CCTV ANNUAL REPORT 2016 -2017

©Conwy CCTV receiving their accreditation from Tony Porter the Surveillance Camera

Commissioner

INTRODUCTION

This Annual Report is published by Conwy County Borough Council in accordance with the CCTV Code of Practice for the operation and management of the system.

Conwy County Borough Council, North Wales Police and business organisations remain of the view that CCTV will reduce incidents of crime and public disorder where cameras are either in place or are introduced. It also assists in traffic management and improves community confidence, thereby creating a safer environment for residents, traders, tourists and visitors alike.

The main objectives of the CCTV System can be summarised as:

- Assist in the detection, prevention and fear of crime.

- Facilitate the apprehension and prosecution of offenders in relation to crime and public order.

- Provide residents, visitors and businesses with a greater feeling of safety and security.

- To enhance community safety, boost the economy and encourage greater use of the town centre/shopping mall, etc.

- To assist the Local Authority in its enforcement and regulatory function. (Specifically in relation to Outcome 2 & 6 of CCBC Corporate Plan 2012-2017)

- To assist with traffic management.

THE CAMERAS

The System comprises of 113 Cameras (reduced by 1 since last report). The 1 public space cameras which has been removed is C76 Lansdowne Road, which was decommissioned due to the building of the new Council Offices. We have guaranteed however that there will be enhanced CCTV coverage in and around the 'Coed Pella' area once the building is complete. The exact location of cameras are available on our Public Website, see hyperlink below.

[Locations of CCTV Cameras - Conwy County Borough Council](#)

All of the public space cameras are now out of warranty and of analogue technology. A Spend to Save business case to therefore improve the service is being prepared. Presentations to Town and Community Councils for funding contributions towards this Wireless Digital HD Upgrade were completed in November 2016, with £82K of funding being promised to date. We hope this promise of funding will assist with securing the project and a

tender process is due to be undertaken around November 2017 with any final decision in the following few months.

A full annual review of existing camera locations and their justification was completed in September 2016 as recommended by the Surveillance Camera Code of Practice 2013 [Surveillance camera code of practice - Publications - GOV.UK](#)

For the review, Conwy Council compiled evidence on 8 factors to assist with determining if each individual camera is necessary and proportionate, the results of which were entered into a scoring matrix which highlighted the lowest scoring cameras. The factors considered were as follows:-

- NWP Crime in Area of CCTV Cameras
- CCTV Incidents
- Fit for purpose
- Fibre Rental and associated running costs
- LoS (Line of Sight) future proofing e.g. is camera location suitable for using new wireless technology.
- Financial Contributions
- Operator Opinion
- Public Reassurance

The following 6 lowest scoring cameras are currently under further review for 2017/18 with some being recommended for decommissioning due to showing little evidence of a pressing need.

Lowest Scoring cameras at risk of decommission	
C57 Llandudno, Ffordd Elizabeth	Public Survey Feb 2016. Results inconclusive due to poor response. Camera to remain under review. (2nd year)
C91 Colwyn Bay, Rhiw Road	Under Review (2nd year)
C10 Conwy, Lancaster Square	Under Review (2nd year)
C17 Conwy, Benarth Road Car Park	Under Review (2nd year)
C68 Mochdre, Ffordd y Maer.	Under review (2nd year)
C27 Llandudno Junction, Business Centre	Recommend decommission or change of purpose to building security (2nd year)
Decommissioned Camera	
C76 Lansdowne Road, Colwyn Bay	Pole and camera removed due to construction of new Coed Pella Building in Colwyn bay
Cameras removed from being at risk	
C18 Conwy Cob	No longer under Review
C03 Penmaenmawr, Esplanade.	No longer under Review

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C62 Rhos on Sea, Paddling Pool	No longer under review
C63 Rhos on Sea, Penrhyn Avenue	No longer under review
C72 & 73 Mochdre, Bron y Nant	No longer under review. Cameras are providing evidential footage for protection of 2 council depots, part funding for which has been secured from Recycling.
C23 Deganwy	No longer under review
C101 Old Colwyn, Min y Don	No longer under review
C110 Abergele, Threeways	No longer under review
C111 Abergele, Water Street	No longer under review
C104 & 105 Old Colwyn, Peulwys	Public Survey completed Feb 2016. Survey has determined that cameras are providing reassurance in the area. Cartrefi Housing are considering a funding request to upgrade cameras.

REDEPLOYABLE CCTV

Conwy County Borough Council also work in partnership to provide a group of cameras available for rapid deployment. These cameras can be deployed to hotspots or areas where there is no public space CCTV available. All requests are subject to meeting criteria and deployments are authorised through the Anti-Social Behaviour Tasking Group.

THE CONTROL ROOM

The Control Room underwent a small upgrade in August 2016 which enabled us to bring in our first High Definition Cameras (for up to 10 cameras). It will be necessary to roll out further upgrades across the system as we expand our HD camera network and replace analogue technology.

The CCTV Control Room is also included in the current Office Accommodation Strategy with a relocation now planned for November 2018. The new CCTV Control Room will be built to the required specification for an Alarm Receiving Centre (ARC) Cat II. This will assist with future proofing the CCTV Service by enabling us to increase our income by becoming a monitoring centre for building alarms.

STAFFING

Following full staff consultation March 2016, staffing levels were reduced from 8 full time operator posts to 6 part time operator posts of 28hrs each with the fulltime manager remaining. The calculations were based on achieving maximum savings and maintaining a 24/7 service with minimum staffing levels. This has been successful but the service will remain at risk in the event of long term sickness or similar circumstances.

All Staff are licensed by the Security Industry Authority (SIA) and all staff have passed Non Police Personnel Vetting, this is a requirement to enable us to continue using the North Wales Police airwave radios.

NEWS

- Conwy CCTV were delighted to be one of the first public space control rooms nationally to have qualified for the Surveillance Camera Commissioners Certification of Compliance.

[Conwy Council recognised for management of Public Space CCTV Systems - Security News Desk](#)

- Conwy CCTV were once again successful at the CCTV User Group annual conference and were awarded two Recognising Excellence Awards for Team of the Year 2016 and one for CCTV Management and Innovation 2016**.**

- The Public Space CCTV Department have been awarded Single Point of Contact Status (SPOC) by SLT for all CCTV and Surveillance Systems under Conwy County Borough Council control, this will involve initiating a full programme of works to ensure building schemes, body worn video etc. will be managed to the correct standards, ensuring Data Protection compliance.

STATISTICS 2016 - 2017

The following statistics detail the number of incidents recorded by CCTV Operators. There were **7049** CCTV incidents last year, <mark>861</mark> of these incidents related to site monitoring. However it should be noted that these are CCTV incidents and are not necessarily recorded crime.
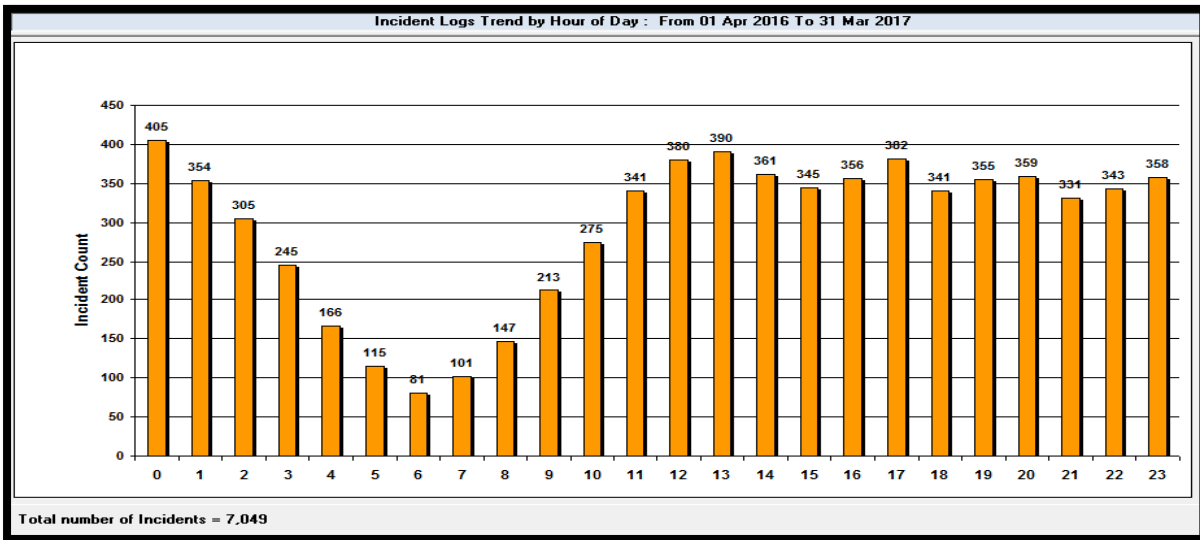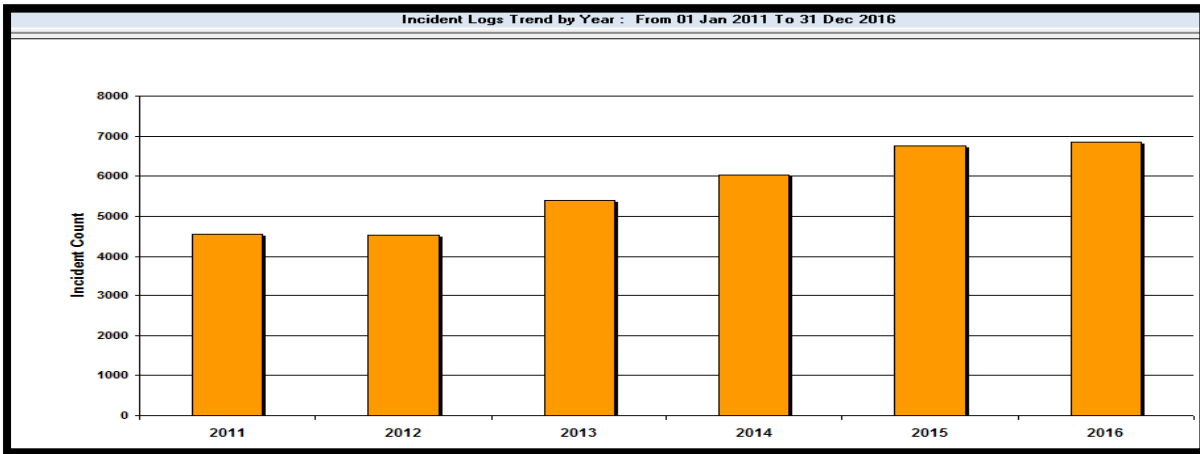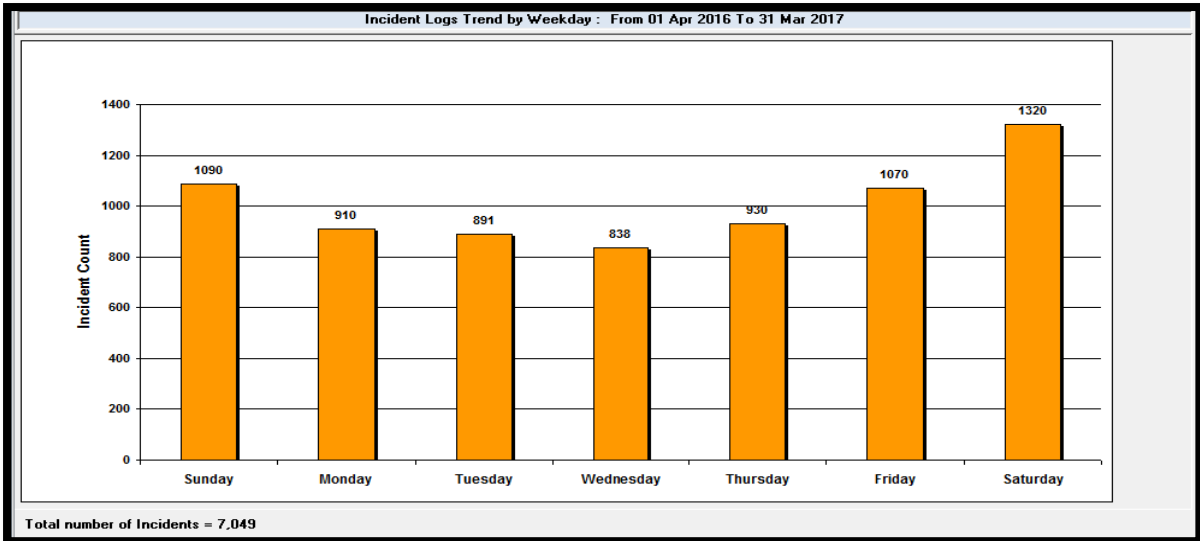
E.g. an operator monitors a dog fouling and passes information to an Environmental Enforcement Officer, a Pubwatch Radio Link User requests CCTV to monitor a drunk male, CCTV requests police to attend and suitable advice is given by officers.

You will notice on the Incident Log Trend Chart by year that the Control Room is becoming busier year on year this is despite operating with a reducing team of operators which is a credit to them and is one of the reasons they won Team of the Year two years running now.

<mark>Yellow = Site monitoring</mark>

Area	Incident Count
Llandudno	3266
Colwyn Bay	1766
Llandudno Junction	517
Old Colwyn	253
Conwy	251
Rhos On Sea	247
Abergele	175
Penmaenmawr	85
Towyn	74
Mochdre	70
Kinmel Bay	69
Pensarn	63
CCTV	57
Deganwy	42
Llysfaen	27
Glan Conwy	16

Incident Types Top 15	Incidents
White Light Patrol	<mark>390</mark>
Issue of Codes for Coach Parking	<mark>327</mark>
Rowdy/antisocial	262
Suspicious Circumstances	225
Monitoring known/ Suspicious Persons	225
Rowdy/Antisocial behaviour	217
Monitoring Persons	201
Anti-Social Behaviour	190
Domestic	188
Observation for vehicle	172
Monitoring Dog Fouling Hotspot	169
MFH Child (missing from home)	159
Concern for Safety	146
Alarm Activation	<mark>144</mark>
Wanted Person	143

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Incident Logs Trend by Weekday : From 01 Apr 2016 To 31 Mar 2017

Weekday	Incident Count
Sunday	1090
Monday	910
Tuesday	891
Wednesday	838
Thursday	930
Friday	1070
Saturday	1320

Total number of Incidents = 7,049

Incident Logs Trend by Year : From 01 Jan 2011 To 31 Dec 2016

Year	Incident Count (approx.)
2011	4550
2012	4520
2013	5380
2014	6020
2015	6770
2016	6850

Incident Logs Trend by Hour of Day : From 01 Apr 2016 To 31 Mar 2017

Hour	Incident Count
0	405
1	354
2	305
3	245
4	166
5	115
6	81
7	101
8	147
9	213
10	275
11	341
12	380
13	390
14	361
15	345
16	356
17	382
18	341
19	355
20	359
21	331
22	343
23	358

Total number of Incidents = 7,049

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Cameras (Top 40 Busiest)	Incidents
001 Multi cameras	797
55 Builders Street Coach	513
None	330
056 Skate Park/Builder Street	283
083 Station Road (Btm)	224
082 Station Road(Top)	218
040 Mostyn Street/Carlton Pub	187
050 Broadway Boulevard	170
095 Abergele Road/Meirion Gardens	162
041 Mostyn Street/Natwest	143
031 Cae Derw Park	135
036 Upper Mostyn Street	130
049 Mostyn Champneys/B&Q Store	114
042 Lloyd Street/Madoc Street	114
045 North Western Gardens	113
046 Vaughan Street/Railway Station	112
065 Rhos Road	109
100 Plough Public House	98
034 Glodaeth Avenue/The Palladium	97
039 The Cenotaph North Shore	92
093 Greenfield Road/Travelodge	89
043 Mostyn Street/M&S	83
033 Gloddaeth Avenue Llandudno	80
028 Railway Station Llandudno	76
092 Abergele Road/Greenfield Road	73
114 Towyn Crossroads	73
088 Seaview Road/Bayview Road	72
089 St Pauls Church/Abergele Rd	70
044 Trinity Square/Lloyds Bank	67
030 Maelgwyn Car Park	65
053 Craig y Don	65
102 Cefn Road/Old Colwyn	63
058 Ffordd Las Shops	59
075 Kings Road/West End	59
037 Empire Hotel Upper Mostyn Street	56
086 Seaview Road	55
113 Pensarn Roundabout	54
091 Rhiw Road/Colwyn Bay	53
128 3G Cameras	52

CONTROL ROOM

FINANCE

CCTV Actual Annual Costs per Camera 2016-17 (for recharging purposes) is £4393

2016/17	YEAR TO DATE		
	Budget	Actual	Variance
CCTV	£	£	£
EMPLOYEES TOTAL	193,404	322,700	129,296
PREMISES TOTAL	850	1,377	527
TRANSPORT TOTAL	250	149	-101
SUPPLIES TOTAL	180,270	201,584	21,314
SUPPORT SERVICES	1,200	1,463	263
INCOME TOTAL	-104,040	-73,012	31,028
CCTV TOTAL	271,934	454,261	182,327

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