

CCTV ANNUAL REPORT 2019-2020



Awarded Accreditation for becoming an Alarm Receiving Centre

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 Safety & 6 Environment of CCBC Corporate Plan 2017-2022)
- To assist with traffic management.

THE CAMERAS

The exact location of cameras are available on our Public Website, see hyperlink below.

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

An annual review of existing camera locations and their justification has been completed and a Data Impact Privacy Assessment (DPIA) has been published as recommended by the Surveillance Camera Code of Practice 2013 [Surveillance camera code of practice - Publications - GOV.UK](#) and as set out in the Data Protection Act 2018 and the General Data Protection Regulations (GDPR) to ensure compliance with the requirements of the Protection of Freedoms Act 2012.

For our CCTV review, Conwy Council compile evidence on 8 factors to assist with determining if each individual camera is necessary and proportionate, the results of which are entered into a scoring matrix which highlight the lowest scoring cameras. The factors considered are 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

No cameras were decommissioned during 2019-2020 due to scoring being much improved following the reduction of associated running costs (cancelling of fibre circuits), full use of Line of Sight technology and secured financial contributions from Town & Community Councils in areas where Public Space CCTV is deployed.

REDEPLOYABLE CCTV

The Anti-Social Behaviour Tasking Group redeployable cameras were decommissioned in 2018 due to loss of Police & Crime Commissioner funding. However through the tender process CCBC CCTV Department secured the funding of 10 new community benefit redeployable cameras via the awarded contractor. These cameras may be added and relocated within the Conwy scheme throughout the term of contract, subject to additional funds being found to deploy them and once locations have been identified. They will not be under the control of the ASB partnership but owned solely by Conwy.

THE CONTROL ROOM

There have been no changes to the new control room, it remains 100% IP enabled (Internet Protocol) so connected via Conwy Network and built to the required specification for an Alarm Receiving Centre (ARC). All the security systems installed and measures taken to ensure compliance with this intended stream of income have now been tested and have been signed off by auditors from an assessing body named the National Security Inspectorate (NSI) who provide the accreditation.



STAFFING

No change to staffing numbers, remaining at 6 part time and 1 full time manager.

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

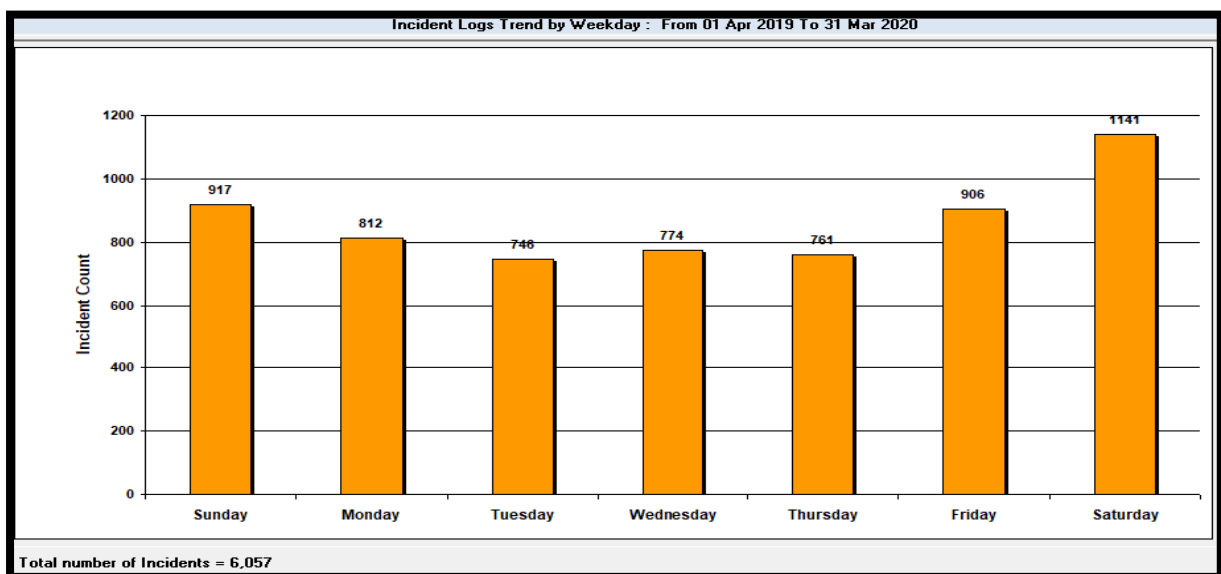
We are delighted to announce that on the 31/01/2020 Conwy CCTV in conjunction with Galw Gofal Telecare Services were awarded NSI ARC Gold approval see *Appendix 1*. We are now the only local authority gold category ARC in wales who meet the requirements of this standard. This includes product certification to various British and EU standards including management certification to *BS EN ISO 9001:2015 Quality Management System*, the scope of which now allows us to monitor Intruder & Hold-up Alarms, Social Alarms, Fire Alarms, CCTV Systems and Lone Working Devices.

Work is progressing to integrate CCBC Buildings initially, with the new Conwy Culture Centre in Conwy becoming our first customer in January 2020.

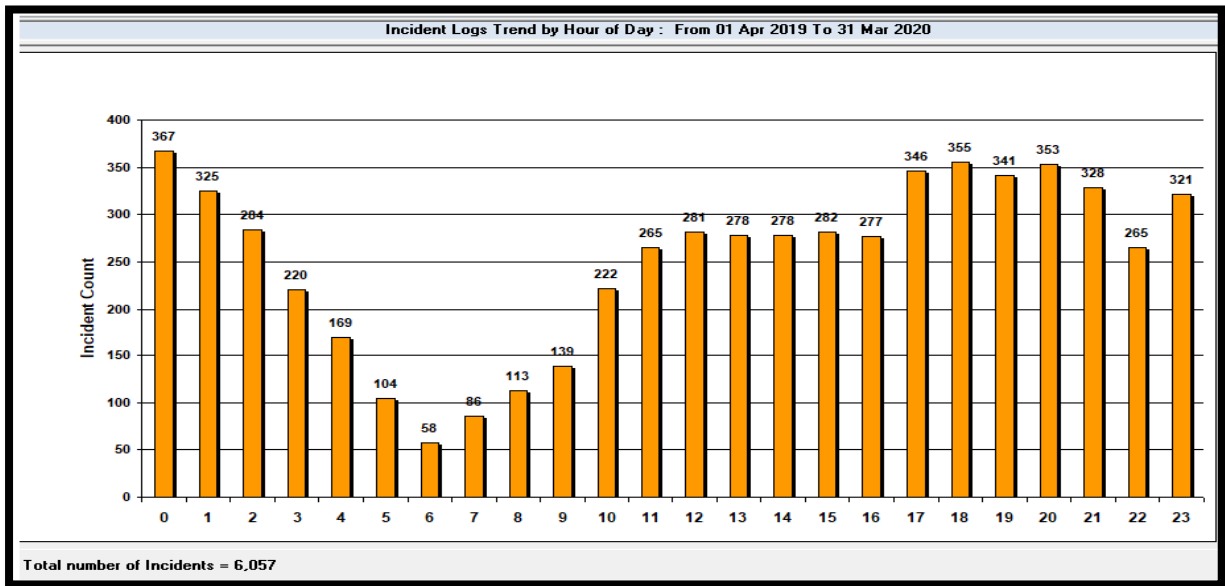
STATISTICS 2019 - 2020

The following statistics detail the number of incidents recorded by CCTV Operators. There were **6057** CCTV incidents last year, **517** of these incidents relate to site monitoring. CCTV incidents 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.

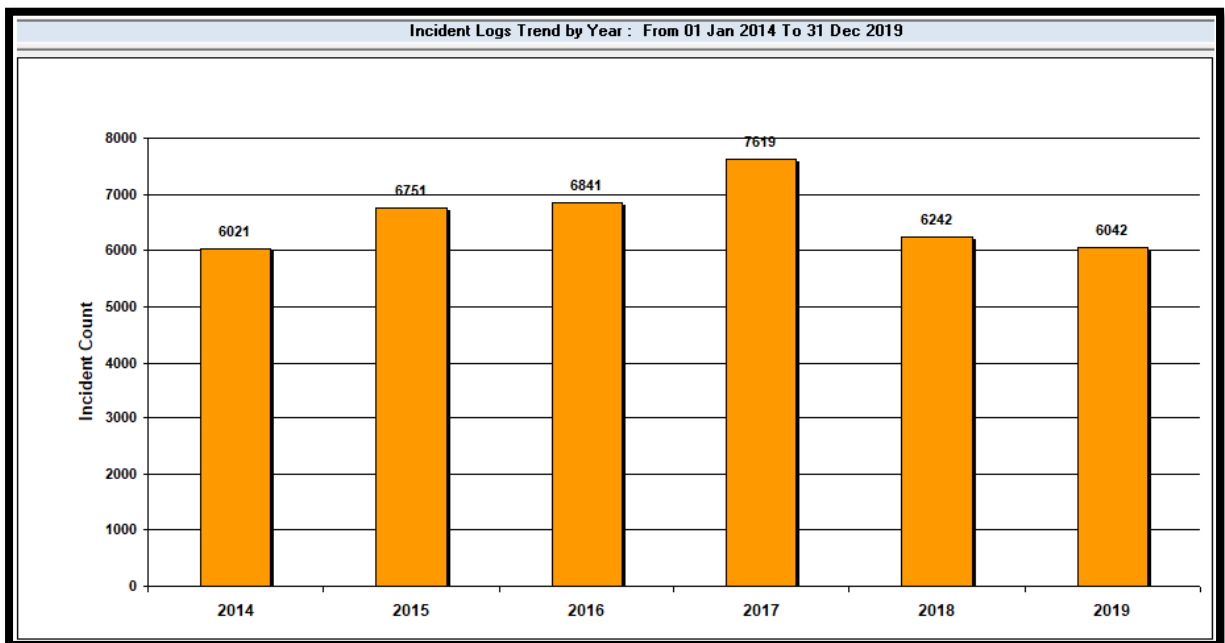
Incidents by Weekdays



Incidents by Hour of Day



Incidents by actual year for last 6 years (not year-end)



Yellow = Site Monitoring

Cameras (Top 40 Busiest)	Incidents
001 Multi cameras	900
055 LAN 24 Builders Street Coach	548
082 COL 8 Station Road/Colwyn	222
036 LAN 5 Llewelyn	184
040 LAN 9 Mostyn Street/Carlton	166
083 COL 9 Station Road/Princes	157
092 COL 18 Abergele	108
041 LAN 10 Mostyn Street/Madoc	104
095 COL 21 Abergele	95
087 COL 13 Ivy Street Car	95
034 LAN 3 Glodaeth AvenueThe	91
042 LAN 11 Lloyd Street/Madog	91
046 LAN 15 Vaughan	85
050 LAN 19 Broadway Boulevard	85
045 LAN 14 North Western	84
028 LJ 8 Railway Station	84
113 COAST1 Pensarn	83
100 OC 1 Plough Public House/	82
089 COL 15 St Pauls	78
049 LAN 18 Mostyn	77
039 LAN 8 The Cenotaph North	74
088 COL 14 Seaview	74
043 LAN 12 Mostyn Street/Royal	70
085 COL 11 Bollards (Static	67
030 LJ 10 Maelgwyn Car	66
053 LAN 22 Craig y Don Llandudno	61
093 COL 19 Greenfield	60
065 ROS 5 Promenade/Rhos	59
086 COL 12 Seaview	56
080 COL 6 Conway Road/Penrhyn	50
108 AB 2 Market Street/George &	46
037 LAN 6 Empire Hotel Upper	44
058 LAN 27 Ffordd Las	44
078 COL 4 The Old Post	43
048 LAN 17 Mostyn Broadway	42
044 LAN 13 Trinity Square/Mostyn	42

Incident Types Top 15	Incident Count
Rowdy/antisocial behaviour	599
Issue of Codes for Coach Parking	335
Suspicious Circumstances	198
Monitoring Persons at the request of	197
Concern for Safety	188
White Light Patrol	182
Domestic	179
Monitoring known/ Suspicious	168
RTC (road traffic crash)	151
Assault	144
Alarm Activation	141
MFH Child	117
SECT 5 Drink driving	115
Observation for vehicle	112
Criminal Damage	111
Wanted Persons	100

Area	Incident Count
Llandudno	2521
Colwyn Bay	1711
Llandudno Junction	450
Rhos On Sea	231
Conwy	230
Old Colwyn	208
Abergele	158
Pensarn	85
Penmaenmawr	69
Mochdre	63
Kinmel Bay	46
Peulwys	36
Towyn	34
Deganwy	25
Llanwrst	13
Glan Conwy	10

FINANCE 2019/2020

We are in our 2nd year of the CCTV Digital Upgrade Project. This is a 5 year spend to save plan which commenced 01/04/2018 and will realise annual savings of £80k by end of project term from the cancellation of fibre rental. Capital financing costs for the project are being paid back at the approximate cost of £58,200 annually.

2019/2020	YEAR TO DATE		
	Budget	Actual	Variance
CCTV	£	£	£
EMPLOYEES TOTAL	202,732	220,503	17,771
PREMISES TOTAL	850	10,307	9,457
TRANSPORT TOTAL	250	101	-149
SUPPLIES TOTAL	118,230	88,281	-29,949
SUPPORT SERVICES	1,200	2,040	840
INCOME TOTAL	-100,040	-75,160	24,880
CCTV TOTAL	223,222	246,072	22,850