



# North East Lincolnshire Council **Public Space CCTV Strategy** 2020 - 2023

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## Foreword

I am delighted to present the North East Lincolnshire Council Public Space CCTV Strategy 2020. This strategy has been developed in consultation with our partners, wider stakeholders and community and sets out our vision for a dynamic, responsive and future proof CCTV capability that is able to respond to the needs of our local businesses and communities.

We believe that community safety and public re-assurance should be at the heart of our strategy, that's why our cameras are monitored 24 hours a day, 7 days a week, 365 days a year by our experienced, skilled and licenced operators. They have proved over and over again to be an essential tool in both detecting and deterring the opportunities for crime, environmental crime and anti-social behaviour to take place, providing evidence to ensure offenders are identified and brought to justice.

This strategy and underpinning activity takes into account the Borough's changing landscape around demographics and crime patterns, provides opportunity for local communities to report their concerns as well as recognising the need to respond to environmental crime which if left unchecked can have significant impact in our local communities.

We recognise that CCTV alone is not a single solution to reducing crime and providing public re-assurance and should be utilised as one of a range of measures to address issues in our town centre, resort and local communities. The Council remains committed to ensuring that the CCTV resources available are used where appropriate to the best effect.

We believe this strategy provides a framework for delivering tangible outcomes to our local businesses and residents and provides real value for money. We look forward to working in partnership with all concerned to make North East Lincolnshire a place that can be enjoyed by residents and visitors alike.

Cllr. Ron Shepherd

Portfolio Holder for Safer & Stronger Communities



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## Introduction

North East Lincolnshire Council's (NELC) static CCTV and Rapid Deployment Cameras (RDCs) are monitored 24 hours a day, 7 days a week, 365 days a year. Static CCTV is predominantly located in town centre, resort, and park & open spaces locations with RDCs deployed more dynamically based on intelligence into specific areas of concern or where a potential risk may exist. The system is monitored by a team of dedicated control room operatives. All staff are trained, qualified and hold a current CCTV, Security Industry Authority (SIA) licence.

Our purpose-built CCTV Control Room operates 24 hours a day and is also a registered Alarm Monitoring Station. It is capable of monitoring and responding to a variety of alarms and is currently linked to over 200 intruder, fire, lift and panic alarms. The Control Room has direct access to the Police and other emergency services as well as on-call tradesmen.

The system is operated in partnership with ENGIE Services, Regeneration Partner, and other agencies. The CCTV Operatives work in partnership with Humberside Police control room staff via the airwaves radio network, giving an instant response to incidents with images also being transmitted from the CCTV control room to the Police control room as events are actually happening.

The Control Room also responds to out-of-hours calls and monitors both remote wireless and broadband transmission CCTV cameras.

The Council does not operate CCTV cameras to enforce parking or moving traffic regulations.

The Security and CCTV Service operates to British Standards BS5979, BS5839, BS5266 and BS7958.

## CCTV System Capability

In March 2019, NELC commissioned a review to assess the current capability and viability of the existing CCTV infrastructure. The review provided options for improvements to migrate to a fully digital system utilising the latest advances in transmission and digital recording technologies in order to provide a CCTV provision that would be fit for purpose and would serve the borough well in the years to come. This comprehensive review provided clarity around the technical upgrade and investment required to support the Vision and over-arching Aims & Objectives of this strategy and in turn, the effective use and deployment of CCTV across North East Lincolnshire.

## Investment

The Council has committed to investing £1m to upgrade the current CCTV system. This will enable the Council to operate an effective modern CCTV capability utilising the latest technology and transmission infrastructure to improve community safety and reduce crime and the fear of crime across North East Lincolnshire.

## Vision Statement

Ensuring People feel safe and are safe is at the heart of our strategy. Our vision is to ensure we have a fit for purpose public space CCTV system, utilising modern digital equipment that is compatible with future upgrades and technological advancements.

The purpose of Public Space CCTV service is to:

- Provide Public re-assurance in our town centre, resort and local communities
- Help to prevent, detect and investigate crime, environmental crime and anti-social behaviour
- Provide quality evidence to support Police operational response, investigations and prosecutions
- Support the most vulnerable members of our community
- Support management of emergencies or major incidents, with ongoing out of hour's assistance
- Assist in town centre and event management
- Protect people, property and assets to improve general security across the borough, both in terms of personal security and security of buildings and premises
- To make North East Lincolnshire a more safe and attractive place to live, shop, work and socialise
- Assist with the handling of complaints, insurance claims and Health & Safety Investigations

## Outcomes

**North East Lincolnshire Council Outcomes Framework has identified 5 key outcomes for the borough. Namely that all people in North East Lincolnshire (NEL) will:-**

- Enjoy and benefit from a strong economy
- Feel safe and are safe
- Enjoy good health and well being
- Benefit from sustainable communities
- Fulfil their potential through skills and learning

We believe that operating an effective CCTV provision supports directly and indirectly all of these 5 outcomes.

**The Community Safety Partnership Plan (2017 – 2020)** of which the Council is a statutory partner, identifies a number of areas of focus which include, reducing overall crime, reducing violent crime in our night time economy and tackling anti-social behaviour, to support the "Feel Safe and are Safe" Outcome.

We believe that operating an effective CCTV provision will help to achieve and support these areas of focus.

## Aims and Objectives

There are guiding principles to underwrite the use of CCTV in NEL. The use of CCTV should be:

- Customer centred
- Legitimate and proportionate
- Evidence based

- Targeted and effective
- Adhere to our obligations as data controllers
- Considerate of personal freedoms and privacy
- Open and transparent
- Flexible and responsible
- Compliant with legislation
- Supportive of partnership working
- Promoting best practice

Applying the above principles will enable us to achieve our key aims:

1. To work in partnership with retailers, licensees and businesses to reduce opportunities to commit crime and anti-social behaviour in both retail space and the night time economy to improve the feeling of safety and public re-assurance.
2. To reduce the opportunities of crime, environmental crime and anti-social behaviour in our local communities and residential areas through the rapid deployment of remote CCTV cameras providing public re-assurance.
3. To ensure that all fixed and mobile CCTV provision is placed and prioritised in the right geographical areas and is responsive to emerging and ongoing threats and issues.
4. To ensure that CCTV is being used cost effectively and to its full advantage by reviewing, monitoring and continuing to investigate new and developing technological advancements and ways of working.
5. To annually review the provision of public space CCTV to ensure it continues to meet the requirements of the community, the Council and partner agencies.
6. Existing CCTV provision will be monitored, maintained and incidents responded to in a timely fashion, in accordance with current legislation and partnership arrangements.

## Governance and Scrutiny

### CCTV Operations Group

In order to ensure that dynamic intelligence led tasking and problem solving is in place a bi-weekly multi-agency CCTV Operations Group has been established. This will enable effective information sharing and joined up activity around CCTV to take place around ongoing and emerging issues.

### CCTV Project Management Group

In order to ensure the effective delivery of the technical capital upgrade to the CCTV system and wider underpinning operational delivery around the CCTV strategy, a monthly CCTV Project Management Group has been established. This will ensure that Operational delivery and digital upgrade around the CCTV strategy is managed effectively with any concerns being raised to the CCTV Strategic Group.

### CCTV Strategic Group

Quarterly meetings of a CCTV Strategic Group will receive performance information to track progress and better understand outcomes. This will include an agreed data set, case studies and details of successful prosecutions. The group will also provide oversight to wider CCTV

development and ensure that community concerns and multi-agency working remain central to the new strategy.

### Communities Scrutiny Panel

The CCTV Strategic Group will provide an annual report (or more frequent if requested) to the Communities Scrutiny Panel to inform of progress and performance around the effectiveness and outcomes of the CCTV Strategy and multi-agency working. This will provide opportunity to raise awareness of the effectiveness of the strategy and give Scrutiny opportunity to provide appropriate challenge where necessary.

### North East Lincolnshire Community Safety Partnership

Community Safety Partnerships (CSPs) are statutory partnerships of organisations that work together to create strategies and practical interventions to reduce crime and disorder in their local area. The responsible authorities in North East Lincolnshire are Humberside Police, North East Lincolnshire Council, Humberside Fire and Rescue Service, Clinical Commissioning Group (NHS) and Public Health, Humberside, Lincolnshire and North Yorkshire Community Rehabilitation Company, and National Probation Service. In addition to the responsible authorities, other local key partners are represented on the CSP to add expertise and resource to the development of community safety work in the area. An annual report will also be provided to the CSP.

## National Context

The [National Surveillance Camera Strategy for England and Wales](#) (2017) is a comprehensive national surveillance camera strategy that seeks to develop a holistic approach to raising standards and compliance with legal obligations.

## Legislation

- [Protection of Freedoms Act 2012 – Part 2 Regulation of Surveillance](#)
- [Data Protection Act 2018](#)
- [Human rights Act 1998](#)
- [Crime and Disorder Act 1998](#)
- [Freedom of Information Act 2000](#)
- [Regulation of Investigatory Powers Act 2000 \(RIPA\)](#)
- [Investigatory Powers Act 2016 \(IPA\)](#)
- [A National Surveillance Camera Strategy for England and Wales – Surveillance Camera Commissioner, March 2017](#)
- [In the picture: A data protection code of practice for surveillance cameras and personal information – Information Commissioner's Office](#)

## Appendix 1 – CCTV Governance and Performance Framework

