

## Southwark CCTV Strategy

### Executive Summary of Recommendations

The strategy aims:-

***“To make Southwark a safe place to live, work and visit. Making best use of CCTV systems across the borough is one way of enabling partners to achieve this”***

The Council will do this by:

- Improving best practice and co-ordination of all CCTV through the Safer Southwark and Local Strategic Partnership networks.
- Developing the Council’s public space CCTV network into a more flexible and cost-effective resource.
- Improve the partnership working between the police, Transport for London, large businesses and other agencies who can make better use of CCTV facilities.

The key recommendations are as follows

1. To establish improved measures to monitor performance and cost effectiveness of CCTV in Southwark.
2. To work with other public space CCTV schemes to improve co-ordination and explore potential for sharing costs.
3. To seek external capital investment to provide a more effective Southwark CCTV system which will reduce revenue costs, improve performance and be able to respond more flexibly to intelligence led deployment.
4. To establish independent auditing of the CCTV monitoring suite.
5. To develop a CCTV communications plan to support the CCTV Strategy. This will be incorporated within the Community Safety communications plan for 2010/11.

### Overview

The council and its partnership agencies that form the Safer Southwark Partnership are committed to making Southwark a Safer place to live

We have invested in a range of services which:-

- provide reassurance to our communities and prevent crime and anti social behaviour,
- identify those people most likely to impacted by crime and anti social behaviour as victims witness and offenders,
- provide intensive support for victims, offenders and families,
- and deliver enforcement action against those people who cause crime and anti social behaviour.

CCTV is one of a number of services that the council and its partners use as part of our joint approach. CCTV can be most effective when it is used alongside a number of community

safety solutions and in a way that responds to partnership intelligence and analytical information.

## **Southwark Council Corporate Plan 2009-11**

The Council's corporate plan 2009-11 sets out the contribution which Southwark Council makes towards the Southwark 2016 objectives of improving life chances, making Southwark a better place for people and continuing to deliver integrated, customer focused and efficient public services.

Improving the effectiveness of CCTV in Southwark will contribute across the six Corporate Plan themes, with a particular focus on:

- Places where people love to live
- Tackling the crimes which concern people the most

CCTV is most effective as part of a co-ordinated approach to tackle crime and anti-social behaviour and the corporate plan provides a framework to achieve this.

### **1. Introduction**

The vast majority of the council CCTV system in Southwark was funded through extensive Home Office capital monies that were made available in 2000 and 2001. The monies provided by the Home Office was capital allocations, there was no or very limited revenue funding made available.

As a result the current Southwark CCTV system has old and outdated technology with cameras and the recording infrastructure, at the end of its working life.

CCTV can be a valuable tool to make Southwark safer if it's used in situations where it is likely to be effective and is part of a co-ordinated approach to tackling crime and anti-social behaviour. Making people feel safer in their local environment can increase feelings of belonging and community cohesion, reduce both real and perceived levels of crime, and encourage people to spend more time out and about in their community, engaging with others and improving their health and well-being.

Changing patterns of crime and anti-social behaviour, together with increasing financial pressures on public sector budgets means that a new approach to CCTV is required. Many public and private organisations have CCTV in Southwark and it is in everybody's interests for it to be effective.

### **Our Aims and objectives**

The strategy aims:-

***“To make Southwark a safe place to live, work and visit. Making best use of CCTV systems across the borough is one way of enabling partners to achieve this ”***

The Council will do this by:

- Improving best practice and co-ordination of all CCTV through the Safer Southwark and Local Strategic Partnership networks.

- Developing the Council's public space CCTV network into a more flexible and cost-effective resource.
- Improve the partnership working between the police, Transport for London, large businesses and other agencies who can make better use of CCTV facilities.

### **CCTV Strategy Key Themes**

<i>A Safer Southwark:</i>	we will improve the effectiveness of CCTV in Southwark to support Safer Southwark Partnership priorities.
<i>Working in Partnership:</i>	we will work with residents, businesses and other organisations to make best use of all CCTV in Southwark. We will build on the good working relationships that we have built with the Police Transport for London and other key partner agencies
<i>Effective Council CCTV:</i>	we will work with partner agencies to have CCTV in high crime town centres areas supported by relocatable cameras to tackle changing patterns of crime and anti-social behaviour. We will use an intelligence led approach to identify how and where our relocatable cameras will have the maximum benefit.
<i>Proportionate:</i>	all use of CCTV by Southwark Council will be proportionate and in line with the Council's CCTV Code of Practice
<i>Communication:</i>	we will publicise CCTV systems and their results to deter offenders, reassure the public and reduce fear of crime.

## **2. A Safer Southwark**

The Council and the Police operate a public space CCTV system linked to a 24/7 monitoring suite but this is only a small proportion of CCTV in Southwark. Many stations, schools and hospitals have CCTV systems, as do private sector organisations such as offices and retailers. The Council needs to work with other organisations to encourage best practice and co-ordinate activity to tackle particular problems. This will draw on evaluation of schemes outside Southwark and the work of the Home Office National CCTV Strategy to develop improved standards for performance and evaluation.

CCTV needs to have a clear purpose and be part of a package of measures if it is to be effective in reducing crime and disorder, and CCTV is often not the most effective intervention. Different crime types or functions and locations require different equipment so it is important to be clear about the objectives before installation. Incorporating CCTV within the Safer Southwark Partnership will ensure it is one of the tools available to tackle crime, anti-social behaviour and fear of crime as part of a co-ordinated approach involving enforcement, prevention, and wider community action to engage communities in crime prevention and community safety. The Safer Southwark Partnership's annual strategic assessment process will provide a rigorous process for future priority setting based on analysis and consultation.

### **Key Recommendation**

- 2.1 Establish improved measures to monitor performance and cost effectiveness of CCTV in Southwark.

### **Key Actions**

- 2.2 The Safer Southwark Partnership strategic assessment process and rolling plan 2010/11 will identify priority locations and crimes in Southwark where CCTV will be most effective.
- 2.3 Incorporate the analytical and intelligence outcomes of CCTV in the Safer Southwark Partnership hallmarks of effective partnership.
- 2.4 Improved performance monitoring and evaluation of cameras will be developed. Ineffective cameras will be moved.

### **3. Working in Partnership**

CCTV is most effective when it is part of a co-ordinated approach to a defined problem and this is best done across the Council and with other partners such as the Police, voluntary sector, Business Improvement Districts, local communities and other members of Southwark's Local Strategic Partnership. This may include providing best practice advice, co-ordination between CCTV schemes to tackle an identified crime or anti-social behaviour problem, and partnership with other CCTV schemes to reduce costs.

The Council's CCTV operators need frontline officers, residents and businesses to contact the monitoring suite if they think a crime is about to happen, is happening or has happened. CCTV Operators are skilled in identifying incidents but it might not always be obvious to them. For example, if a shop worker has been the victim of a crime or abuse within their premises they could call the monitoring suite to identify the perpetrator leaving the premises.

The Transport for London Camera sharing initiative is an example of CCTV partnership. This will give the Council access to an additional 64 cameras in Southwark, in priority locations identified by the Safer Southwark Strategic assessment 2009/10. This initiative will make best use of public resources and provides access to locations where the Council has few or no CCTV cameras such as the Old Kent Road.

### **Key Recommendation**

- 3.1. To work with other public space CCTV schemes to improve co-ordination and explore potential for sharing costs.

### **Key Actions**

- 3.2 Provide regular training and advice for partners to get the most out of CCTV.
- 3.3 We will work with Business Improvement Districts and other organisations to make better use of existing CCTV systems (public and private) around the Borough and Bankside crime hotspot.
- 3.4 Southwark's CCTV monitoring suite will routinely provide information to help Safer Southwark Partners tackle problems more effectively.

### **4. Effective Council CCTV**

Southwark Council operates a public space CCTV system of 160 cameras monitored in two CCTV monitoring suites: one primarily focusing on parking and other traffic infringements, and the other on crime and anti-social behaviour. 22 of the cameras are relocatable. Crime takes priority if an incident is witnessed during use by parking enforcement. This CCTV system is operated in partnership with the Police.

There are other CCTV resources within the Council; local systems on housing estates; Parking Services use CCTV mounted in cars; specialist Sentriescope cameras are used in open spaces, and the Council's Environmental Enforcement Team has 7 locally recording,

relocatable cameras and a CCTV van. Many Council buildings have CCTV for access control and site security purposes.

CCTV cameras are expensive to install and the annual costs for monitoring, maintenance and transmission of images quickly mount up. The Council's CCTV resources must be prioritised for those issues where CCTV is most likely to be a cost-effective way of improving people's feelings of safety in Southwark or meeting other Southwark Council priorities such as for parking enforcement.

The Council is therefore proposing to move from a large number of fixed cameras to a smaller number of fixed cameras in high crime town centres supported by relocatable cameras to tackle changing patterns of crime and anti-social behaviour across the borough. This will be supported by a high quality CCTV monitoring suite to act as a best practice hub for monitoring and post event evidence review and retrieval. A digital upgrade due to take place in 2010/11 will increase the capacity of the monitoring suite and provide an excellent opportunity to develop partnerships with other CCTV schemes to share costs.

Southwark's CCTV system mostly uses rented telephone lines to transmit images from cameras to the monitoring suite. The costs are high and expected to rise above inflation. The Council aims to develop a better value transmission network that will reduce the cost of transmission. This will be a 'hybrid' network using a mixture of borough fibre, radio nodes and internet technology.

Some of these ambitions will require investment that may not be immediately available but clear priorities will help take advantage of future funding opportunities both internal and external such as major developments or regeneration projects, s106 or Central Government grants.

### **Key Recommendation**

- 4.1 To seek external capital investment to provide a more effective Southwark CCTV system which will reduce revenue costs, improve performance and be able to respond more flexibly to intelligence led deployment.

### **Key Actions**

- 4.2 To seek investment to develop a borough-wide CCTV network providing:
- Fixed cameras in high crime town centres.
  - Flexible relocatable cameras to tackle changing patterns of crime, anti-social behaviour and other Southwark Council priorities.
  - Reduced transmission costs.
  - A CCTV monitoring suite as an efficient central hub for monitoring and evidence retrieval.
  - Results and value for money.
- 4.3 New fixed public space CCTV cameras to be connected to the Southwark CCTV system must meet the following criteria:

- Demonstrate how it will contribute to the priorities of Southwark Council and the Safer Southwark Partnership, supported by analysis.
- Availability of capital and 10 year's revenue funding which does not put pressure on the councils finances.
- Value for money
- Meet the requirements of the Home Office Scientific Development Branch CCTV Requirements Manual 2009
- Clear consultation process.

- Demonstrate need for fixed cameras rather than relocatables. (New fixed CCTV locations should first be tested by relocatable CCTV).

The Council will introduce a formal sign-off process based on the above criteria for any proposals to introduce new fixed CCTV.

- 4.4 Upgrade the CCTV monitoring suite to digital and consider co-locating parking enforcement and crime and disorder CCTV monitoring suites.
- 4.5 Review the need for CCTV cameras and other equipment near or beyond its life expectancy. Cameras that are not cost effective will not be replaced.
- 4.6 A CCTV asset management plan to be agreed across Environment and Housing.
- 4.7 Review relevant contracts across Environment and Housing, and Corporate Facilities Management to identify efficiencies in repairs and maintenance and monitoring costs.
- 4.8 The Council aims to reduce transmission costs of CCTV by:
- Routinely considering laying borough fibre as part of street improvements
  - Utilising the MUSCO scheme
  - Identifying funding opportunities for cheaper relocatable CCTV such as radio nodes.
  - 'Designing in' infra-structure for fixed or re-locatable cameras at an early stage of redevelopments such as Aylesbury and Heygate.
- 4.9 Southwark Council's Community Safety relocatable cameras will be tasked by the Partnership Operations Group in line with Safer Southwark Priorities.

## 5. Proportionate

CCTV is a valuable tool for reducing crime and anti-social behaviour and managing the public realm but it must be used proportionately to maintain the confidence and support of the public. Southwark's CCTV system is governed by a CCTV Code of Practice to ensure its use is proportionate, that images can only be viewed by authorised officers, that images not required as evidence are deleted after 31 days and that the Council is meeting all legal requirements. Independent audit visits to the CCTV monitoring suite will provide additional level of auditing for compliance with the CCTV Code of Practice.

The Council can assist partners to establish their own codes of practice and operating procedures.

### Key Recommendation

- 5.1 To establish independent auditing of the CCTV monitoring suite.

### Key Actions

- 5.2 Carry out an assessment and review to ensure that London Borough of Southwark CCTV cameras comply with the CCTV Code of Practice. This includes stand-alone systems not connected to the central monitoring suite.

## 6. Communications

Residents and businesses need feedback about how the cameras are performing in their areas to maintain confidence in the system and to encourage reporting.

Publicising CCTV can also reassure the public, deter potential offenders and reduce fear of crime. Use of relocatable cameras requires information to the residents and businesses about the cameras so they are aware the cameras are not permanent.

The CCTV Communications approach will build on the experience of the Safer Southwark Partnership communications work to increase feelings of safety and improve community cohesion.

### **Key Recommendation**

- 6.1. Develop a CCTV communications plan to support the CCTV Strategy. This will be incorporated within the Community Safety communications plan for 2010/11.

### **Key Actions**

- 6.2 To incorporate CCTV outcomes as part of the councils overall approach to improving confidence and reducing the fear of crime for the communities of Southwark.

## **7. Measuring our improvements**

As part of our approach to improve the effectiveness for CCTV in Southwark, an annual action plan will be established, based on the above recommendations and key actions.

The action plan will be reviewed on a regular basis through the Partnership Operations Group and the Safer Southwark Partnership ASB Strategic Group.