



CLOSED CIRCUIT TELEVISION
BRITISH STANDARD 7958
EVALUATION REPORT
1st January 2017
to
31st December 2017

Presented by
JAS ASSOCIATES LTD

Walsall Housing Group CCTV Evaluation Report
1st January 2017 to 31st December 2017
British Standard 7958

BRITISH STANDARD EVALUATION OF WALSALL HOUSING GROUP CCTV SCHEME

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METHODOLOGY

In order to comply with the requirements of British Standard 7958, Closed Circuit Television (CCTV) Management and Operation – Code of Practice and the recommendations contained in the Information Commissioners CCTV Code of Practice published in July 2014, Walsall Housing Group commissioned JAS Associates Ltd to conduct an evaluation of their CCTV system.

Whilst the Information Commissioners CCTV Code of Practice and the Surveillance Camera Code of Practice mention that a review should be undertaken that assesses the effectiveness of the system. British Standards are specific in the criteria required to be covered by such an evaluation. However, the afore-mentioned Codes of Practice agree that the results of the evaluation should be publicly available.

The topics required to be covered by the British Standard are as follows:

- a description of the scheme and the geographical area(s) of operation the schemes policy statement
- the purpose and scope of the scheme
- any changes to the operation or management of the CCTV scheme
- any changes that have been made to the policy
- any proposals to expand or reduce the operation of the scheme
- the aims and objectives for the next 12 months.

The British Standard also requires the following information to be included within the review:

- the number of incidents recorded by the scheme
- the number of incidents reported to the police and where appropriate other bodies
- an assessment of the CCTV scheme's impact on crime levels and types of crime in the area covered by the scheme.

As the Walsall Housing Group has achieved accreditation to the above mentioned British Standard, the following evaluation will focus on the content of that Standard as outlined above.

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INTRODUCTION

Description of the scheme

The Walsall Housing Group CCTV system consists of a number of cameras that have been installed at strategically positioned locations in the Group's housing stock. Prior to the development of the CCTV Control Room, each high rise residential block had a stand-alone CCTV system.

The CCTV system is monitored 24 hours 365 days of the year by SIA trained staff. The Management of the system is undertaken by authorized and SIA trained WHG employees.

System Operation

All CCTV monitoring staff and management personnel have achieved or are in the process of achieving the accredited training required by the Private Security Industry Act 2001. The system is operated and managed in accordance with current legislation and guidance and detailed CCTV Codes of Practice and Operational Procedures Manual.

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POLICY STATEMENT AND SCHEME DESCRIPTION

Closed Circuit Television

The scheme initially comprises of cameras located in specific external and internal locations with control, monitoring and recording facilities at the CCTV control room. A problem orientated process was utilised to assess the appropriateness of CCTV in the area subject of this evaluation. The cameras have therefore been sited to capture images that are relevant to the purposes for which the scheme has been established. The purposes of the CCTV scheme are outlined later in this report.

Ownership

The schemes are owned by Walsall Housing Group who is responsible for the management, administration and security of the system. The owners manage the system and ensure the protection of individuals and the public by complying with the Codes of Practice.

Should the public wish to make contact with the owners of the scheme they may write to:

Walsall Housing Group
The Walsall Housing Association
100 Hatherton Street
Walsall
WS1 1ST

The above contact point will be available to members of the public during office hours. Enquirers will be provided with the relevant documentation on request.

Policy Statement

To promote public confidence by developing a safe and secure environment for the benefit of those residing, visiting or using the area.

To inspire public confidence by ensuring that all public area Closed Circuit Television (CCTV) systems which are linked to the Walsall Housing Group CCTV systems are operated in a manner that will secure their consistent effectiveness and preserve the civil liberty of law abiding citizens at all times.

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THE PURPOSE AND SCOPE OF THE SCHEME

Purposes of the scheme

The following are the objectives for which the Walsall Housing Group CCTV system was established:

The following objectives have been established for the Walsall Housing Group CCTV and associated systems:

- a) reducing the fear of crime
- b) deterring and preventing crime
- c) assisting in the maintenance of public order and reducing offences involving vandalism and nuisance
- d) providing high quality evidence which may assist in the detection of crime and the apprehension and prosecution of offenders
- e) protecting property
- f) providing assistance with civil claims
- g) providing assistance with issues relating to public safety and health
- h) providing assistance and reassurance to the public in emergency situations

Scope of the scheme

The cameras have been sited to capture images that are relevant to the purpose for which the scheme has been established.

The scheme will be operated fairly, within the applicable law and only for the purposes for which it is established or which are subsequently agreed in accordance with the Code of Practice.

Operators are aware of the purpose(s) for which the scheme has been established and that the CCTV equipment is only used to achieve the identified purposes.

The scheme will be operated with due regard for the privacy of the individual.

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Before cameras are placed in residential areas the residents in that area will be consulted concerning the proposed system. The results of the consultation will be taken into account.

The public interest in the operation of the scheme will be recognised by ensuring the security and integrity of operational procedures.

The system will only be operated by trained and authorised personnel.

An evaluation of the scheme will be made annually and this will be available to the public on request.

Walsall Housing Group and partners support the individual's right to privacy and will insist that all agencies involved in the provision and use of Public CCTV systems connected to the WHG control facility accept this fundamental principle as being paramount.

The scheme aims to provide surveillance of the public areas in order to fulfill the purposes of the scheme. The area protected by CCTV is indicated by the presence of signs. The signs are placed so that the public are aware that they are entering a zone which is covered by surveillance equipment. The signs state the organisation responsible for the scheme, the purposes of the scheme and a contact telephone number. Data will not be held for longer than necessary and disposal of information will be regulated.

The scheme is registered with the Information Commissioner, details can be found on the ICO website under registration number Z667510X. The scheme will be managed in accordance with the principles of the Data Protection Act 1998, Human Rights Act 1998 and all other relevant legislation and guidelines including the Surveillance Camera Code of Practice.

Reviews of Data Protection and Legal requirements are undertaken annually.

Personnel

All personnel involved with the monitoring of CCTV have or are in the process of being security screened in accordance with British Standard 7858.

Training

All employees engaged in the monitoring and operation of CCTV have received or are in the process of receiving training to the standards required by the Private Security Industry Act 2001. As a further requirement of the above Act all operators will be licensed by the Security Industry Authority.

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Operation of the scheme

The system is operated in accordance with a recognized Code of Practice and Procedural manual. The scheme operates within the requirements of the Data Protection Act 1998, Human Rights Act 1998, relevant legislation and guidance.

Audit

As mentioned in the introduction to this report the scheme is required to be independently monitored this includes a review of the scheme's operation and working practices.

An audit was undertaken on 19th September 2017 report which considered the following:

- a) the level of attainment of objectives and procedures.

The level of attainment of objectives is covered in the main evaluation. The statistics relate to the 2017 period. Procedures are governed by the Code of Practice and Procedural Manual. These were reviewed and comply with relevant processes and legislation in particular the Data Protection Act 1998 and Human Rights Act 1998.

- b) random audits of the data log and the release of information

All administrative documentation, which incorporate the release of information and incident reports in connection with this scheme were examined and all appear to be completed in accordance with the Procedural Manual.

- c) the review policy

The review policy is outlined within the Code of Practice. Procedures are reviewed on an ongoing basis in order to comply with procedures and legislation. There has been no change made to the Policy and Code of Practice from the review carried out.

- d) standard of costs for the release or viewing of material

The cost was set by the Information Commissioner at £10.00 and remains the same. There have been no Subject Access Requests during 2017.

- e) legislation

At the time of the above audit all legislative requirements appear compliant.

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CHANGES IN OPERATION, MANAGEMENT OR POLICY

As reflected in the Code of Practice, any major changes to the Code of Practice take place only after consultation with the relevant management group and upon agreement of the organisations with a participatory role in the operation of the system.

Major changes to the code are defined as changes which affect its fundamental principles and shall be deemed to include:

- additions and omissions of cameras to the matters which have privacy implications
- additions to permitted uses criteria e.g. purposes of the scheme
- changes in the right of access to personal data, except statutory requirements
- significant legal implications.

Minor changes to this Code of Practice are defined as operational and procedural matters which do not affect the fundamental principles and purposes; these include:

- additions and omissions of contractors
- additional clarifications, explanations and corrections to the existing code
- additions to the code of practice in order to conform to the requirements of any statutory Acts and changes in criminal legislation

A minor change may be agreed between the manager and the owner of the system.

The Code of Practice is subject to annual review. A copy of the Code of Practice can be obtained by writing to:

Walsall Housing Group
The Walsall Housing Association
100 Hatherton Street
Walsall
WS1 1ST

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PROPOSALS FOR THE SCHEMES INCLUDING AIMS AND OBJECTIVES

The Walsall Housing Group CCTV utilises the latest technology in Closed Circuit Television. This is seen as being beneficial to all those who visit, reside and work in the area and in particular to those with special needs.

The aims and objectives remain the same and these are the prevention and detection of crime, to reduce the fear of crime and make the area safe environment.

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STATISTICAL ANALYSIS AND EVALUATION

In order to achieve meaningful evaluation the CCTV scheme must be assessed against specific performance indicators which are relevant to the objectives of the scheme. This can be achieved by utilising baskets of indicators which are divided into the categories of Contextual, Key and Support Indicators.

Contextual Indicators

Contextual Indicators relate to the circumstances or background surrounding the particular initiative. In this case the purposes of the CCTV are mainly to prevent and detect crime. Indicators will include both British Crime Statistics and Police Recorded statistics for this type of crime.

Key Indicators

Key Indicators are closely related to the actual objectives of the particular initiative and attempt to measure its effect. This will include the total crime for the police area. Also included in this category will be the number of incidents recorded by the Walsall Housing Group CCTV Control Room.

Support Indicators

Support Indicators are used to refute or verify the key indicators. The measurements will include the number of media seized by police which contain evidential value.

EVALUATION

Contextual Indicators

The responsibility for the publication of crime statistics transferred from the Home Office to Office of National Statistics (ONS) in April 2012, with the result that the year now starts on 1st July and finishes on 30th June. The following information has been taken from the ONS website.

Figures on crime levels and trends for England and Wales based primarily on two sets of statistics: the Crime Survey for England and Wales (CSEW) and police recorded crime data.

The Crime Survey for England and Wales (CSEW) shows an estimated 6.2 million incidents of crime in the survey year ending September 2017; no statistically significant change compared with the previous year's survey.

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While recent estimates from the CSEW show that most of the higher volume crimes either fell or were at a similar level to the previous year, the police recorded continuing rises in a number of higher-harm violent offences that are not well-measured by the survey. This was most evident in the relatively low volume offences such as knife crime (up 21% to a total of 37,443 recorded offences) and gun crime (up 20% to 6,694 recorded offences). The occurrence of these offences tends to be disproportionately concentrated in London and other metropolitan areas. While it is possible that improved recording and more proactive policing has contributed to this rise, it is our judgement that there have also been genuine increases.

The total number of homicides recorded by the police fell by 1%. However, recent trends have been affected by the recording of incidents where there were multiple victims such as the terrorist attacks in London and Manchester and events at Hillsborough in 1989. If these cases are excluded the latest figures show that there were 57 more homicides than the previous year, a 10% rise up to a total of 650. It is too early to judge whether this represents a change to the long-term downward trend.

While, for many types of offence, police recorded crime figures are not thought to provide a reliable measure of trends in crime, certain crimes are thought to be less affected by changes in policing activity and recording practice. The police recorded rises in a number of these categories including vehicle-related theft offences (up 18%) and burglary (up 8%). These are crime types that generally have high levels of reporting to the police by victims. While recording improvements may have contributed to these rises, the impact of these is thought to be less pronounced than in other crime types, as audits of crime-recording practices have not highlighted significant concerns. Thus, increases seen in these offence types are likely to reflect some real changes in crime.

While these rises have not previously been reflected in the CSEW, there are some signs that the increases in vehicle-related thefts are beginning to appear in the latest survey estimates. Further changes are expected to feed through into future CSEW estimates and this would represent a reversal of a long-term decline in such crimes.

Supplementing the CSEW with police recorded crime statistics, the available evidence suggests that crime levels have continued to fall compared with the previous year and that the general public's risk of being a victim of crime continued to decline. Below the top-line figures lies variation in trends and rates of victimisation by area and personal characteristics. While most high-volume crime types were either estimated to have fallen or be at levels similar to the previous year, police figures show evidence of relatively small upward pressures in some forms of property crime and in some of the lower volume, but highest-harm offences of homicide, and gun and knife crime.

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West Midlands Police crime and offence statistics

As previously mentioned contextual performance indicators are closely related to the background and environment of the particular initiative, it is therefore advantageous to examine the context in which the cameras operate. This will include the total crime for the police area. There is an argument that the number of recorded offences would be reflected in the levels of incidents created by the CCTV operators.

During 2013/2014 Sexual Offences increased by 17%, Violence increased by 9% and vehicle crime rose by 2%. Decreases were recorded in were recorded in Drugs (-17%), Burglary (-5%), Robbery (-4%), Criminal Damage (-3%), Theft (-1%) and Public Order (-1%).

During 2014/15 the recorded crime increased by 18%. There was an increase in Violence (+47%), Other Crime (+190%), Anti-Social Behaviour (+5%), Vehicle (+8%) and Robbery (+100%). There were decreases in Burglary (-15%), Criminal Damage (-18%) and Drugs (-11%).

During 2015/16 the recorded crime has increased by 9.6%. There was an increase in Violence (+8%), Criminal Damage/Arson (+5%), Shoplifting (+9%), Other Theft (+19%), Other Crime (+6%), Bike Theft (+9%), Vehicle (+21%), Weapons (+2%), Burglary (+13%) and Robbery (+15%). Decreases were recorded in Anti-Social Behaviour (-3%), Theft from a Person (-22%), Public Order (-1%) and Drugs (-39%).

During 2016/17 the recorded crime has increased by 9.1%. There was an increase in Violence (+12.8%), Criminal Damage/Arson (+5.9%), Shoplifting (+2.2%), Other Theft (+20.3%), Other Crime (+8.4%), Bike Theft (+2.6%), Public Order (+15.7%), Vehicle (+20.8%), Weapons (+6.5%), Burglary (+6.6%) and Robbery (+22.9%). Decreases were recorded in Anti-Social Behaviour (-4%), Theft from a Person (-4.1%) and Drugs (-21.2%).

Walsall crime statistics

The following tables depict the number and type of notifiable offences recorded by the police for the areas which encompass the Walsall Housing Group properties. The properties consist of high rise blocks of flats and WHG offices, including:

- Austin House
- Bamford House
- Barleyfields House
- Hamilton House
- Humphries House
- Jones House
- Little London House (refurbished during 2017)

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- Newhall House
- Orlando House
- St Annes Court
- St Giles Court
- Severn House
- Smith House
- Thomas House
- Whiston House
- Wood House (refurbished during 2017)
- Woodall House
- Beechwood House office
- Newfields Close office
- Hatherton Street office
- The Work Place

Crime Analysis for High Rise Blocks and WHG offices – (2016) and 2017

Newhall House, Orlando House and Barleyfields House

| Offence | Newhall Street | Orlando Close | Bath Street | Barleyfields Road |
|------------------------------|----------------|---------------|---------------|-------------------|
| Burglary | 1 (0) | 0 (0) | 0 (0) | 0 (1) |
| Violence and Sexual | 9 (1) | 2 (2) | 3 (6) | 1 (1) |
| Other Theft | 0 (0) | 0 (1) | 1 (2) | 1 (1) |
| Anti-social behaviour | 10 (3) | 1 (6) | 3 (9) | 0 (4) |
| Criminal damage | 6 (1) | 0 (0) | 1 (1) | 1 (1) |
| Vehicle | 3 (0) | 0 (1) | 1 (1) | 0 (0) |
| Drugs | 0 (1) | 0 (3) | 0 (0) | 0 (0) |
| Robbery | 1 (0) | 0 (0) | 0 (0) | 0 (0) |
| Total | 30 (6) | 3 (13) | 9 (19) | 3 (8) |

Jones House (WS2 8JX)

| Offence | Penkrige Street | Whitehouse Street | Lewis Street | Hall Street |
|------------------------------|-----------------|-------------------|---------------|--------------|
| Burglary | 0 (0) | 1 (0) | 1 (0) | 1 (0) |
| Violence & Sexual | 1 (0) | 4 (3) | 4 (2) | 1 (1) |
| Other crime | 2 (1) | 0 (2) | 0 (0) | 0 (1) |
| Anti-social behaviour | 11 (4) | 20 (12) | 1 (8) | 3 (1) |
| Criminal damage | 2 (1) | 1(3) | 1 (1) | 0 (3) |
| Vehicle | 2 (1) | 0 (3) | 0 (0) | 0 (2) |
| Drugs | 0 (0) | 0 (0) | 0 (0) | 0 (0) |
| Robbery | 0 (0) | 0 (0) | 0 (0) | 0 (0) |
| Total | 18 (7) | 26 (23) | 7 (11) | 5 (8) |

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Smith House and Thomas House

| Offence | Millfield Avenue | Buxton Close | Selman's Hill | Stoney Lane |
|-----------------------|------------------|----------------|---------------|--------------|
| Burglary | 1 (1) | 1 (0) | 2 (0) | 0 (0) |
| Violence & Sexual | 11 (7) | 11 (15) | 2 (2) | 0 (0) |
| Other | 1 (2) | 3 (6) | 0 (2) | 0 (0) |
| Anti-social behaviour | 7 (6) | 12 (16) | 2 (5) | 0 (0) |
| Criminal damage | 3 (2) | 1 (5) | 0 (0) | 0 (0) |
| Vehicle | 6 (6) | 4 (7) | 1 (3) | 0 (0) |
| Drugs | 0 (1) | 1 (0) | 0 (0) | 0 (0) |
| Robbery | 0 (0) | 0 (1) | 0 (0) | 0 (0) |
| Total | 29 (25) | 33 (50) | 7 (12) | 0 (0) |

Austin House

| Offence | Upper Forster Street | Warwick Street | The Cloisters |
|-----------------------|----------------------|----------------|---------------|
| Burglary | 3 (2) | 0 (1) | 0 (0) |
| Violence & Sexual | 0 (0) | 0 (0) | 0 (0) |
| Other Theft | 3 (1) | 0 (0) | 0 (0) |
| Anti-social behaviour | 0 (1) | 2 (2) | 0 (0) |
| Criminal damage | 2 (0) | 1 (0) | 0 (0) |
| Vehicle | 1 (0) | 1 (3) | 0 (0) |
| Drugs | 0 (0) | 0 (0) | 0 (0) |
| Robbery | 0 (0) | 0 (0) | 0 (0) |
| Total | 9 (4) | 4 (6) | 0 (0) |

Whiston House

| Offence | New Street | Dandy's Walk |
|-----------------------|--------------|----------------|
| Burglary | 0 (0) | 0 (1) |
| Violence & Sexual | 0 (0) | 3 (4) |
| Other Theft | 0 (0) | 1 (5) |
| Anti-social behaviour | 0 (0) | 7 (6) |
| Criminal damage | 0 (0) | 0 (3) |
| Vehicle | 0 (0) | 0 (0) |
| Drugs | 0 (0) | 0 (0) |
| Robbery | 0 (0) | 1 (0) |
| Total | 0 (0) | 12 (19) |

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Wood House and Little London

| Offence | Little London | West Bromwich Street |
|------------------------------|---------------|----------------------------|
| Burglary | 0 (0) | 5 (6) |
| Violence & Sexual | 0 (0) | 21 (3) |
| Other theft | 0 (0) | 7 (3) |
| Anti-social behaviour | 0 (0) | 17 (4) |
| Criminal damage | 0 (0) | 4 (2) |
| Vehicle | 0 (0) | 6 (1) |
| Drugs | 0 (0) | 0 (0) |
| Robbery | 0 (0) | 1 (0) |
| Total | 0 (0) | 61 (19) |

Bamford House

| Offence | Bamford Road | Bamford Close | Alveston Close |
|------------------------------|-----------------|------------------|-------------------|
| Burglary | 0 (0) | 2 (2) | 0 (0) |
| Violence & Sexual | 0 (0) | 2 (1) | 0 (0) |
| Other theft | 0 (0) | 0 (1) | 0 (0) |
| Anti-social behaviour | 0 (0) | 5 (2) | 0 (0) |
| Criminal damage | 0 (0) | 0 (0) | 0 (0) |
| Vehicle | 0 (0) | 0 (1) | 0 (0) |
| Drugs | 0 (0) | 0 (0) | 0 (0) |
| Robbery | 0 (0) | 0 (1) | 0 (0) |
| Total | 0 (0) | 9 (8) | 0 (0) |

Hamilton House and Woodhall House

| Offence | Field Road | Woodall Street | Church Street |
|------------------------------|---------------|-------------------|------------------|
| Burglary | 2 (0) | 1 (0) | 1 (1) |
| Violence & Sexual | 1 (0) | 3 (0) | 1 (0) |
| Other | 0 (2) | 0 (0) | 2 (2) |
| Anti-social behaviour | 2 (3) | 1 (0) | 2 (4) |
| Criminal damage | 4 (0) | 1 (0) | 2 (0) |
| Vehicle | 6 (1) | 4 (0) | 2 (3) |
| Drugs | 0 (1) | 0 (0) | 0 (0) |
| Robbery | 0 (0) | 0 (0) | 0 (0) |
| Public order | 0 (0) | 0 (0) | 0 (0) |
| Total | 15 (7) | 10 (0) | 10 (9) |

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Severn House and Humphries House

| Offence | Silver Court Gardens | High Street | Lindon Drive | Lindon Close |
|-----------------------|----------------------|---------------|----------------|--------------|
| Burglary | 0 (0) | 6 (0) | 1 (1) | 0 (0) |
| Violence & Sexual | 0 (0) | 14 (0) | 12 (4) | 0 (0) |
| Other theft | 0 (0) | 4 (0) | 0 (3) | 0 (0) |
| Anti-social behaviour | 0 (0) | 25 (0) | 6 (5) | 0 (0) |
| Criminal damage | 0 (0) | 4 (0) | 2 (2) | 0 (0) |
| Vehicle | 0 (0) | 2 (0) | 2 (1) | 0 (0) |
| Drugs | 0 (0) | 0 (0) | 0 (1) | 0 (0) |
| Robbery | 0 (0) | 1 (0) | 0 (0) | 0 (0) |
| Public order | 0 (0) | 0 (0) | 1 (0) | 0 (0) |
| Total | 0 (0) | 56 (0) | 24 (17) | 0 (0) |

St Giles House and St Annes House

| Offence | Rosehill Gardens | Rosehill |
|-----------------------|------------------|---------------|
| Burglary | 3 (5) | 0 (4) |
| Violence & Sexual | 11 (3) | 0 (2) |
| Other theft | 5 (7) | 0 (2) |
| Anti-social behaviour | 8 (4) | 0 (19) |
| Criminal damage | 4 (5) | 0 (1) |
| Vehicle | 9 (11) | 0 (0) |
| Drugs | 1 (1) | 0 (0) |
| Robbery | 3 (0) | 0 (1) |
| Total | 44 (36) | 0 (29) |

Beechwood House office

| Offence | New Road | Market Place | Bilston Street |
|-----------------------|---------------|--------------|----------------|
| Burglary | 0 (0) | 0 (0) | 3 (1) |
| Violence & Sexual | 0 (0) | 0 (0) | 0 (0) |
| Other | 0 (6) | 0 (0) | 0 (6) |
| Anti-social behaviour | 0 (0) | 0 (0) | 4 (2) |
| Criminal damage | 0 (4) | 0 (0) | 0 (0) |
| Vehicle | 1 (1) | 0 (0) | 0 (1) |
| Drugs | 0 (0) | 0 (0) | 1 (0) |
| Robbery | 0 (0) | 0 (0) | 0 (0) |
| Total | 0 (11) | 0 (0) | 8 (10) |

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Hatherton Street office

| Offence | Hatherton Street | Albert Street |
|-----------------------|------------------|---------------|
| Burglary | 0 (1) | 0 (0) |
| Violence & Sexual | 0 (0) | 0 (0) |
| Other | 0 (1) | 0 (0) |
| Anti-social behaviour | 0 (3) | 0 (0) |
| Criminal damage | 0 (1) | 0 (0) |
| Vehicle | 0 (2) | 0 (0) |
| Drugs | 0 (0) | 0 (0) |
| Robbery | 0 (0) | 0 (0) |
| Total | 0 (8) | 0 (0) |

Newfield Close office

| Offence | Newfield Close |
|-----------------------|----------------|
| Burglary | 0 (0) |
| Violence & Sexual | 0 (0) |
| Other | 0 (0) |
| Anti-social behaviour | 0 (0) |
| Criminal damage | 0 (0) |
| Vehicle | 0 (0) |
| Drugs | 0 (0) |
| Robbery | 0 (0) |
| Total | 0 (0) |

The Work Place

| Offence | Hollemeadow Avenue | Guild Avenue |
|-----------------------|--------------------|---------------|
| Burglary | 3 (0) | 0 (1) |
| Violence & Sexual | 7 (1) | 0 (2) |
| Other Theft | 1 (1) | 0 (1) |
| Anti-social behaviour | 4 (6) | 0 (10) |
| Criminal damage | 7 (5) | 0 (14) |
| Vehicle | 2 (0) | 0 (2) |
| Drugs | 0 (0) | 0 (0) |
| Robbery | 0 (0) | 0 (0) |
| Public Order | 1 (0) | 0 (0) |
| Total | 25 (13) | 0 (33) |

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It should be noted that the blocks of flats are closely located, hence in some cases the same crime statistics apply to two or even three blocks. During 2017 there were 457 offences recorded in the areas under analysis and this compared with 401 in the previous period. The most prominent offence is anti-social behaviour, followed by violence/sexual.

Incident Reports by CCTV Operators

During 2013 there were no dedicated CCTV operators during the main office hours, however, in the none office hours the system was monitored by contract staff. Since 2014 operating staff have been employed in the Control Room 24 hours 365 day a year. In 2013 the operators completed 81 incident reports for the camera locations, this increased substantially to 1230 during 2014. However, the data recorded has now been streamlined to be consistent with the categories used by the Community Safety Team. Call Types identified as * are therefore no longer recorded. Taking that into account and removing the non-recorded activities (*) and comparing the number of incidents reported in 2016 the number of incident reports completed by operators has increased in 2017 from 910 to 917.

Incident categories 2015 - 2017

| Count of Call Type | | | |
|---|------------|------------|------------|
| Call Type | 2015 | 2016 | 2017 |
| Alcohol Related | 147 | 0 | 8 |
| Asset Management | 0 | 0 | 38 |
| Domestic Abuse/Violence | 4 | 6 | 7 |
| Drug Crime | 24 | 57 | 37 |
| Fly Tipping Rubbish removals | 264 | 227 | 104 |
| Hate crime | 0 | 0 | 1 |
| Misuse of Communal Areas/Public space loitering | 9 | 94 | 36 |
| Nuisance | 100 | 424 | 296 |
| Nuisance from Vehicles | 0 | 5 | 4 |
| Other Criminal Behaviour | 3 | 4 | 36 |
| Pets and Animal Nuisance | 5 | 6 | 13 |
| Pets and Animal Nuisance – EM | 5 | 15 | 0 |
| Physical Violence | 4 | 12 | 4 |
| Sexual Acts | 5 | 0 | 5 |
| Target Hardening | 0 | 0 | 60 |
| Tenancy Services (abandoned, access issues) | 0 | 10 | 0 |
| Threats of violence | 4 | 14 | 10 |
| Vandalism | 11 | 22 | 30 |
| Verbal Abuse | 4 | 14 | 10 |
| Youth Nuisance | 7 | 0 | 15 |
| Grand Total | 637 | 910 | 714 |

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Incident analysis

As mentioned previously, the main reason for the decrease in recorded incidents is directly attributed to the non-recording of some activities. The most prominent incidents are those involving nuisance offences.

Camera Usage

All systems must comply with the Information Commissioners CCTV Code of Practice, which are based on the requirements of the Data Protection Act 1998 and Human Rights Act 1998.

The following extracts are amongst the requirements;

“You should review regularly whether the use of CCTV continues to be justified. You will have to renew your notification yearly, so this would be an appropriate time to consider the ongoing use of CCTV”.

The document further asserts;

...there should be a periodic review (at least annually) of the system’s effectiveness to ensure that it is still doing what it was intended to do. If it does not achieve its purpose, it should be stopped or modified.

In order to comply with the last requirement, it is necessary to focus on individual camera usage and the following section provides some information which may assist.

In order to comply with the last requirement, it is necessary to focus on individual camera usage and the following section provides some information which may assist.

During the monitoring of an incident, it is normal practice to use a number of cameras and therefore the following analysis will have no resemblance to the actual number of incidents, shown in the previous table. However, it will provide an indication of the usefulness of each camera to the overall system when dealing with incidents. It may reflect, for instance, that the camera forms part of a group of cameras used for tracking purposes.

The following table depicts the number of times each cameras has been used during the capture of incidents for the period of 2017. There are a total of 321 cameras installed and monitored by the CCTV Control Room. During 2017 the cameras were used on 917 occasions. This equated to an average of 3 uses per camera.

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Taking the above averages for each camera system and using a similar principle to that previously adopted with other Local Authorities, all cameras registering lower than 1.5 incidents, this being half the average for each location, will fall into the category of being 'at risk'.

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| Cam No | Recorded Incidents 2017 | Cam No | Recorded Incidents 2017 | Cam No | Recorded Incidents 2017 | Cam No | Recorded Incidents 2017 |
|---------------|--------------------------------|---------------|--------------------------------|---------------|--------------------------------|---------------|--------------------------------|
| 101 | 4 | 222 | 5 | 328 | 2 | 608 | 0 |
| 102 | 1 | 223 | 1 | 329 | 0 | 609 | 0 |
| 103 | 2 | 224 | 4 | 401 | 5 | 610 | 0 |
| 104 | 6 | 225 | 8 | 402 | 5 | 611 | 1 |
| 105 | 3 | 226 | 2 | 403 | 3 | 612 | 0 |
| 106 | 2 | 227 | 3 | 404 | 8 | 613 | 0 |
| 107 | 2 | 228 | 0 | 405 | 10 | 614 | 0 |
| 108 | 6 | 229 | 0 | 406 | 7 | 701 | 20 |
| 109 | 5 | 301 | 4 | 407 | 2 | 702 | 11 |
| 110 | 2 | 302 | 0 | 408 | 9 | 703 | 13 |
| 111 | 4 | 303 | 22 | 409 | 0 | 704 | 5 |
| 112 | 4 | 304 | 4 | 410 | 0 | 706 | 18 |
| 113 | 0 | 305 | 19 | 411 | 0 | 707 | 10 |
| 114 | 0 | 306 | 20 | 412 | 0 | 708 | 2 |
| 201 | 2 | 307 | 0 | 413 | 0 | 709 | 5 |
| 202 | 2 | 308 | 9 | 501 | 0 | 710 | 5 |
| 203 | 26 | 309 | 31 | 502 | 0 | 711 | 1 |
| 204 | 7 | 310 | 4 | 503 | 0 | 712 | 2 |
| 205 | 18 | 311 | 13 | 504 | 0 | 713 | 0 |
| 206 | 22 | 312 | 7 | 505 | 1 | 714 | 7 |
| 207 | 2 | 313 | 0 | 506 | 0 | 715 | 1 |
| 208 | 6 | 314 | 4 | 507 | 0 | 716 | 3 |
| 209 | 33 | 315 | 2 | 508 | 0 | 717 | 2 |
| 210 | 4 | 316 | 5 | 509 | 1 | 718 | 5 |
| 211 | 6 | 317 | 5 | 510 | 0 | 719 | 4 |
| 212 | 4 | 318 | 2 | 511 | 2 | 720 | 1 |
| 213 | 0 | 319 | 2 | 512 | 1 | 721 | 1 |
| 214 | 6 | 320 | 2 | 513 | 0 | 722 | 1 |
| 215 | 0 | 321 | 3 | 601 | 1 | 723 | 0 |
| 216 | 1 | 322 | 3 | 602 | 1 | 801 | 14 |
| 217 | 10 | 323 | 4 | 603 | 0 | 802 | 0 |
| 218 | 2 | 324 | 1 | 604 | 4 | 803 | 6 |
| 219 | 1 | 325 | 4 | 605 | 1 | 804 | 0 |
| 220 | 0 | 326 | 3 | 606 | 0 | 805 | 2 |
| 221 | 1 | 327 | 0 | 607 | 0 | 806 | 1 |

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| Cam No | Recorded Incidents 2017 | Cam No | Recorded Incidents 2017 | Cam No | Recorded Incidents 2017 | Cam No | Recorded Incidents 2017 |
|---------------|--------------------------------|---------------|--------------------------------|---------------|--------------------------------|---------------|--------------------------------|
| 807 | 0 | 1017 | 0 | 1401 | 9 | 1602 | 1 |
| 808 | 4 | 1018 | 0 | 1402 | 11 | 1603 | 1 |
| 809 | 1 | 1101 | 2 | 1403 | 0 | 1604 | 1 |
| 810 | 0 | 1102 | 0 | 1404 | 1 | 1605 | 0 |
| 811 | 0 | 1103 | 0 | 1405 | 0 | 1606 | 1 |
| 812 | 0 | 1104 | 2 | 1406 | 10 | 1607 | 1 |
| 813 | 0 | 1105 | 5 | 1407 | 13 | 1608 | 2 |
| 814 | 0 | 1106 | 3 | 1408 | 0 | 1609 | 0 |
| 901 | 2 | 1107 | 0 | 1409 | 7 | 1610 | 0 |
| 902 | 3 | 1108 | 2 | 1410 | 5 | 1701 | 1 |
| 903 | 0 | 1109 | 2 | 1411 | 0 | 1702 | 4 |
| 904 | 6 | 1110 | 6 | 1412 | 0 | 1703 | 2 |
| 905 | 0 | 1111 | 0 | 1413 | 0 | 1704 | 10 |
| 906 | 11 | 1112 | 1 | 1414 | 0 | 1705 | 6 |
| 907 | 1 | 1113 | 0 | 1415 | 0 | 1706 | 5 |
| 908 | 6 | 1114 | 1 | 1416 | 0 | 1707 | 4 |
| 909 | 6 | 1115 | 2 | 1417 | 2 | 1708 | 3 |
| 910 | 4 | 1116 | 1 | 1418 | 5 | 1709 | 2 |
| 911 | 0 | 1117 | 0 | 1419 | 1 | 1801 | 0 |
| 912 | 0 | 1118 | 1 | 1420 | 1 | 1802 | 3 |
| 913 | 0 | 1201 | 0 | 1421 | 0 | 1803 | 1 |
| 914 | 0 | 1202 | 1 | 1422 | 0 | 1804 | 1 |
| 915 | 0 | 1203 | 0 | 1423 | 0 | 1805 | 1 |
| 916 | 0 | 1204 | 0 | 1424 | 2 | 1806 | 2 |
| 917 | 0 | 1205 | 9 | 1425 | 1 | 1901 | 5 |
| 918 | 1 | 1206 | 0 | 1426 | 0 | 1902 | 2 |
| 1001 | 1 | 1207 | 1 | 1427 | 1 | 1903 | 2 |
| 1002 | 2 | 1208 | 2 | 1428 | 3 | 1904 | 0 |
| 1003 | 1 | 1209 | 1 | 1429 | 0 | 1905 | 0 |
| 1004 | 1 | 1210 | 8 | 1430 | 0 | 1906 | 0 |
| 1005 | 3 | 1211 | 0 | 1501 | 0 | 1907 | 2 |
| 1006 | 1 | 1301 | 1 | 1502 | 0 | 1908 | 4 |
| 1007 | 3 | 1302 | 0 | 1503 | 2 | 1909 | 3 |
| 1008 | 3 | 1303 | 1 | 1504 | 4 | 1910 | 0 |
| 1009 | 2 | 1304 | 1 | 1505 | 5 | 1911 | 0 |
| 1010 | 7 | 1305 | 2 | 1506 | 4 | 1912 | 0 |
| 1011 | 0 | 1306 | 0 | 1507 | 6 | 1913 | 1 |
| 1012 | 0 | 1307 | 0 | 1508 | 5 | 1914 | 2 |
| 1013 | 0 | 1308 | 1 | 1509 | 7 | 1916 | 0 |
| 1014 | 3 | 1309 | 0 | 1510 | 0 | 2001 | 0 |
| 1015 | 2 | 1310 | 1 | 1511 | 0 | 2002 | 0 |
| 1016 | 2 | 1311 | 0 | 1601 | 0 | 2003 | 0 |

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| Cam No | Recorded Incidents 2017 | Cam No | Recorded Incidents 2017 | Cam No | Recorded Incidents 2017 | Cam No | Recorded Incidents 2017 |
|---------------|--------------------------------|---------------|--------------------------------|---------------|--------------------------------|---------------|--------------------------------|
| 2004 | 8 | 2302 | 0 | 2307 | 0 | 2404 | 1 |
| 2005 | 7 | 2303 | 0 | 2308 | 0 | | |
| 2006 | 6 | 2304 | 1 | 2401 | 0 | | |
| 2007 | 1 | 2305 | 0 | 2402 | 0 | | |
| 2301 | 2 | 2306 | 0 | 2403 | 0 | | |

Using the formulae employed with Local Authorities and other organisations, all the fully functional (pan, tilt, zoom) cameras with less than 2 recorded incidents for 2017, this being half the average. This analysis does not mean that the ‘at risk cameras’ should automatically be de-commissioned, as further investigation should be made. A formal process is required in order to ensure that all avenues, such as consultation, cost implications etcetera are undertaken prior to any decisions, as this will avoid problems that have previously been experienced by other Local Authorities.

Consideration needs to be given as to the purposes of each of the ‘at risk’ cameras, as whilst the primary purposes may be connected to the prevention and detection of crime and apprehension of suspects, they may also provide additional functions and benefits e.g. car park security, alleviating the fear of crime, traffic flow etc.

Viewing and Seizure of evidence

The viewing and subsequent copying/seizure of recorded images can act as an indicator to support or refute the effectiveness of the scheme in obtaining meaningful evidence.

During 2014 there were 40 requests by the police to review images and in 2015 this increased to 51. During 2016 this decreased slightly to 50, with 45 CD/DVDs being issued as evidence. In 2017 the requests have increased again; the following were requested and/or issued:

| | Requested Viewing | Issued DVD/CD | Issued Print |
|-------------|--------------------------|----------------------|---------------------|
| Police | 69 | 27 | 11 |
| WHG | 129 | 6 | 48 |
| Third Party | 5 | 5 | 0 |

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Complaints

A member of the public wishing to make a complaint about the system may do so through Walsall Housing Group's complaint procedure. A copy of the complaints procedure is available by writing to:

Walsall Housing Group
The Walsall Housing Association
100 Hatherton Street
Walsall
WS1 1ST

A complaints procedure has been documented. A record of the number of complaints or enquiries received will be maintained together with an outline of the action taken.

During the period of evaluation there have been no recorded complaints concerning the schemes in question.

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CONCLUSION AND RECOMMENDATIONS

Retrieval of Statistics

The retrieval of crime and offence statistics has proved difficult as analytical resources have been reduced. The statistics have therefore been obtained from the Home Office website.

The CCTV Scheme

Whilst it is inadvisable to rely solely on Police statistics to evaluate the effectiveness of CCTV as they are notoriously unreliable due to the complexity of the reporting procedures, it is all that is required to comply with accreditation with the British Standard. More in-depth research would need to be undertaken for a reliable conclusion to be made.

The number of high rise blocks and WHG offices that were included in the 2017 evaluation remains the same as in 2016, although the systems at Woodhouse and Little London were out of action during the refurbishment of the blocks. During 2015, 635 incidents were recorded by the operators, increasing to 910 incidents in 2016. In 2017, this increased slightly to 917.

The Information Commissioners CCTV Code of practice requires makes the following requirements:

“You should review regularly whether the use of CCTV continues to be justified. You will have to renew your notification with the ICO annually, so this would be an appropriate time to consider the ongoing use of such systems.

...there should be a periodic review (at least annually) of the systems effectiveness to ensure that it is still doing what it was intended to do. If it does not achieve its purpose, it should be stopped or modified”

Information Commissioners Code of Practice 2014

The purposes and scope of the scheme are detailed in Section four of this report and these include the prevention and detection of offences. Whilst it is not possible to make an assumption that the CCTV systems are actually preventing offences it is a component part of the preventative package. To remove or modify the use of the CCTV system may also detract from a further identified purpose, this being to reduce the fear of crime.

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Future Evaluations

It is recommended that the Walsall Housing Group CCTV scheme be evaluated on an annual basis. This will ensure continued compliance with the British Standard, which is assessed each year, it will also provide compliance with legislation and the Surveillance Camera Codes.