

## **CCTV & Risk Management Annual Review** **And Statistical Report 2020**

### **Purpose of the Report**

To provide an annual update on the observational CCTV systems owned and managed by Wigan Council, including the protocols in place, the performance data and activities of the 24/7 contact centre service, the following key areas are covered;

- Ownership and operation of the systems
- Policy Statement
- Purpose of the CCTV Systems
- Changes in scope of the system
- Data protection and legal requirements
- Location of the CCTV Systems
- Temporary CCTV Systems
- CCTV Monitoring and 24/7 Contact Centre
- Contracts with suppliers
- Maintenance and performance of CCTV system
- Summary
- Statistical Information

### **Ownership and Operation of the Systems**

The CCTV systems that are located within the Borough continue to be owned and managed by Wigan Council with the Chief Executive Officer of the organisation being the Data Controller.

All the specially trained officers who carry out the operational monitoring of the CCTV systems are in house officers and are directly employed by the Council and no outside agencies or contractors are used to carry out these duties.

## POLICY STATEMENT

This CCTV Code of Practice gives valuable guidance in the use of CCTV, and the protection of law-abiding citizens and where CCTV it is considered beneficial, it should always be used as part of a wider crime prevention strategy, not as a sole means, however, CCTV does play an important part in our fight against crime.

The CCTV observational system is owned and operated by Wigan Council and is in place to provide a safer environment for all those who live, work and visit the parts of the Borough that are covered by CCTV.

The CCTV system is operated in partnership with:-

- Greater Manchester Police (GMP)
- Retail Security Teams
- Pub Watch Groups
- Transport for Greater Manchester (TfGM)
- Greater Manchester Fire and Rescue Service
- Any other Group contributing to the Scheme

Together with our partners we will aim to:-

- Assist in the detection and prevention of crimes that are committed in areas covered by CCTV
- Wherever possible provide the necessary digital images as evidence to enable a successful prosecution in either the criminal or the civil courts
- Demonstrate that CCTV is a valuable weapon in the fight against crime and anti-social behaviour by acting as deterrent to those would-be offenders
- Increase public awareness of CCTV by publicising convictions
- Reduce the fear of crime amongst the general public
- Assist Local Authority and Partnership Groups to combat crime
- Provide assistance to the emergency services
- Assist in the safeguarding process for vulnerable adults and young persons
- Provide assistance to other Local Authority Departments
- Improve Traffic Management in areas covered by CCTV
- Tackle Environmental Crime

This CCTV system and its protocols, will at all times comply with National Legislation and any Statutory Acts that are in place to safeguard the use of CCTV for public space surveillance purposes, for example British Standards (BS) 7958:2015 and BS 7858: 2019. There will also be an annual independent audit of the system and protocols with any recommendations implemented at the earliest opportunity. In addition the CCTV system and its protocols will be subject to both the National Security Inspectorate and Surveillance Camera Commissioners annual audits.

Reviews of this CCTV Code of Practice will be undertaken periodically and when necessary be ratified by the appropriate Council committee. However, should any person feel the need to make a formal complaint on the use of CCTV for public space surveillance purposes or this Codes of Practice they can submit their complaint via the following Wigan Council's website link <http://www.wigan.gov.uk/Council/Contact-us/Council-Complaints.aspx>

Paul RE



**Councillor: Paul Prescott**  
**Portfolio Holder for Planning, Environmental Services & Transport**

## **Purpose of the CCTV Systems**

The use of Wigan Council's observational CCTV system remains the same and it shall be used for the purpose of:-

- Providing the Police and the Council with evidence to take criminal and civil action in the Courts;
- Reducing the fear of crime and providing reassurance to the public;
- Providing assistance in the prevention of crime;
- Assisting with the maintenance of public order;
- Deterring or reducing the incidence of vandalism, graffiti, and other environmental crime;
- Deterring persons from committing crimes and to enhance the opportunities for detecting those who do;
- Improving the safety and security of residents, visitors and the business community;
- Assist in the safeguarding process for vulnerable adults and young persons
- Discouraging anti-social behaviour including alcohol and drug-related elements;
- Assisting aspects of Town Centre Management.

Wigan Council is committed to maintaining, reviewing, and enhancing the systems in order to ensure and improve their effectiveness, it is also committed to maintaining civil liberties.

## **Changes in scope of CCTV Systems**

The basic principles and the scope of the CCTV system have remained the same since the first systems were installed and have continued over the years when any new system came on line, which is to provide a public space surveillance service to the areas of the Borough which are covered by a CCTV system.

## **Data Protection and Legal requirements**

Information relating to our compliance to the current Data Protection Act, the General Data Protection Regulation and all other Legal requirements that are in force that govern the use of public space surveillance systems are contained within the CCTV Codes of Practice

## **Location of the CCTV Systems**

During 2019 there were additional public space surveillance cameras located in Leigh Town Centre and Wigan Town Centre car parks, Chapel Lane, Sovereign Road and Wilton Street. These have been added to their respective town centre systems and the overall Wigan Council's CCTV system.

These new additions and existing sites are continuing to function under their original operational requirement remit, which is the prevention and detection of crime, reducing the fear of crime, provide a safer environment for all those who live, work and visit the parts of the Borough that are covered by CCTV.

The areas within the Borough that are currently covered by the CCTV systems are a mixture of town centres and residential, retail areas and car parks, the following are their locations;

## **Town Centre's**

- Wigan, including Mesnes Park and Haigh Woodland Park
- Leigh
- Ashton-in-Makerfield, including Jubilee Park
- Atherton
- Golborne
- Tyldesley
- Hindley

## **Residential, Retail areas and Car parks**

- Scholes
- Smithy Green
- Norley Hall
- Borsdane
- Worsley Mesnes
- Marsh Green
- Worsley Hall
- Pemberton
- Winstanley
- Shevington with Lower Ground
- Chapple Lane car park
- Sovereign Road car park
- Wilton Street car park

The introduction of any new CCTV system or extension to an existing system is subject to a feasibility review, consultation with the relevant groups involved, and the appropriate levels of funding being made available.

## **Temporary CCTV Systems**

Wigan Council do utilise temporary CCTV systems when there is the evidence to support the need and in locations where there are generally no permanent CCTV systems. The use of the system is undertaken in conjunction with Ward Councillors, other directorates within the Council and partner agencies, it is operated under the same regulations and guidelines as the permanent CCTV systems.

## **CCTV Monitoring Suite and 24/7 Contact Centre**

The CCTV monitoring suite provides both the monitoring service for all the boroughs CCTV systems and the Council's 24/7 contact centre services. The officers who monitor the CCTV systems also carry out the duties relating to the Council's 24/7 contact centre service. These duties include monitoring alarm activated CCTV sites, receiving out of hours calls for the public of the Borough, providing a housing concierge service, emergency repairs service, civil contingency support, police airwave radio systems, pub/ shop watch radio systems monitoring and lone worker monitoring.

## **Statistical Information**

The statistical information at appendices 1 is for the full calendar year of 2020 and it combines activities of the two areas that are recorded, CCTV monitoring and the 24/7 contact centre.

## **Contracts with suppliers**

Some of the services that we provide to our customers are undertaken by our approved contractors who have been selected through the recent corporate procurement processes and have been awarded a contract for a length of time of 5 years.

Each contract is monitored and reviewed on an annual basis and, where applicable, if the option to extend a contract available and it is taken up then a variation of the original contract will be signed by all interested parties.

Copies of contracts, variations and associated documents are contained within the CCTV & Risk Management Manuals (Internal document)

## **Maintenance and performance of CCTV system**

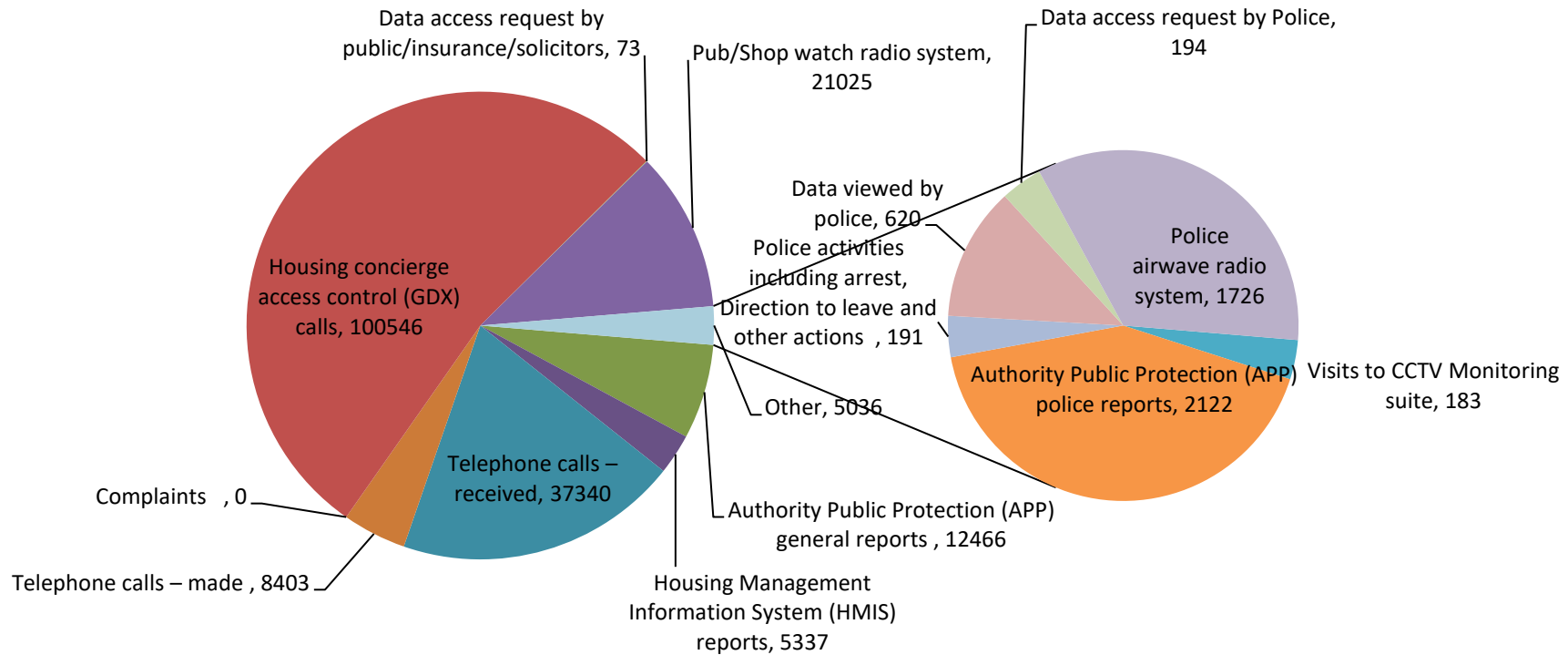
All information and copies of the relevant documents which refer to the maintenance and performance of the CCTV system is contained within the CCTV & Risk Management Manuals (Internal document)

## **Summary**

The CCTV & Risk Management team are part of Wigan Council's Places Directorate and in particular the Environmental Enforcement team. The continued long term strategy of the team is to achieve cost neutral in relation to the controllable budget, thereby in effect costing the rate payers of the Borough £0. This will release all the monies that would have been otherwise earmarked for this valuable service to support other services that Wigan Council provide to the public.

This objective of becoming and remaining cost neutral will not have any effect on the CCTV & Risk Management team's ability to deliver on its obligations to the Crime and Disorder Partnership. The primary reasons for providing the service will still apply, that being the prevention and detection of crime, reducing the fear of crime, provide a safer environment for all those who live, work and visit the parts of the Borough that are covered by CCTV.

## Recorded Activities 2020



- Recorded Activities 2020
- Authority Public Protection (APP) general reports
- Telephone calls – received
- Complaints
- Data access request by public/insurance/solicitors
- Visits to CCTV Monitoring suite
- Housing Management Information System (HMIS) reports
- Telephone calls – made
- Housing concierge access control (GDx) calls
- Pub/Shop watch radio system
- Authority Public Protection (APP) police reports