



Recommendation 10

24.07.09 (DRAFT B)

This document gives advice and guidance to public space CCTV practitioners re National CCTV Strategy Recommendation 10 which seeks to:

Encourage town centre CCTV schemes to monitor existing CCTV systems in other areas of public space and the transport infrastructure thus creating a hub for public space CCTV.

Introduction

The National CCTV Strategy Board very much encourages public authority town centre CCTV control rooms to monitor public space CCTV cameras located in railway, tube, tram and bus stations (transport inter-changes).

Where possible opportunities should also be taken looking to extend the public authorities public space CCTV network to third party public space CCTV networks covering shopping centers, sporting arenas, educational establishments, hospitals and other areas of public convenience.

Such CCTV connectivity allows for *camera sharing* to take place, and leads towards the public authority CCTV control room developing into a public safety hub and centre of excellence as regards the use of public space surveillance CCTV.



Looking towards the future perhaps *real-time* CCTV images from onboard CCTV installed on buses, tube trains, tram and over-ground train carriages could be viewed and recorded within the geographically appropriate public authority CCTV control room.

It is proposed that where such CCTV connectivity is to be considered, such work should be coordinated by crime and disorder partnerships at a local authority / police BCU level.

Increased Effectiveness

Increased public safety effectiveness can be achieved if actively monitored (generally local authority operated) town centre CCTV schemes are encouraged to monitor existing CCTV systems in other largely public areas. It should be the aim that such monitoring is carried out in a fully coordinated way.



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Real-time monitoring is particularly important when such systems / CCTV cameras are not being actively monitored. Especially if located in areas that are being used for criminality or covering escape route beyond the range of the actively monitored public space CCTV systems.

Equally CCTV systems that are being monitored elsewhere (for example by concierges, ticket office staff or security guards) may not be being used to the same degree of effectiveness that comes about through the use of full-time, well trained, highly motivated public space CCTV operators.

The local authority CCTV control room's ability to communicate in *real-time* directly to police through their existing Airwave radio channels and in some cases their ability to pass *real-time* CCTV images onto police should be operationally advantageous to all concerned.

There may be an opportunity for cost savings to be made for both parties within a camera sharing partnership via business consolidation and the brigading of staff.

Issues to be Considered

Benefits for the public authority

Linking the public authority CCTV network to third party CCTV cameras already in place may reduce the number of CCTV cameras required (by negating the need to install new ones).

In offering highly skilled public space CCTV operators to carry out 24/7 *real-time* CCTV monitoring, there may be opportunities for public authority CCTV operations as regards to income generation opportunities. However great care must be taken regarding liability and an over dependency on third party income.

CCTV camera sharing often results in the public space surveillance CCTV footprint being extended to cover a greater area, giving CCTV control room operators a greater variation of work, and increasing the effectiveness of the public safety operation.

Benefits for the third party

Some owners of public space CCTV cameras are unable to provide 24/7 monitoring of their CCTV cameras. In partnering up with their public authority CCTV control room, 24/7 monitoring often becomes possible, ensuring that the third party are gaining best value from their public space CCTV system.

There may be privacy concerns from members of the public, or worries that a privately operated public space surveillance CCTV system is perhaps not being run in accordance with the legislation and standards that impact on public space CCTV operations. In having the operation located within the public authority's public space CCTV control room, the confidentiality, integrity and availability of the recorded CCTV product may be more assured, and the public can perhaps be more confident that the public space CCTV operation is being used proportionately, only when necessary, in a non discriminatory way, with clear lines of accountability.

Many public authority CCTV control rooms have speedy communications with their local police. Many can also pass *real-time* CCTV images onto their police radio dispatchers. Both these facilities may be attractive to owners of third party public space CCTV systems.





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Risks

Whilst it makes good financial sense to share CCTV cameras, and adopt a partnership approach, particular care and attention should be given to ensure that cameras installed for crime and disorder are not diverted to other uses. It may be acceptable to the public for instance, to use CCTV cameras primarily installed for traffic enforcement purposes, to be used for crime and disorder situations but perhaps not vice versa.

It should also be noted that generally CCTV cameras cannot be used for two different purposes at the same time, without some conflict and a reduction in their effectiveness. Care must be taken if a CCTV camera initially installed for one purpose is to be used for another. This may require agreements to be reached between the parties involved, concerning the prioritisation of the use of the CCTV camera(s) if two demands are required to be dealt with simultaneously.

If extra income is generated by the monitoring of third party CCTV cameras, great care must be taken to ensure that the core public space CCTV operation is not threatened if in the future that extra income is lost.

Care must be taken to manage the operational expectations of the third party clients, as regards the monitoring of their public space CCTV cameras. Extra indemnity insurance may also be something that needs to be considered. Roles and responsibilities should be clearly documented in any service level agreements, memorandum of understanding. This document should also detail maintenance responsibilities, prioritisation if camera sharing is to be allowed, and the responsibilities as regards the recorded CCTV product.

Staffing levels may have to be re-assessed when additional CCTV cameras become available to public authority CCTV control room operators. It may be that at some stage the increase in CCTV camera coverage requires additional operators (possible requiring extra CCTV operator positions or even an expanded video wall). Such costs all need to be considered prior to entering into CCTV camera monitoring agreements with third parties.

Public authority 'in-house' CCTV operators may require the SIA's CCTV operators license if they are working under contract and supporting a third parties public space CCTV operation.

If the public authority CCTV control room has the capability to supply *real-time* CCTV images to police command and control positions, then great care must be taken to ensure that any new CCTV images being viewed in the CCTV control room, if passed on to the police arrive at the appropriate police command and control position. It is therefore important that representatives from the police's command and control department are involved early in any discussions that may lead to a public authority CCTV control room monitoring CCTV images from third party CCTV cameras. Similarly the third party should agree in writing to the particular circumstances when images (*real-time* or recorded) from their CCTV cameras can be passed on to the police.

As with all public authority contracts and agreements, great care must be taken in ensuring that any service supplied, or received is in accordance with the appropriate local government regulations and controls. As such it may be necessary to engage with procurement and legal departments within your public authority, prior to reaching any formal position with a third party.





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Who's CCTV could I work in partnership with?

Some examples of those who may have public space CCTV and who may wish to work in partnership with you include:-

- Other business areas within your public authority (housing / waste management / libraries) reassuring public authority staff in certain types of public facing duties or supporting a lone worker policy
- A neighbouring public authority
- Private / commercial shopping centre
- Highways Agency / local transport agency
- British Waterways (monitoring areas at risk of flooding)
- Local hospital / PCT
- Housing Associations
- Sporting venues
- Tourist attraction / Historical Sites / Stately Homes
- Educational establishments / Universities
- Network Rail / Train Operating Companies / London Underground / Tram Operating Companies
- Supermarkets
- Licensed premises
- Garages / Garage Forecourts
- Accommodation for children, the elderly or vulnerable
- Bail hostels
- H.M. Courts
- The probation service
- Local business / retail parks

Who can I contact for more information?

The following public authority CCTV operations all have in the past or currently undertake the monitoring of, or have CCTV connectivity to third party systems.

They are all willing to offer assistance to their peers should other public authority CCTV practitioners require further information on this matter:-

- The London Borough Of Hackney (*Contact - Hackney Council's CCTV Manager*)
- Newark and Sherwood District Council (*Contact - Newark and Sherwood District Council's Corporate Risk and Resilience Manager*)
- The London Borough of Enfield (*Contact - Enfield Council's Public Safety Centre Manager*)
- Bristol City Council (*Contact - Bristol City Council's Emergency Control Centre Manager*)
- Darlington Borough Council (*Contact - Darlington Borough Council's General Manager, Community Services*)
- Transport For London (*Contact - TfL's Principle Development Engineer – CCTV*)
- Safer Runnymede Partnership (*Contact - Community Safety Manager, Safer Runnymede Partnership*)

For more information please contact:

Programme Office
National CCTV Strategy Programme
Tel: 020 7021 7073
email: ncsp@npia.pnn.police.uk

