chair the Warminster & Westbury CCTV Committee during the last municipal year. There is no doubt that since installing the equipment into our own control room over ten years ago, Warminster has built on the excellent work it produces in support of the Police to help evidence crime and keep our town a safer place to work and live.

We have upgraded some of our equipment to digital and this has had a positive effect on the staff and how they produce evidence for the Police.

Relationships with our partners continue to be strong and I am happy to have been appointed as Chair of the committee for a further 12 months.



Councillor Steve Wheeler, Chairman

Introduction

The Annual Report relates to the activities of Warminster Town Council and Westbury Town Council Public Space Surveillance CCTV System (PSSCCTV) located at Dewey House, Warminster. The Report relates to the activities carried out during the year of April 2009 to March 2010, following procedures set out by the Town Council in conjunction with the Data Protection Act 1998.

The Annual Report will have no effect on the operational procedures, documentation and policies with which the CCTV system carries out its role.

The system monitors Warminster, Westbury, West Wilts Trading Estate and part of the A36 and A350 corridor through both towns. It has continued to be a very busy year.

The core role of the system is assisting the police and other enforcement agencies in the deterrence of crime and disorder and together with the provision of evidence has shown a significant need of the service.

At the same time the system has continued to carry out a social role, such as helping to locate missing persons or obtaining assistance for people who are unwell or at risk.

Our objectives for the system for the year were:

- To offer reassurance to the public and create a sense of security and well being.
- To deter crime and anti-social behaviour.
- To provide evidence supporting Police, the Council and other statutory authorities in the prosecution of crime and anti-social behaviour, and civil proceedings.
- To support the business community in the deterrence of crime and anti-social behaviour.
- To support the emergency services in the deployment and co-ordination of resources.

- To monitor traffic for the purpose of management and enforcement
- To provide security and monitoring of the Council's own buildings and assets.

Considerable success was achieved for the objectives – further details are shown below.

Staffing issues and achievements

The system has eight dedicated operators: one Supervisor, three further paid staff and five volunteers, all of whom have been screened for security and CRB cleared to work as public space surveillance CCTV operators. The Supervisor has had additional training for a formal licence in front line BTec Advanced Control Room Skills.

Management of the system is carried out by the Supervisor who is full time employed by Warminster Town Council and has been in position since 2005.



In order to ensure public confidence in the operation of the system and full compliance with legal, ethical, security and human rights legislation, the Council will continue to support CCTV staff with training to ensure that they all have the necessary skills needed to fulfil their roles as CCTV operators. Detailed CCTV statistics can be found later in this report, showing the total number of police requested reviews involving anti-social behaviour, assaults and public order, criminal damage and drink driving.

A combination of factors is believed to have assisted with the success including:

- A very high level of close, effective and practical partnership working between the CCTV system, the police, Pubwatch and Shopwatch.

- Pro-active use and development of the Tetra police radio and Pubwatch and Shopwatch radio link system.

Equipment

The Warminster & Westbury CCTV system is now in its 11th year of operation.

The technology under which the system operates went fully digital for Warminster and Westbury during the year. Reviews carried out for the Police have been speeded up dramatically by the production of cds and dvds, as opposed to video tapes, which has improved the amount of time reviewing recordings. The cameras, although the same as originally installed, continue to be subject to a rigorous and comprehensive maintenance regime, which has ensured that they continue to provide a high level of service.

A new camera has been installed in Portway which will enhance the data recording and monitoring for Warminster.

There is still discussion on the possibility of improved cameras for West Wilts Trading Estate.



New camera installed at Portway



New wireless keyboards have been installed.

Communications

A number of communications are used at CCTV. They include the Police Tetra radio, Shopwatch and Pubwatch, Radio and landline telephone and to complement the new digital equipment one camera is now wireless free.

Partnerships

Any well run CCTV system is an integral part of a whole group of measures designed to compliment each other in order to achieve the desired result. In other words, all of the agencies involved in crime and disorder prevention, reduction, and detection must work closely together in partnership. One of the principal strengths of an effective CCTV system is its ability to bring together all of the partners to focus their mutual activities.

Warminster's system is a very good example of this as it has become a good communications point for the Police, military and local authorities to achieve its objectives.

Examples of the way in which these practical partnerships operate can be seen in the following:

CCTV incidents reports by call source:

| | | |
|----------------|------------------------|-----|
| Police | No of persons arrested | 47 |
| Pubwatch | No of persons arrested | 27 |
| CCTV via Tetra | No of persons reported | 143 |
| Police reviews | No of reviews for year | 176 |

The CCTV statistics above should not be confused with official crime statistics. Many occurrences reported by operators at CCTV do not amount to actual crime and may not even be reported formally to the Police. All CCTV incidents reported are submitted for any occurrence that involves pro-active action by the operator and audit trails start.

Although the numbers shown on the above table have been produced for this Annual Report, arrests are not normally used as a CCTV performance indicator. CCTV operators have no control over a decision to arrest – that remains with the officer dealing with the incident. However it is recognized that there is considerable public interest in such matters and a record is made based on images seen. Therefore CCTV figures may not match Police records.

All activities within CCTV are logged and an audit trail is held in all cases. This will give CCTV the continuity to help with all cases with which the Police are involved.

The use of public space CCTV for directed surveillance is specifically controlled by legislation, in particular the Regulation of Investigation Powers Act 2000 (RIPA) - during the year our CCTV system has not made any application for this under RIPA.

Complaints

No formal complaints regarding CCTV and the system and its use have been received.

Performance indications

This report shows that the indications are that CCTV is becoming busier year on year and is a vital tool in all aspects. CCTV will continue to work to provide value for money and reassurance to the public. Work will continue with retailers and licence premises. Also CCTV will work alongside our Neighbourhood Policing Team for the town centre area. This team helps to identify local priorities on which Police can target resources and CCTV statistics are a useful measure of their effectiveness in meeting these priorities.

The future

Technology advances in CCTV and the rapid growth of IT networks involving digital and IP solutions have expanded the opportunities for integration of many service deliveries. Warminster have tried some of the new technologies and have now moved to the digital Dallmeier System which will reduce the ongoing revenue costs and enhance the levels of service deliveries.

Now in its 11th year, Warminster and Westbury Town Councils are proud of the service they are able to deliver to their residents, helping them to continue having safer places to live and work.



Further opportunities to increase monitoring for other bodies such as schools, hospitals and care facilities exist and will be investigated in the coming months. Immediate additions will be four new cameras, purchased by Stockland for The Three Horseshoes Walk and handed over to Warminster Town Council for future monitoring. It has been the desire of the Town Council for many years to complete its coverage in this area.

Strategically, Wiltshire as a whole is looking into the national CCTV strategy which has a wish to register CCTV systems, integrate systems in respect of data transfer—particularly with law enforcement—and introducing minimum training standards for all staff.

The National CCTV oversight body are working with the Home Office and reports to MPs will include draft proposals later this year on developing National Standards for the use of CCTV in public spaces.



Warminster and Westbury CCTV

Activity Report 1st April 2009—31st March 2010

| | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | TOTALS |
|-------------------|------|------|------|-------|-------|-------|-------|-------|------|------|------|-------|--------|
| WARMINSTER | | | | | | | | | | | | | |
| Reviews | 12 | 17 | 14 | 21 | 23 | 27 | 34 | 37 | 14 | 12 | 9 | 21 | 241 |
| Arrests | 3 | 5 | 3 | 5 | 4 | 9 | 12 | 7 | 4 | 4 | 3 | 7 | 66 |
| Cases ongoing | 1 | 2 | 2 | 1 | 1 | 0 | 4 | 2 | 3 | 2 | 1 | 5 | 24 |
| Awaiting court | 2 | 5 | 2 | 1 | 1 | 2 | 4 | 2 | 2 | 2 | 1 | 5 | 29 |
| | | | | | | | | | | | | | |
| WESTBURY | | | | | | | | | | | | | |
| Reviews | 4 | 3 | 6 | 3 | 3 | 11 | 10 | 17 | 10 | 7 | 4 | 15 | 93 |
| Arrests | 1 | 1 | 2 | 1 | 1 | 2 | 1 | 3 | 3 | 2 | 1 | 4 | 22 |
| Cases ongoing | 0 | 0 | 1 | 0 | 0 | 1 | 3 | 4 | 1 | 0 | 0 | 2 | 12 |
| Awaiting court | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 3 | 1 | 1 | 0 | 1 | 9 |
| | | | | | | | | | | | | | |
| CMU | | | | | | | | | | | | | |
| Reviews | 3 | 2 | 9 | 6 | 6 | 14 | 12 | 17 | 2 | 0 | 0 | 0 | 71 |
| Cases ongoing | 0 | 0 | 2 | 2 | 2 | 3 | 2 | 6 | 0 | 0 | 1 | 2 | 20 |
| Negative re-views | 0 | 1 | 4 | 2 | 2 | 6 | 8 | 7 | 1 | 2 | 2 | 6 | 41 |
| | | | | | | | | | | | | | |
| Operator hours | 270 | 292 | 298 | 310 | 300 | 310 | 326 | 310 | 292 | 270 | 270 | 298 | 3546 |
| Daily Average | 9.00 | 9.73 | 9.93 | 10.33 | 10.00 | 10.30 | 10.50 | 10.30 | 9.40 | 9.00 | 9.00 | 10.00 | 10.54 |

Warminster and Westbury CCTV

Arrests by category with CCTV involvement 1st April 2009 – 31st March 2010

| | |
|-----------------------|----|
| Assault | 30 |
| Anti-social behaviour | 9 |
| Criminal damage | 6 |
| Burglary | 4 |
| Drink driving | 11 |
| Drug related | 2 |
| Public order | 4 |
| Sexual assault | 2 |
| Robbery | 0 |
| Theft of vehicle | 1 |
| Shoplifting | 4 |
| Warrant | 1 |
| Drink related | 6 |
| Offensive weapon | 0 |
| Breach of bail | 2 |

TOTAL

83

Warminster CCTV

Income and Expenditure Account 31 March 2010

| | Actual Year to Date | Current Annual Budget |
|---------------------------------------|------------------------|--------------------------|
| Salaries CCTV | 36,071 | 40,700 |
| Camera lighting | 170 | 200 |
| BT line rental | 13,301 | 14,300 |
| Telephone and post | 490 | 500 |
| Printing & stationery | 362 | 0 |
| Insurance | 1,070 | 985 |
| Maintenance | 5,769 | 7,500 |
| Miscellaneous/subs | 372 | 250 |
| Capital expenditure | 21,139 | 0 |
| Transfer to CCTV Reserve | 2,516 | 0 |
| Transfer from Earmarked Reserve | 0 | -4,576 |
| Transfer from Reserve (CCTV Grant) | -21,138 | 0 |
| CCTV Expenditure | 60,122 | 59,859 |
| | | |
| Precept TC allocation | 40,000 | 40,000 |
| Grants received | 500 | 500 |
| Dewey Trust grant | 4,000 | 4,000 |
| WWDC line rental | 2,646 | 2,700 |
| West Wilts Ind Estate fees | 4,990 | 4,916 |
| Westbury Town Council fees | 7,859 | 7,743 |
| Miscellaneous income | 127 | 0 |
| CCTV Income | 60,122 | 59,859 |



Warminster and Westbury CCTV

Committee Members 2009-2010

| | |
|------------------------------|--|
| Councillor S Wheeler (Chair) | Warminster Town Council |
| Councillor A Davis | Warminster Town Council (also representing Wiltshire Council) |
| Councillor M Baker | Warminster Town Council |
| Councillor S Fraser | Warminster Town Council |
| GSM A Gazzard | Land Warfare Centre |
| Capt. Rtd. R Hood | Land Warfare Centre |
| Inspector D Minty | Warminster Constabulary |
| Representative | West Wilts Trading Estate |
| Councillor S Ezra | Westbury Town Council |
| Councillor D Tout | Westbury Town Council |
| Councillor R Hawker | Westbury Town Council (also representing Wiltshire Council) |
| Mr S Howell | CCTV Supervisor |
| Mr D Deacon | Chamber of Commerce |

Data Controller

Heather Abernethie, Town Clerk
Warminster Town Council
Dewey House, North Row
Warminster, Wiltshire BA12 9AD
Tel: 01985 214847 Fax: 01985 214854
Email: admin@warminster-tc.gov.uk
www.warminster.uk.com

