

Housing and Public Space CCTV services changed line management and reporting lines in January 2018 to Stephen Smith, Acting Head of Property Services. Currently there is no CCTV strategy, a draft strategy will be presented at June's DMC. Below is a snap shot of CCTV functions.

## **LB CAMDEN CCTV PURPOSE AND SCOPE**

In the detection, and deterrence of crime and anti-social behaviour, providing reassurance to residents, communities, business and visitors of Camden. Providing evidence gathering to assist with the prosecution of offenders.

Monitoring the Council's public highways, corporate premises and housing estates land.

24 hours a day 7 days a week, 365 days a year.

### **Objectives of the CCTV Systems**

- To reduce the fear of crime promoting a feeling of safety.
- To deter crime, detect crime and provide evidence of occurrences.
- To deter and assist in anti-social behaviour.
- To identify and or monitor risk and vulnerability.
- To assist in providing the safety and security of employees, members of the public, building and assets.
- To enhance community safety, assisting in developing the economic well-being of Camden and encourage greater use of the borough's public open spaces, facilities and amenities.
- To detect and prevent environmental issues
- To assist the Local Authority in its enforcement and regulatory functions.
- To assist in highways management.
- For the provision, for enforcement of parking and moving traffic regulations to promote compliance and is carried out in part through CCTV.
- To support civil proceedings.
- To support the Council has integrated transport policy.
- To assist the Council in delivering statutory and other functions.
- To assist in the management of Council premises.
- To assist the Council in its overall resilience planning linked to civil contingency planning, emergency response and business continuity functions.

### **OPERATOR ROLE AND RESPONSIBILITIES**

The basis of a CCTV operator's role is to safeguard the public, protect property, and ensure the security of data. A CCTV operator will commonly have many responsibilities, ranging from operating and monitoring banks of screens, reporting incidents as evidence, and contacting the police and emergency services as and when required.

A CCTV operator needs to be exceedingly observant with a high level of concentration, and be able to divide their attention in order to monitor multiple occurrences taking place at a single setting. They will have to have a good

understanding of body language in order to monitor crowds, intercept trouble before it occurs, and track specific people. Strong communication skills needed when interacting with the police and other stakeholders, and the ability to work without supervision for long periods is essential to the role. Most importantly, a CCTV operator must be quick thinking, using their initiative whilst reacting quickly and calmly during emergencies.

### **Some common monitoring activities via CCTV in Camden**

- Accompanying authorised visitors/stakeholders within the control room at all times
- Anti-Social Behaviour (ASB)
- Busking
- Control Room search checks (package shouldn't be there query it)
- Crime
- Crowd Management
- Escalation of incidents to relevant Stakeholders, Partner Agencies, Organisations
- Fault reporting
- Gathering of CCTV evidence which includes all associated paperwork, downloading footage, requests, release forms
- Highways risks i.e. shattered bus shelters, broken pavement
- Lone working monitoring/check call
- Key Holding
- Known Hot Spots including cash points
- Major incidents
- Missing Persons
- Radio communication links with external stakeholders
- Remote monitoring i.e. car parks, buildings
- RIPA authorised direct surveillance
- Road Traffic Accidents (RTA)
- Rough Sleeping
- Safe access
- Safety
- Security
- Suspicious activity and behaviour
- Targeting and Tracking

Throughout every duty undertaken, CCTV operators must be diligent, maintain integrity and accuracy, and ensure the confidentiality of all information gained by compliance in line with standards and legislation.

### **Operator Daily Task Logs**

Operators are required to log their tasks per shift.

The following tasks individually logged this list is not exhaustive:

- Number of reviews conducted

- Number of downloads
- Camera and system checks
- Conducted monitoring requests
- Pro-active camera patrolling
- Control room searches for suspicious sounds, smells and packages.
- Court Appearance providing evidence.
- Image capturing – best possible images

### **Body Worn Video (BWV)**

BWV deployed to the Response Security Patrol (RSP) Team and activation is at the sole discretion of the RSP officer at any point within their shift. BWV footage reviewed by authorised CCTV officers only and or authorised council officers. The same CCTV procedures for reviewing, accessing, downloading and releasing CCTV footage applies to BWV footage with no exemption.

Plans envisage live streaming of BWV feed back to the CCTV control room. The objective is to provide greater, instant, support to RSP officers.

### **Housing CCTV deployment of Cameras and Response Security Patrol (RSP)**

Housing CCTV cameras deployed at all times where available, in instances of receiving telephone calls reporting Anti-Social Behaviour (ASB) or when RSP are attending a location for proactive patrolling or where RSP deployed to an incident.

### **Radio Communication and CBAC (Camden Businesses Against Crime)**

Secure Communication links are set up between the Police and the Control room. There is also secure links between several businesses within Camden, Community Presence Officers and Response Security Officers.

Links provide instant, direct secure communication between Control Room operators and the above stakeholders, permitting information sharing and assistance.

**END**