

# **EXETER CITY COUNCIL CCTV ANNUAL REVIEW REPORT AND HISTORY**

## **INTRODUCTION**

This report summarises all CCTV records that can be presented for the purpose of informing the general public of CCTV activity. The data held by Exeter City Council relates to incidents which were recorded on Exeter City Council CCTV database from the years commencing 2015 to present. It provides an analysis period in which to evaluate the performance of the CCTV system. Exeter City Council have access to 234 cameras and additional support to Princesshay Control room, monitoring a further 28 cameras. Of these 234 cameras 130 cameras are recorded on bespoke Digital Video Recorders.

The report will detail how these recordings are used, dividing the incidents recorded monitoring and requests from external groups to monitor an incident. These external groups are shown in the data, as is an annual breakdown of the figures.

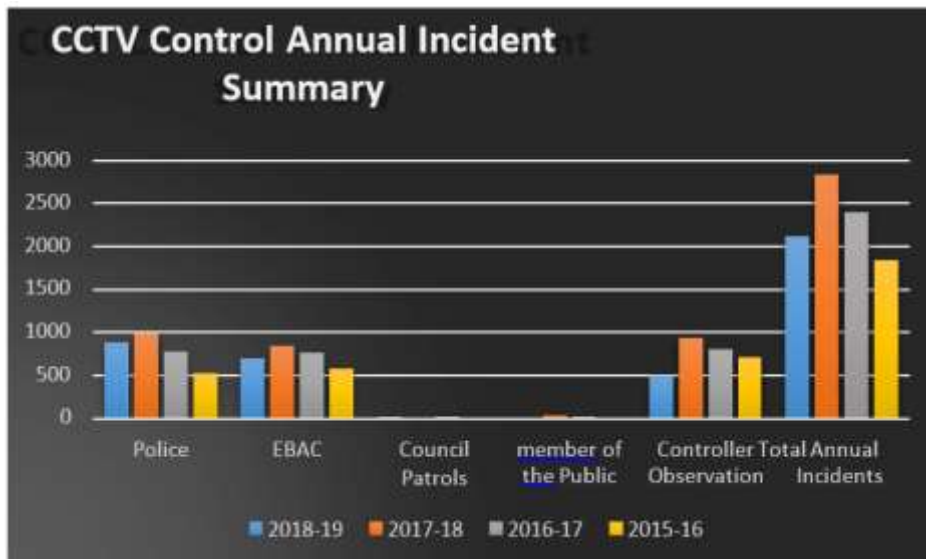
The system is monitored 24 hours a day 365 days per year, by a team of operators who work a rotating 10.5 hour shift pattern. Depending on times and operational demands the control room is staffed by between 2 and 4 operators. The operators are employed by Exeter City Council.

## **INCIDENT SOURCE**

The sources of calls (incidents) into the CCTV control room are from the Exeter City Business Community using their dedicated radio system. Exeter City Control room is the controlling station for this radio system. The radio system is generally known as the Exeter Business Against Crime Radio system (EBAC) and in the last year accounted for 33% of reported and recorded incidents.

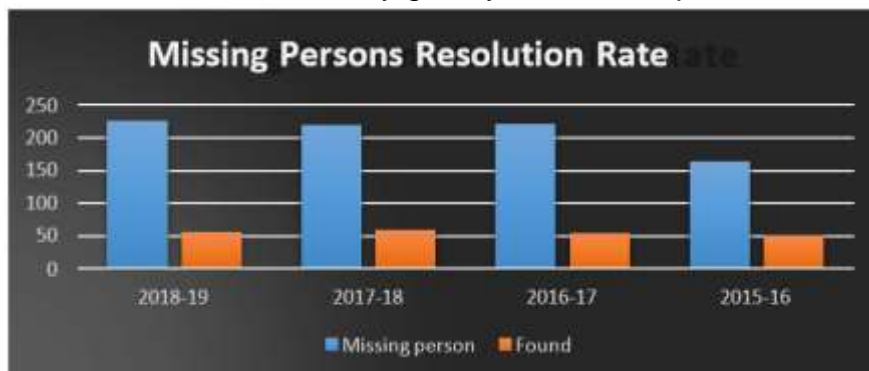
The Control room also monitors Police radio activity and therefore receives distributions and assists during response to incidents. These are made up of calls from the Police Control Room, Police Officers and PCSO's. This liaison with the Police accounts for a significant amount of Control room work in the region of 42%.

The other CCTV operational time, approximately 25% of incidents, evolve as a direct result of Control room staff identifying incidents and then conducting interventions by informing Council staff or Police in circumstances where it is believed a crime has been or is being committed.



### MISSING PERSONS

Exeter City Council Control room supports the Police with Missing Person interventions. The Police provide information and data relating to description and last known location of the Missing person. The Control room operators monitor areas of interest each morning as part of the City monitoring processes and routines, this work establishes possible homeless and street attached activity. Any new Missing person descriptions are noted and cross-referenced to the Police data. This Control room response greatly assists rapid recovery of missing persons. 24.3% of missing person incidents are resolved with CCTV Control room intervention and persons found the same day. The Control room rapid response and preloading of information at commencement of the day greatly assists this process.

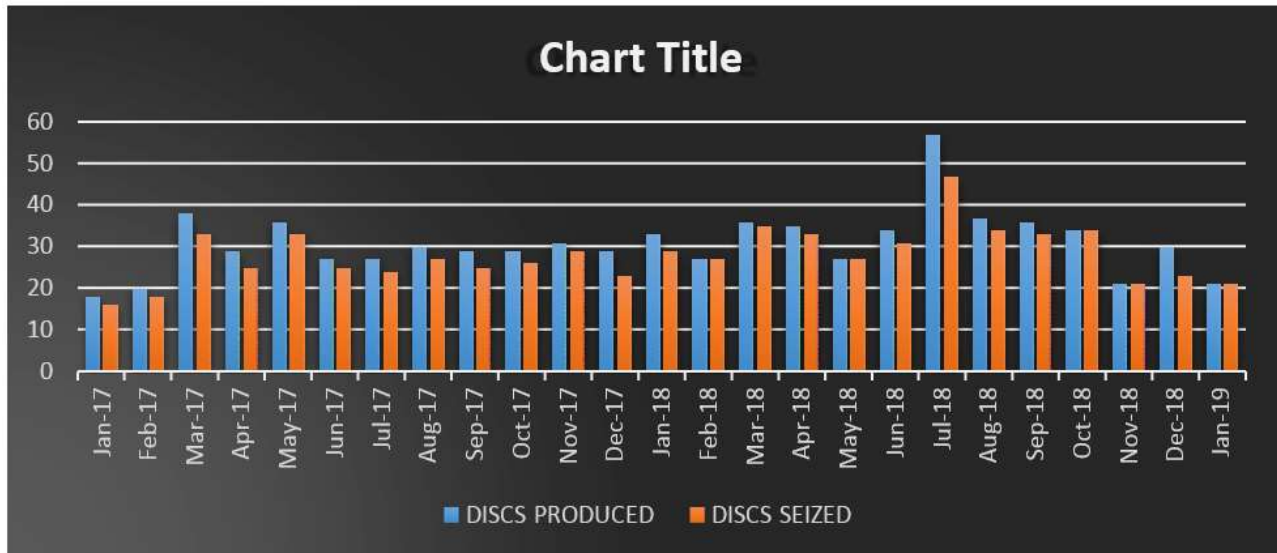


### ARRESTS, REVIEWS AND DISCS SEIZED

If an incident warrants further investigation by a third party then data from Exeter City CCTV system recorders will be archived. If this information is required as evidence then a CD can be produced of the incident with supporting paperwork and released upon signature to the Third Party Officer.

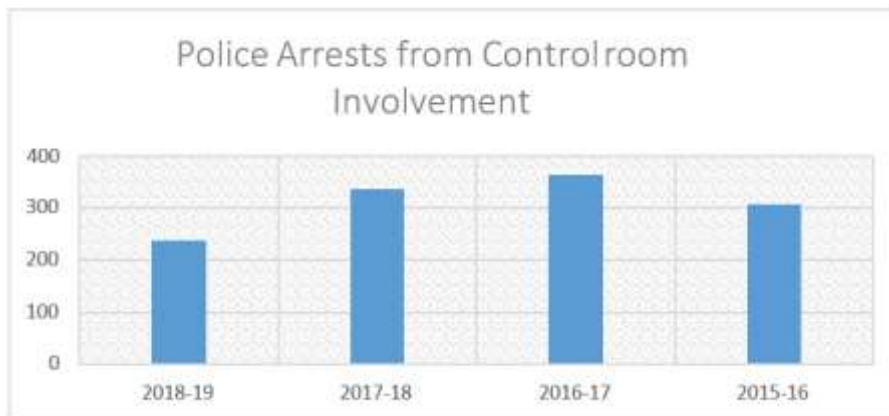
The Policy Exeter City Council has relating to data retention requires that all footage is retained on recorder for a minimum of 28 days and a maximum of 30 days. If the

data is archived then the archive will be retained for 4 months. If a CD is produced this will be retained in the control room for 12 months unless collected by an Officer for use as evidence. Once the CD is signed for and leaves the Control room no duplicate data is retained and all data relating to the case is overwritten on the recorders.



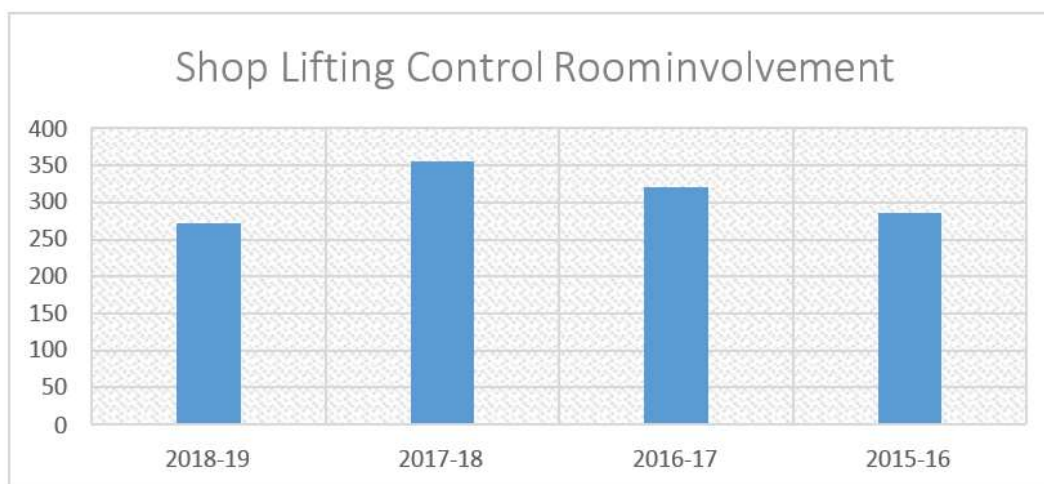
## ARRESTS

The CCTV Control room has intervened in support of several incidents that have led directly to Police arrests. The figures below provide data to support this action and also indicate that there has been no major increase in Police arrests although incident numbers have increased significantly.



## SHOPLIFTING

The support to and use of EBAC radios has increased across the City. The response times and reaction of Police to shoplifting incidents has been greatly enhanced by this addition. The EBAC radio controlling station in the CCTV Control room provides seamless response to incidents and allows Control room staff to act as a conduit from the EBAC radio system to the Police Radio. Police can then priorities and respond according to value and the activity of the perpetrator of the theft.



## SUMMARY

The Exeter City Council CCTV Control room is manned 24/7, by a dedicated group of Controllers. The Control room staff provide the eyes, ears and voice of the Council when other Council department offices are closed. The Controllers deal with all Council incidents and emergency Out of Hours service calls for 131 hours of the week. During the other 37 normal office hours, calls are handled directly by other Council departments.

Exeter City Control room staff also support the Home Call vulnerable persons alarm service which is a 24/7 service provided across Exeter City to support our more vulnerable residents.

There are essentially 3 distinct service requirements that contribute to the complexity of the Controllers role and Control room activity. Combining roles within the Control room has allowed a more cost effective manning framework and allows the Council to continue the support to Third parties such as Police who do not contribute financially to the maintenance of the system.

CCTV costs are offset by the additional support requirement of Home Call and the Out of Hours services. CCTV Costs are therefore difficult to quantify. It must be noted that Home call services account for a reasonable return and funds from this service are used to offset Controllers pay.

CCTV Maintenance costs are £78,000 per annum, a reduction of 50% on costs prior to 2014. This maintenance package is purely to support, what is considered to be, the most critical cameras and in-station hardware. 40 cameras are critical to the support we provide to Third parties. The other non-critical cameras are generally used to monitor car park areas and other Council owned Properties, museums and presentation theatres. The current policy is that if a camera is not on the critical list and it becomes faulty then the camera will not be repaired or replaced.