

Working for you

Harrogate Borough Council CCTV Service

CCTV Monitoring Committee
Annual Report

1 April 2010 – 31 March 2011



**KEEPING OUR DISTRICT SAFE
CURBING CRIME, REDUCING ANTI-SOCIAL BEHAVIOUR
AND THE FEAR OF CRIME.**

INTRODUCTION

This annual report aims to advise Members of the Monitoring Committee and other partners on activity during 2010-2011, of any developments within the Harrogate Borough Council (HBC) CCTV service and to demonstrate its continued contribution to the reduction and prevention of crime.

Since its introduction in January 1997, the CCTV control room has assisted in providing a safe environment for residents, visitors and traders in the towns of Harrogate, Knaresborough, Ripon and Boroughbridge. The annual report provides performance statistics to support this, informs of any technical updates and advises of any staffing issues or changes. Dispersed within the report are various actual case studies compiled by the CCTV Operators which seek to demonstrate the incidents they typically deal with.

The CCTV service has seen many changes to legislation and law over the last 14 years and Harrogate Borough Council has ensured that the service is compliant with these laws whilst continuing to provide a proactive surveillance for the safety of the general public.

Concerns from some quarters regarding privacy issues and data security continue to be taken very seriously. It is the aim of the CCTV service to allow the general public to go about their daily lives with a minimum loss of privacy and the cameras will not be used to unduly monitor persons going about their lawful business. Detailed information on the purpose of the CCTV system and its aims can be found in the CCTV Code of Practice on the Council's website.

THE RECORDING SYSTEM

The majority of the cameras are recorded onto a Vigilant Digital software system which continues to meet our operational needs, providing good quality images necessary for evidential purposes. The current system has the capacity to develop as the service grows to increase income to the Council from external sources. Ways of utilising the system to its full capacity are currently being investigated.

Some sites are still recorded on a Dowshu software system which was inherited from the HBC Highways Department. The system, although older than the Vigilant system is in good working order so will be utilised until it is no longer viable.

All the cameras are recorded at 6 frames per second unless placed on the operator's spot monitor where they will record at 25 frames per second. All footage is only retained for 31 days.

The Vigilant Digital system allows the operator to instantly access recorded footage and enables a fast response to Police Officers' requests for information regarding incidents. Operators are also able to rapidly produce copies of evidence for service users allowing incidents to be dealt with very quickly. This evidence is produced in DVD format rather than the historical tapes which is more compatible with modern ways of working.

A Typical Saturday Night View of Kings Road, Harrogate



CASE STUDY: Possession of offensive weapon.

One night in October 2010 a member of door staff at a town centre bar managed to call on the pub watch radio that someone had just tried to stab him in the chest with a 10 inch carving knife. The offender was immediately located on CCTV close by where he was threatening other people on the street. CCTV then followed him running through the town. Police were updated with his description and his location. CCTV then monitored him get into a taxi and tracked the taxi on camera onto Wetherby Road. Police were updated and the male was arrested and the knife was retrieved.

INCIDENT STATISTICS

The incident statistics for the year 2010/2011 can be found in Appendix A of this report. The report shows the number of incidents by category for each town covered by the cameras, for each month and the total number for the year. The reports also show the number of reviews performed, the number of copies and stills produced and the number of car park help calls received. Compared to last year there has been an increase of overall incidents by 384.

Also in Appendix A, are graphs showing the Incident category types sorted according to frequency, with "Theft Other" being the most frequent. An additional graph displays the number of incidents reported to CCTV month by month this financial year and another compares the annual total incidents for the last five years.

The most frequent incidents witnessed by CCTV are:

1. Theft Other (641 incidents reported)
2. Anti Social Behaviour (561 incidents reported)
3. Suspect Person (537 incidents reported)
4. Traffic Observations (522 Incidents reported)
5. Violence/Assault (463 incidents reported)

CASE STUDY: Drink Driving

I was on duty on a weekend night shift when towards the end of my shift I was observing a group of males and females in Harrogate Town Centre, who all appeared to be well in drink. One male looked like he had a set of car keys in his hand so I continued monitoring the group. After a while I noticed the group get in to a vehicle and I watched it move off round the one way system. The driving looked to be erratic so I informed the police control room. Shortly after setting off, the car collided with a bollard causing damage but continued driving on. A unit got behind the vehicle and stopped it, the driver was found to be two and half times the limit so therefore was arrested.

MONITOR WALL AND OPERATOR DESK

With the exception of the “Vigilant” digital recording system introduced in 2010, the remaining infrastructure within the CCTV Control Room eg. cameras, workstations and monitors have never been upgraded, and operate entirely in their original form on analogue technology, though this has proven itself to be effective and good value during the period of its operation.

The benefits of moving to a digital infrastructure have been recognised, and include improved image handling for the CCTV operators and the opportunity for receiving images from other external sources over IP (Internet Protocol) networks, offering business opportunities to attract revenue from other client groups.

Proposal for a major upgrade to the Control room has been developed and is currently awaiting approval. These improvements include replacement of the existing, outdated wooden workstation desk with a fully ergonomic, modern bespoke console, installation of flat screen monitors capable of displaying multiple images in a variety of formats and upgrade to the latest image management system.

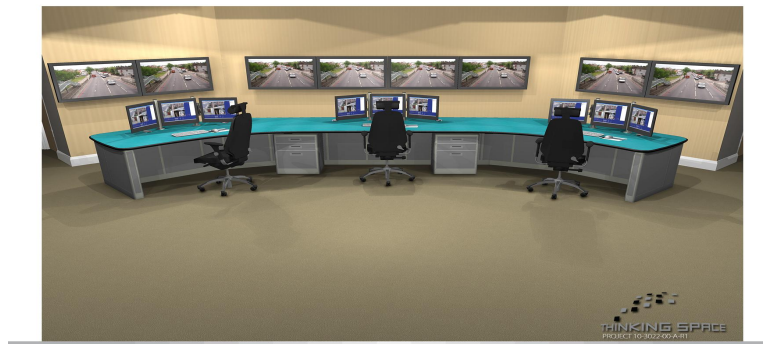
The proposals is being progressed in close consultation with the Council’s Department of Information and Communication Technology, whose project to develop a corporate information sharing and communication network using IP technology offers mutual benefits, in particular their hope to include the CCTV’s own fibre optic cables as part of the future network.

It is hoped that a fully functioning, new digital CCTV Control room will be a reality by autumn 2011.

The control room in its present condition

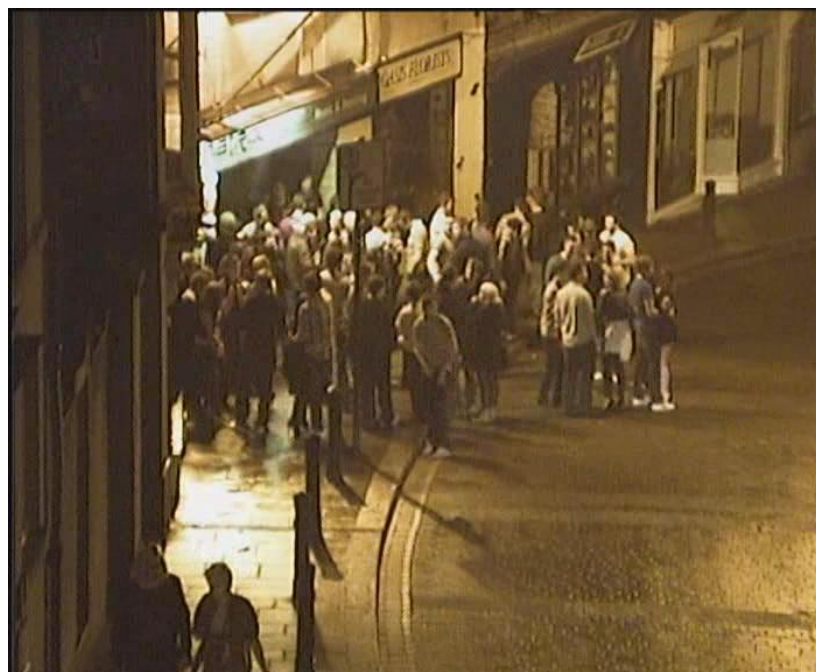


Computer image of possible solution to Control Room upgrade



Staff have been consulted on the new plans and will be instrumental in the layout of the monitors.

A typical weekend evening in Ripon



CASE STUDY: Theft from shop in Ripon.

A shop in Ripon calls on the radio to say that a male has just left their shop, triggering the alarm as he went. I was able to immediately review the appropriate camera and saw the male carrying a rucksack. I was able to collate a good description from the footage and although the male had run off, I monitored the area for him. Almost half an hour later, the male was spotted near the town and the police were advised. A unit stopped the male and he was dealt with by way of a fixed penalty notice.

CAMERA NETWORK

This year there have been two extra cameras installed in the Knaresborough Hostel, one on the main entrance of the Control room and one internal camera at the Hydro.

There are now 185 cameras on the system and they are situated in the following locations:

Harrogate Town Centre & surrounding areas	43 Pan and tilt
Starbeck	1 pan and tilt
Valley Gardens	1 Pan and Tilt
Jubilee MSCP	17 static and 10 dome
West Park MSCP	8 static
Victoria MSCP	19 static
Scottsdale House Offices	3 static
Knapping Mount	2 pan and tilt and 3 static
Roberts St Hostel	8 static
Ripon Hostel	15 static
Knaresborough Hostel	16 static
CCTV Control Room (internal security)	8 static (6 internal, 2 external)
Hydro Swimming Pool	1 pan/tilt (ext) 2 static (int) 4 static (ext)
Knaresborough	9 pan and tilt
Boroughbridge	3 pan and tilt
Ripon	10 pan and tilt
HBC Crematorium	2 static

All the cameras are openly visible and their presence is clearly indicated by signs covering the CCTV areas. There is no requirement to have a sign on every camera. A review of all signage took place during 2010 ensuring compliance with our Code of Practice and National policy.



CASE STUDY: Theft from Person

Early one morning last summer during routine monitoring, I noticed a vulnerable male asleep on the pavement close to the town centre. Police were informed but before they arrived a male started loitering around this male, but creating the appearance that he was his friend and was waiting for a taxi. However, continued surveillance then showed the second male gently remove the man's wallet from his back pocket and then make off. Police were updated and description and directions passed. The offender was captured and arrested only feet away and the wallet returned to the (previously) blissfully unaware victim.

Early morning in Knaresborough Market Place



MAINTENANCE

Baydale Control Systems Ltd are the maintenance contractors for the HBC CCTV equipment. The following table shows the number of faults reported over the last year and the previous year for comparison

Financial Year	Non-urgent Faults	Urgent Faults
2009-2010	181	3
2010-2011	228	7

The maintenance contract runs out at the end of 2012 and so a thorough procurement process will be invaluable during 2011 to ensure the most cost effective contract.

CASE STUDY: Theft other

During the early hours of a night in November, police had received a report that someone may be on the roof of a premises in the town centre. Before police arrived we located the male climbing down from a property into an alleyway where he was met by a vehicle. They then started loading items into the vehicle which had been stashed nearby. Police were updated and intercepted the vehicle just as it was about to leave the alley way. Upon searching the vehicle a large quantity of roof lead was located and the occupants arrested and vehicle impounded.

Staff Structure

The Control Room is managed by the Community Safety and CCTV Manager who has overall responsibility and is assisted by the CCTV supervisor who is responsible for the day to day running of the service. The remainder of the team consists of 8 operators and is currently fully staffed. The latest change of staff was due to retirement in July 2010 and his replacement started in August 2010.

Security Industry Authority (SIA) Licences/Training and Qualifications

The Control Room ensures compliance with the SIA regulations. All staff are currently licensed or in the process of being licensed.

To receive a licence, staff must receive training on an accredited course and undergo Criminal Records Bureau checks. The latest recruit has received the training and checks and his application for the SIA licence is being processed. The licences are valid for 3 years and are paid for by the Council.

CASE STUDY: Missing from home, Ripon

Shortly after a description was passed of a vulnerable male who had been reported missing, I saw a male running from Ripon Market Place. He fitted the description and so police were advised. The police caught up with him and he was taken home to safety.

SHIFT PATTERN

Following a review several years ago the following shifts remain in place:

Early shift	0700-1515
Day shift	0930-1830
Mid shift	1500-2300
Late shift	2300-0715
Peak shift	1915-0415

This pattern allows the busiest times of the day and night to be double crewed. The shift pattern runs over an eight week period. Within the eight week pattern every operator works a flexible week, which means they can cover any holidays, sick leave or training periods. This considerably reduces the need for overtime payments.

CASE STUDY: Knaresborough theft from shop

A call came through on the shopwatch radio from a chemist shop in Knaresborough market place stating they had just had a theft of a large quantity of hair care products. A description was passed of two males in their early twenties. I decided to look around the car parks and soon spotted two males matching the description. After watching them for a while I noticed that their behaviour was suspicious and they were very aware of the cameras. They got into a vehicle and left the car park. I updated the police control room of the vehicles location. There was an immediate response from police and the vehicle was eventually stopped and arrested on suspicion of theft.

FUNDING

During a period of significant financial pressures on the Council and specifically on the CCTV service a clearer picture has emerged with funding secured from NYCC for their continued use of the system for urban traffic control purposes. There has also been an increase in income from street car parking. The service is exploring other opportunities to generate increased income through service provision in the year ahead.

A review of charges for CCTV services has been undertaken and will be adopted from April 2011.

DIVISIONAL SERVICE PLAN

During the year ahead the priority work areas will be:

- Looking at sharing the service with other councils
- Upgrading the CCTV monitor wall
- Replacing the workstation
- Reducing the cost of the service by exploring new business opportunities or altering existing work practices
- Procurement of a new service and maintenance contract

The CCTV Service Plan 2011-12 is shown in Appendix B.

PROVISION OF SERVICES

The CCTV service provides monitoring or assistance to other departments within the Harrogate Borough Council and also to external users. The following is a brief guide to these services.

Radiolink

There are currently 96 Radiolink users of the Radiolink system. There are 61 users in Harrogate,(includes Police, Park Ranger and Town Pastors.) There are 11 in Knaresborough and 24 in Ripon. This service allows immediate communication with the CCTV operator therefore giving a rapid response to an incident when required and provides the users with a quick means of sharing information. The users consist of mainly shops and pubs but also Transport services, the Town Pastors and Police.

Whereas historically the users have paid solely for the use of the radio service, since the start of 2011 they also signed up to membership of a new initiative titled “Harrogate District Businesses Against Crime” or HDBAC. The subscription fees from the members pay for the renting of their digital radios but also contribute towards the employment of the newly established Radiolink Coordinator. Initially his role is to encourage new users to enrol on the scheme and to assist in the development of HDBAC.

Although Harrogate Borough Council have assisted in the initiating of this crime reduction partnership, it will be the users themselves who will control the scheme once a board of directors has been set up. It is intended that the group will have monthly intelligence sharing meetings and will receive photo packs of offenders. The Radiolink coordinator will work closely with HDBAC, the Police and CCTV to ensure that information flows between them to reduce the impact of business crime.

As part of this scheme, Harrogate District community Safety Partnership has invested in the National Business Information System (NBIS) database which is a sophisticated crime reduction software which is an extremely useful resource for business crime reduction partners. It allows the sharing of business crime intelligence between partners nationwide. HDBAC members have already begun passing information on offenders and this information has been input onto NBIS by the CCTV Operators and the Radio Coordinator. It has proved very successful in cutting and deterring crime in other areas and is sure to assist in providing vital information for our local businesses.

Parking Inspectors

Parking Services have retained the old analogue radio system but are still able to contact the control room via that system. The CCTV service provides valuable reassurance to the Parking Inspectors who sometimes are required to work alone late at night. Operators can also be called upon to monitor them during their daytime patrols if a conflict arises with a member of the public and request police assistance if necessary.

CCTV can also assist in the situation where a customer loses a parking ticket and by doing so loses proof of their entry time. Previously the customer would have to pay for a ticket from when the car park opened which may be costly but CCTV operators can now review footage from the car park entrance and give an accurate time of entering ensuring the customer only has to pay for the time actually used.



Car Park Help Points

There are help points placed throughout Jubilee and Victoria Car Parks which allows customers to request assistance from Parking Services. At times Parking Services may be busy and so the call then automatically transfers to the CCTV Control Room. This ensures that the customer is responded to quickly. The help point calls from West Park Car Park are always directed to the Control Room as these are not linked to Parking Services. This year we received 151 calls from the help points.

Car Park Vehicle Releases

Car park customers who inadvertently have their vehicle locked in the car parks after closing time, may phone the control room requesting their vehicle is released. The operator will then contact the on duty Parking Inspector to attend. The operator can also monitor the situation for everyone's safety. There have been 77 requests for vehicle releases to the control room this year.

Hostels

The CCTV Control room staff also provides a monitoring service for the Council's Hostels in Harrogate, Knaresborough and Ripon. Its principle objective is to ensure the safety of staff and residents. The cameras within the hostels are static and monitor the public areas only. The Hostel Wardens will ring CCTV if they have to attend the hostels out of hours and request the operators to monitor them for their safety. Evidence can and has been used against residents who offend within the Hostel either against other residents or damage to HBC property.

Traffic Watch

Traffic Watch provide up to date traffic information to Radio Stations and will frequently ring CCTV for any traffic information we have and the operators will call them when traffic is obstructed by an incident.

Street Pastors

The street pastors are a voluntary group who patrol Harrogate Town Centre on Friday evenings and occasional Saturday evenings. They are a high profile group sponsored by churches and other businesses. Their objectives are to defuse any possible confrontations, assist any vulnerable persons and provide non alcoholic beverages to passers by. They provide extra eyes for CCTV and police at busy times and carry three pubwatch radios for direct communication with the Operators.

The Town Pastors with their Beverages Stand in Oxford Street, Harrogate



Survey Officers

There are two Concessionary Fares Survey officers who are required to work directly with the public and as lone workers may be vulnerable. To ensure they have returned safely a procedure is followed that requires the officer to log into the control room on a morning, advising operators the area they will be working in and then logging off at the end of the day. If no call is received by 1830hrs, the CCTV staff will attempt to call the Survey Officer and if unable to do so will call their manager.

Emergency planning

CCTV also receives out of hour faxes for the Emergency Planning Team. In the event of an emergency such as flooding, the operator will call the Duty Emergency Planning Officer and advise them of the situation. The faxes can arrive in the middle of the night so the 24 hour opening of the control room is vital to this operation.

The following table shows the approximate number of faxes received in the last year. Although only specific faxes need acting on, every fax has to be evaluated by the operator and dealt with accordingly.

Flood Alert	Flood Warning	Extreme Weather Flash Warning	All clear	Total Faxes
56	49	66	44	215

The Park Ranger

HBC Parks Department employ a Park Ranger to safeguard the Council's park and amenity areas. During his patrols, the Ranger will carry a radio linked to the CCTV control room allowing him to advise us of incidents and more importantly request urgent assistance for his own safety. Not all incidents reported by the Ranger are within camera view but frequently his reports are from Valley Gardens. There is currently one camera in the Valley Gardens with one more to be installed for the security of the planned skate park and its users.

Valley Gardens Playpark



Deployable Cameras

There are currently three deployable cameras, one of which is a new replacement. The latest camera is a vast improvement as new technology allows for faster connection and speedier operation. The cameras are a useful tool financed by the Community Safety Partnership, to demonstrate the scale of a perceived problem such as anti-social behaviour so it can be dealt with accordingly. They also act as a deterrent. They are not utilised in the same manner as the town centre cameras, in that they must be dialled up via a modem to connect. However they record and store footage for evidence on a hard drive in the actual camera.

The cameras are deployed by request to the Community Safety Partnership and the request is discussed at the Multi-agency Problem Solving Group. If appropriate, a deployable camera can then be located in the desired area, if operationally possible.

The cameras have been located in five areas this financial year and all the issues have been related to anti-social behaviour.

A Deployable Camera



THIRD PARTY ACCESS REQUESTS

There were ten requests for CCTV evidence this year, mainly from Insurance companies or Solicitors with the exception of one from a member of the public. Six of these were road traffic incidents, one for damage to vehicle, one related to a sexual assault and two for violent assault. We were able to provide footage for two incidents and documentation evidence for another. The incidents where we could not assist were due to either no CCTV coverage of the incident area or the timescale being too long ago, therefore the incidents no longer being on the system.

CASE STUDY: Damage to motor vehicle

Late on a Saturday night in August two young males were monitored having an argument on Kings Road, Harrogate it became obvious that both were severely drunk. After several minutes the altercation became more animated, one male stormed away up Cheltenham Crescent and as he passed a parked car he kicked off the wing mirror then proceeded to kick at the bodywork. The Police Control Room were then informed, meanwhile the offending male was making a swift exit from the area. The male was monitored as he ran round the back of the Jubilee car park, on to Union Street and then on to Parliament Street. Police units were continually updated with his location and he was stopped and arrested on Cambridge Crescent for suspicion of criminal damage.

In court the footage was used as evidence, the male explained that he had acted in anger after arguing with a friend and that he was very remorseful for what he had done, he was made to pay costs of almost £500.

CASE STUDY: Drug related

During routine camera patrolling I observed a young male acting quite strangely in a side street in Harrogate.

He was given something by one male, which he passed to another, This male produced a couple of small plastic "bags" which contained white power which I guessed, was an illegal substance. However, he then proceeded to transfer some of the powder into a cigarette paper which he had shaped to collect it, and then "wrapped" it into a small parcel. This was passed to the first male on his return to the street.

A short while later this process was repeated. It was noticeable, that the first male who had taken possession of the first parcel appeared to be moving his mouth in a very strange manner. I had previously informed the police of what was happening and when they arrived they arrested both males for possession of class A substance, and one of the males was further arrested for dealing.

I produced a working copy for police, and the sergeant explained that the white powder was amphetamines and the practice of wrapping it like this is known as "bombing". It is swallowed, the paper dissolves and drugs disperse into the system. A side effect of amphetamines is this strange stretching/moving of the mouth and facial muscles which is completely involuntary.

CCTV - INCIDENT RECORD -

CUMULATIVE TOTALS

Period April 10-March 2011	HARROGATE					
	Initiated by:					
CATEGORY	OPERATOR	POLICE	PUBS	SHOPS	OTHER	Sub Tot
1 Assault / Violence	74	119	115	9	30	347
2 Public Order	3	3	1			7
3 Robbery	1	21				22
4 Burglary		27				27
5 Theft from Motor V		4				4
6 Theft of Motor V		53			3	56
7 Damage to Motor Vehicle	5	19	3		6	33
8 Theft Other	8	148	19	328	11	514
9 Criminal Damage	6	35	9	5	8	63
10 Suspect Person	48	234	18	114	19	433
11 Suspicious Vehicle / Item		2				2
12 Road Traffic Accident	7	83	3	2	12	107
13 Traffic Observations	33	293	7	7	73	413
14 Drink Associated	33	52	59	24	28	196
15 Drunk Driver OPL	9	36	7	1	1	54
16 Alarm / Insecure Premises	5	25	4	1	7	42
17 Missing / Vulnerable Person	4	241	1	11	1	258
18 Sexual Offences/Indecent	2	21			3	26
19 Fraud		13	5	6	1	25
20 Emergency Services	3	3	3		2	11
21 Community Safety	22	21	11	5	34	93

22 Anti-social Behaviour	73	117	113	35	71	409
23 Poss. Of Offensive weapon	3	14	3	2	1	23
24 Drug associated	25	19	21	3	9	77
				SUB	TOTAL	3242
25 Total emergency plan faxes					215	215
				Incident Sub Total		3457
Car Park Help Point						163
MSCP Vehicle Release						81
					TOTAL	3701

HARROGATE	POLICE	H.B.C	BTP	MOD		
REVIEWS	376	6	2	0	TOTAL	384
Evidential copies	462	4	2	0	TOTAL	468
PHOTOGRAPHIC STILLS						
HARROGATE	POLICE	H.B.C	BTP	MOD		
	75	13	0	0	TOTAL	88

CCTV - INCIDENT RECORD**CUMULATIVE TOTALS****Period April 2010-March 2011****KNARESBOROUGH**

CATEGORY	OPERATOR	POLICE	PUBS	SHOPS	OTHER	TOTAL
1 Assault / Violence	11	20	2			33
2 Public Order						0
3 Robbery		3				3
4 Burglary		5				5
5 Theft from Motor V		1				1
6 Theft of Motor V		5				5
7 Damage to Motor V		4				4
8 Theft Other		14		18		32
9 Criminal Damage	1	9	1	1		12
10 Suspect Person	2	12	1	7		22
11 Suspicious Vehicle / item						0
12 Road Traffic Accident	1	11	3	1		16
13 Traffic Observations	8	29		1		38
14 Drink Associated	10	6	1		1	18
15 Drunk Driver OPL	1	2				3
16 Alarm / Insecure Premises		4				4
17 Missing / Vulnerable Person	1	21			1	23
18 Sexual Offences		1				1
19 Fraud		3		1		4
20 Emergency Services						0
21 Community Safety		3		2	4	9
22 Anti-social Behaviour	10	20	2	1	4	37
23 Poss. Of Offensive Weapon		1				1
24 Drug associated		3	2			5
					TOTAL	276

KNARESBOROUGH	POLICE	BTP	MOD		
REVIEWS	67	0	0	TOTAL	67
Evidential Copies	38	0	0	TOTAL	38
PHOTOGRAPHIC STILLS					
KNARESBOROUGH	POLICE	BTP	MOD		
	15	0	0	TOTAL	15

CCTV INCIDENT RECORD CUMULATIVE TOTAL

Period April 2010-March 2011	OPERATOR	RIPON POLICE	PUBS	SHOPS	OTHER	TOTAL
CATEGORY						
1 Assault / Violence	31	32	10	2	1	76
2 Public Order		1				1
3 Robbery		3				3
4 Burglary		5				5
5 Theft from Motor V		1				1
6 Theft of Motor V		3				3
7 Damage to Motor V	1	7		1	2	11
8 Theft Other		23		70	1	94
9 Criminal Damage	2	25	1	2	2	32
10 Suspect Person	5	49	1	21	1	77
11 Suspicious Vehicle / Item						0
12 Road Traffic Accident	2	13				15
13 Traffic Observations	6	50		1		57

14 Drink Associated	12	19	3	10	2	46
15 Drunk Driver OPL		2	2			4
16 Alarm / Insecure Premises		7				7
17 Missing / Vulnerable Person	1	34	1	1	1	38
18 Sexual Offences		1				1
19 Fraud		4	1	1		6
20 Emergency Services		1		1		2
21 Community Safety	7	2	3	2	1	15
22 Anti-social Behaviour	25	29	22	16	19	111
23 Poss. Of offensive Weapon	1	1			1	3
24 Drug associated		7	2			9
					TOTAL	617
Ripon Coach/HGV Park				SUB	TOTAL	0
					TOTAL	617
RIPON	POLICE	BTP	MOD			SUB TOTAL
REVIEWS	117	0	0			117
EVIDENTIAL COPIES	92	0	0			92
PHOTOGRAPHIC STILLS	POLICE	BTP	MOD			
RIPON	21	0	0		TOTAL	21

CCTV - INCIDENT RECORD

CUMULATIVE TOTALS

Period April 2010--March 2011

BOROUGHBRIDGE

CATEGORY	OPERATOR	POLICE	PUBS	SHOPS	OTHER	TOTAL
1 Assault / Violence	1	6				7
2 Public Order						0
3 Robbery		2				2
4 Burglary		2				2
5 Theft from Motor V						0
6 Theft of Motor V						0
7 Damage to Motor V		3				3
8 Theft Other		1				1
9 Criminal Damage		4				4
10 Suspect Person		5				5
11 Suspect Vehicle / Item						0
12 Road Traffic Accident		5			1	6
13 Traffic Observations	1	13				14
14 Drink associated		2				2
15 Drunk Driver OPL						0
16 Alarm / Insecure Premises						0
17 Missing / Vulnerable		1				1
18 Sexual Offences		1				1
19 Fraud		1				1
20 Emergency Services						0
21 Community Safety		2				2
22 Anti-social Behaviour		4				4
23 Poss. Of Offensive Weapon		1				1
24 Drug associated						0
					TOTAL	56

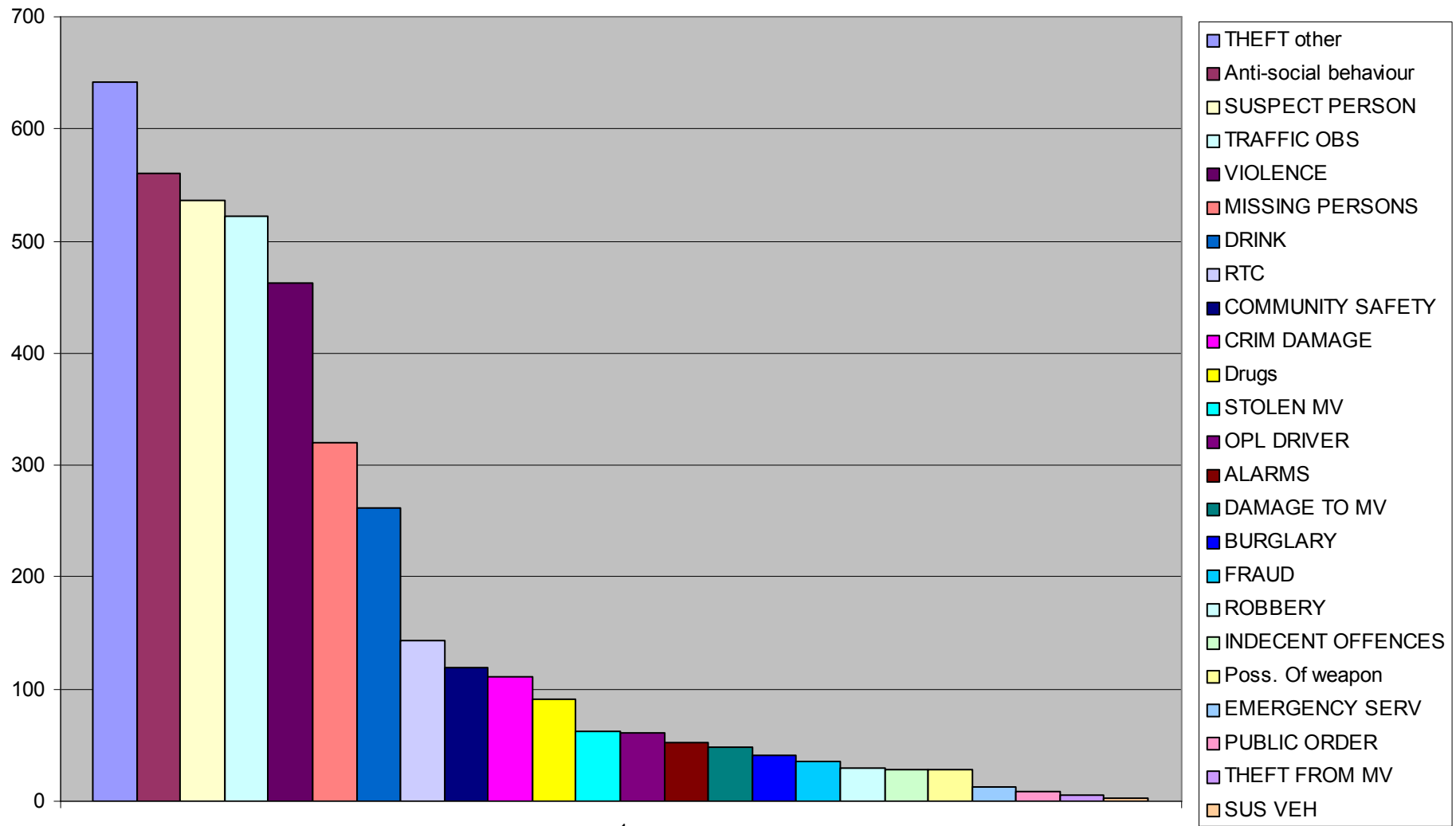
BOROUGHBRIDGE	POLICE	
REVIEWS	14	TOTAL <input type="text" value="14"/>
EVIDENTIAL COPIES	11	TOTAL <input type="text" value="11"/>

PHOTOGRAPHIC STILLS	POLICE	
BOROUGHBRIDGE	1	TOTAL <input type="text" value="1"/>

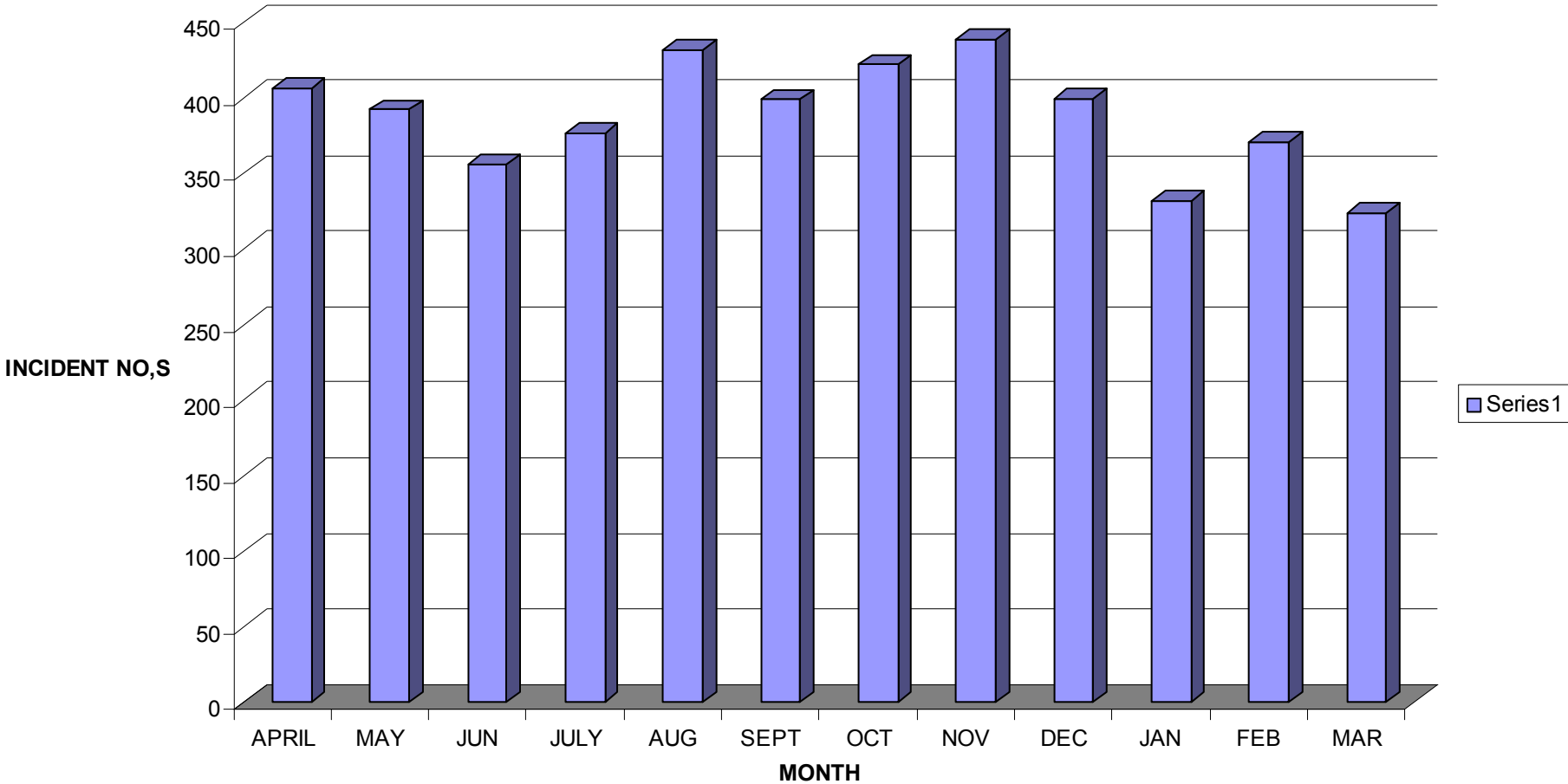
CCTV - INCIDENT RECORD -**CUMULATIVE TOTALS****APRIL 10- March 11****ALL AREAS**

CATEGORY	Initiated by:					Sub Tot
	OPERATOR	POLICE	PUBS*	SHOPS*	OTHER	
1 Assault / Violence	117	177	127	11	31	463
2 Public Order	3	4	1			8
3 Robbery	1	29				30
4 Burglary		41				41
5 Theft from Motor V		6				6
6 Theft of Motor V		61			2	63
7 Damage to Motor Vehicle	6	33	1	1	8	49
8 Theft Other	8	186	19	416	12	641
9 Criminal Damage	9	73	11	8	10	111
10 Suspect Person	55	300	20	142	20	537
11 Suspicious Vehicle / Item	1	2				3
12 Road Traffic Accident	10	112	6	3	13	144
13 Traffic Observations	48	385	7	9	73	522
14 Drink Associated	55	79	63	34	31	262
15 Drunk Driver OPL	10	40	9	1	1	61
16 Alarm / Insecure Premises	5	36	4	1	7	53
17 Missing / Vulnerable Person	6	297	2	12	3	320
18 Sexual Offences	2	24			3	29
19 Fraud		21	6	8	1	36
20 Emergency Services	3	4	3	1	2	13
21 Community Safety	29	28	14	9	39	119
22 Anti-social Behaviour	108	170	137	52	94	561
23 Poss. Of Offensive Weapon	3	18	3	2	2	28

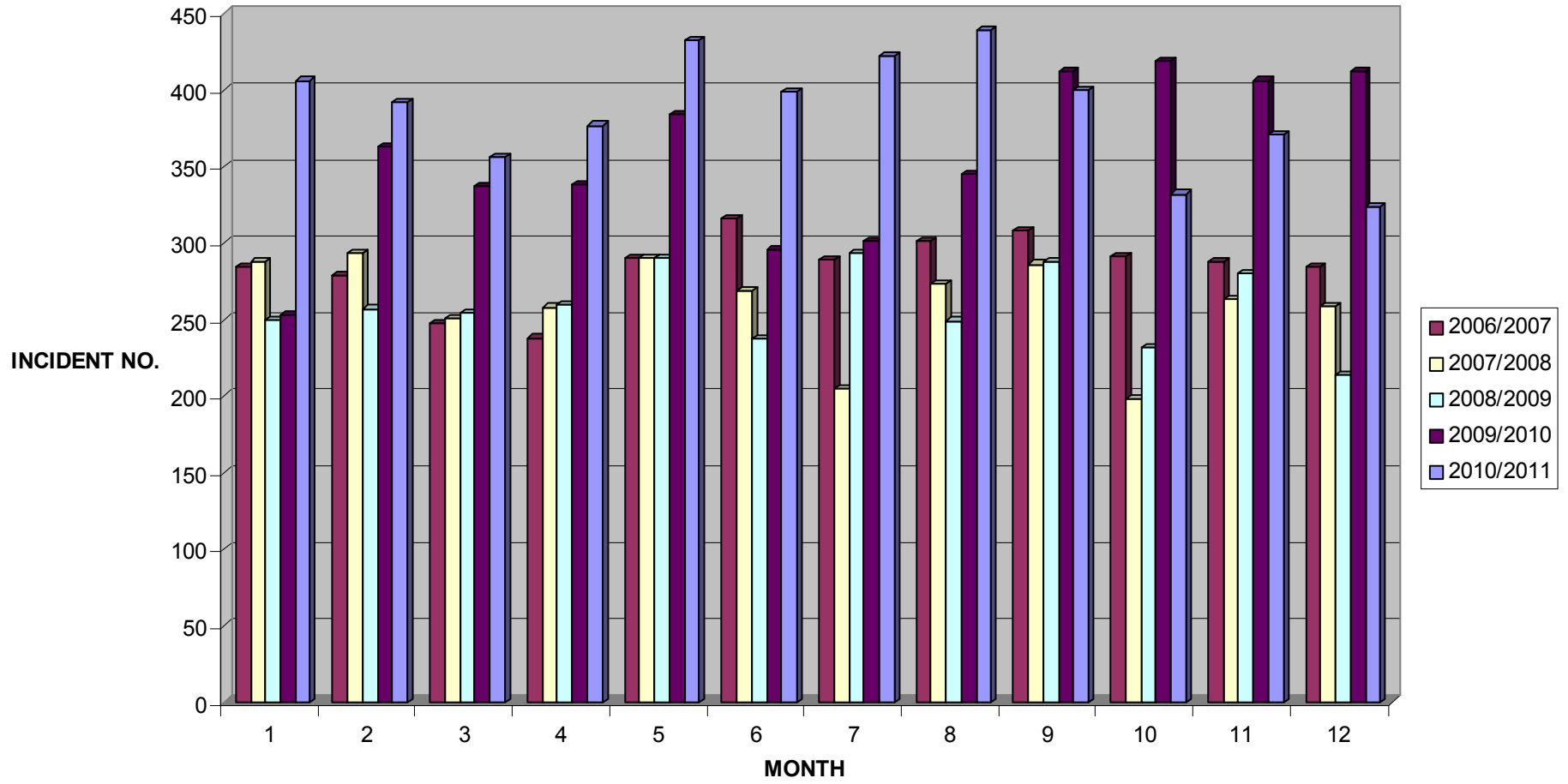
24 Drug Associated	25	29	25	3	9	91
25 Emergency planning warning					215	215
				SUB	TOTAL	4406
Car Park Help Point						163
MSCP Vehicle Release						81
COACH PARKS / HGV						0
				SUB	TOTAL	244
				TOTAL		4650
REVIEWS						
ALL AREAS	POLICE	Council	MOD	B.T.P.		
	573	6	0	0		
					TOTAL	579
EVIDENTIAL COPIES	MASTERS	COPIES				TOTAL
Police	604	604				1208
Council	4	4				8
BTP	2	2				4
MOD	0	0				0
					TOTAL	1220
PHOTOGRAPHIC STILLS						
ALL AREAS	POLICE	Council	MOD	B.T.P.		
	112	13	0	0		
					TOTAL	125



CCTV INCIDENT NUMBERS FOR YEAR 2010-2011



Yearly Comparison of Incident Numbers



Appendix B

HARROGATE BOROUGH COUNCIL PUBLIC PROTECTION SERVICE IMPROVEMENT PLAN 2011/2012

Division: Public Protection

Head of Service: Head of Public Protection

Service Area: CCTV

CM(PP&RA) = Cabinet Member (Public Protection & Rural Affairs)

Corporate Objective delivered by the Service Plan Action	2011/12 Action	2011/12 Target Output	Action Start Date	Action Completion Date	Future Years	2011/12 Resources	Lead Officer & Member	Review at June 2011
CP 4.1		<ul style="list-style-type: none"> • Population of the NBIS database and sharing of information to Radiolink users • Continued development of the business crime model across the district. • Establish Board of Management • Preparation & Awarding of CCTV Maintenance contract • Work with ICT on fibre utilisation, IP and NYNET links 	April 2011	On-going	<ul style="list-style-type: none"> • Reduced crime reports 	<ul style="list-style-type: none"> • Existing cost centre resources • Use of Business Unit Reserves • Radiolink Co-ordinator temporary contract • ICT and existing resources 	<ul style="list-style-type: none"> • CM(PP&RA) • Community Safety & CCTV Manager H of PP / Community Safety & CCTV Manager Community Safety & CCTV Manager / Telecoms Manager 	

Corporate Objective delivered by the Service Plan Action	2011/12 Action	201/12 Target Output	Action Start Date	Action Completion Date	Future Years	2011/12 Resources	Lead Officer & Member	Review at June 2011
		<ul style="list-style-type: none"> Develop other enhanced service proposals e.g. alarm monitoring 	April 2011	March 2012		<ul style="list-style-type: none"> Use of graduate for scooping CCTV Supervisor and other existing resources 	Community Safety & CCTV	
		<ul style="list-style-type: none"> Exploring opportunities for income to the CCTV service 	April 2011			<ul style="list-style-type: none"> Existing resources 	Community Safety & CCTV Manager	
		<ul style="list-style-type: none"> Upgrade of CCTV Monitor Wall, screen and workstation 	April 2011	Sept 2011		<ul style="list-style-type: none"> Links to Innovate @ Harrogate 	Community Safety & CCTV Manager	
CP 6.4		<ul style="list-style-type: none"> Prepare and circulate Annual Report to the Monitoring Committee 	April 2011	May 2011		<ul style="list-style-type: none"> Existing cost centre resources 	<ul style="list-style-type: none"> CM(PP&RA) Community Safety & CCTV Manager 	