

CCTV SERVICE

and RADIOLINK

ANNUAL REPORT 2021/22



The CCTV control room

This has been operational since 1997 and during this time has developed its network of cameras and responded to many challenges. It continues to provide a vital resource in the fight against crime and contributes to keeping the district and our streets safe.

The public open space CCTV camera network which is owned and managed by Harrogate Borough Council continues to operate a comprehensive surveillance service and business crime / Radiolink service to the main towns of Harrogate, Ripon and Knaresborough.

The CCTV control room works alongside North Yorkshire Police and local businesses in the retail and night time economy sector to prevent and detect crime and provide reassurance and the reduction of fear of crime.

The cameras record 24 hours a day, 365 days a year with support from a dedicated and qualified team of CCTV Operators.

During 2022 the CCTV Maintenance Contract and Business Crime Radiolink contracts will be due to retendering ready for commencement from April 2023.

Our camera network

The CCTV Control room manages a network of 290 public open space cameras. In addition to these cameras there are a number of cameras that are managed by the service that are linked to other corporate assets.

Harrogate town centre and surrounding areas	45
Starbeck	1
Knaresborough town	9
Ripon city	10
Parks	3
Council multi story car parks	54
Leisure centres	93
Other council buildings	75

Additional cameras have been installed at the recently redeveloped leisure centre at Ripon with new cctv schemes planned for the Hydro and Knaresborough Pool during 2022/23.



Harrogate
BOROUGH COUNCIL

April 2021 - March 2022 Our performance

During the last year the control room dealt with 4026 incidents an increase of 682 from 2020/21 and produced 198 evidential copies in addition to surveillance. The increase in incidents is linked to Covid 19 restrictions and the impact of lockdown measures. As the economy opened up the incident levels increased. Also conducted 129 reviews for North Yorkshire Police.

CCTV Operators have continued to provide a proactive approach to surveillance with the focus on preventing and detecting crime and supporting the police and other front line businesses.

The control room is able to communicate via Airwaves direct to the police, this collaborative approach provide a real time response and maximises opportunities to obtain the best evidence.

Complaints

Our CCTV Code of Practice detail that the service record and publish information in relation to any complaints it receives about CCTV. For the review period no complaints were received.

Outlined below are the main types of incidents that the CCTV control room staff deal with on a regular basis, and other routine work including maintenance and emergency planning responses.





Purpose of the Public Open Space Camera Network

The primary objective of the CCTV scheme is to provide a safe public environment for the benefit of those who live, trade, visit, service and enjoy the facilities of the area. This objective will be carried out by the pro-active monitoring of the system, so as to:

- assist in the detection and prevention of crime and antisocial behaviour; along with the maintenance of public order
- facilitate the apprehension and prosecution of offenders in relation to crime and public order
- prevent or mitigate interruptions to traffic flow (not to endorse minor breaches of traffic law)
- reduce the fear of crime and provide reassurance to the public
- provide the Police and the Council with evidence to take criminal and civil action in the Courts
- to assist in improving the environment in the areas monitored including town and city centres
- to provide assistance to emergency services
- to assist third parties with evidence to take criminal and civil actions

Management Responsibility - CCTV Code of Practice & Compliance

Management responsibility for the monitoring, operation and technical maintenance of the CCTV scheme is undertaken by the Council with a maintenance contract in place to deal with faults and replacement CCTV equipment. The Community Safety & CCTV Manager is the named Single Point of Contact (SPOC) with the CCTV Commissioner.

The annual review of the Code of Practice has taken place with only minor updates. The Code of Practice reflects the requirements of the Data Protection Act 1998 and other relevant legislation. The CCTV scheme is registered with the Information Commissioners Office.

This document sets out the purpose of the CCTV system owned and managed by the Council. A copy of the Code can be found on the website

The CCTV Service undertakes an annual Privacy Impact Assessment on all public open space cameras and any cameras located in a Council building or new schemes being proposed.

Deployable CCTV Camera

The CCTV service has one deployable CCTV camera. The camera is deployed to support community safety work across the district. The Community Safety Hub agrees all deployments where partner agencies come together to problem solve. The camera is considered alongside other preventative approaches and are only deployed on a temporary basis before moving to another location. During 2021-22 the camera was deployed to four locations.

New CCTV Schemes

During 2021 the cameras at the new Ripon Leisure Centre came on line, with a live feed back to the CCTV control room. Each camera has been assessed from a privacy perspective and will be subject to annual reviews.

Work is underway to consider new CCTV schemes at the Hydro and Knaresborough leisure sites. The schemes will be assessed using the CCTV Commissioner 12 Principles and self-assessment toolkits which included whether there is a 'pressing need' for CCTV.



Case studies

Night club vigilance results in arrest for drink driving

In the early hours of a February morning, the CCTV control room received a call from a local Night Club venue who are members of the Pub Watch scheme stating a road traffic accident had occurred near to a set of traffic lights in Harrogate town centre.

On observing, the female driver appeared unsteady on her feet and possibly under the influence of drink or drugs. The CCTV control room informed the police and gave updates on location for officers while watching the vehicle on camera as it made its way out of the town. Officers on a local housing estate stopped the vehicle and the female driver was breathalysed and subsequently arrested for drink driving and was more than twice the legal limit.

Criminal damage arrest due to vigilance of CCTV staff

CCTV monitor three young females late at night near the bus station in Harrogate.

They all appear in drink and are quite rowdy. They are monitored towards Station Parade where one of them is seen to cause damage to a shop.

Police are alerted via radio and unit attends. The girls are initially spoken to whilst police assess the damage.

CCTV are able to point out the individual who caused the damage, which results in an arrest.

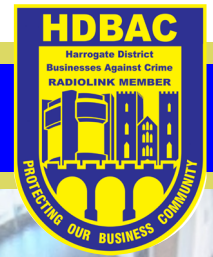
Protecting victims of crime

Mojo door staff alerted CCTV via the Radiolink scheme to a couple that were arguing on Oxford Street. They stated the male had pushed the female against a wall. CCTV did not witness this but did continue to monitor the couple who were still clearly arguing. CCTV informed the police who asked that the situation be monitored whilst an officer made their way.

The couple walked for a short time with no issues but then the male grabbed the female by the throat, bending her backwards over a wall. He then kicked her as she went to the floor. CCTV immediately informed the police again and officers were now close by. The male was seen to walk off camera. CCTV advised of the last sighting of him and he was located hiding in a bush. The male was subsequently arrested and a CCTV evidence was produced.

Safeguarding a vulnerable person

The police inform CCTV of a male who suffers with dementia who is reported lost within the town centre. Messages and a description of the male go out via the Radiolink scheme requesting that shops look out for the missing male. CCTV locate and monitor a male matching the clothing description near the conference centre. Police are directed to the male, all is well and he is returned safely home.



Radiolink and Business Crime

HDBAC Radiolink report

Throughout the pandemic, Radiolink membership has been up and down. We have gained new members such as Clintons, WHSmiths and Hidden Bar. We also have 4 businesses in the process of joining and many more interested.

Sadly due to the financial pressures of the pandemic and businesses closing, it means we have lost members over the year.

Over the next year there will be intelligence packs distributed to Radiolink members. This will keep shops up to date with current offenders and help deter shoplifters.

Harrogate CCTV is at the forefront of a pilot scheme, utilising better methods of communications to liaise with the police resulting in CCTV monitoring an additional 97 incidents over a 3 month period.

The success of this pilot scheme may result in other North Yorkshire control rooms following our methods.

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Free earpieces for members

As part of a programme to increase communication between Radiolink members and the CCTV control room, HDBAC has received 115 ear pieces that are to be distributed to members free of charge.

There is still a number of the earpieces remaining, if you're a member and would like to receive an earpiece then please contact:

CCTVcontrolRoom@harrogate.gov.uk



HDBAC Radiolink membership figures

	Retail	Night time economy	TOTAL
Membership at 31 March 2022	58	21	79

4 retailers currently in the process of joining

CCTV Radiolink In Action

Superdrug reported a sighting of two people in town they believed were suspects of shoplifting £400 worth of stock a couple of weeks prior.

They reported the sighting on Radiolink to CCTV and other shops.

CCTV monitored the couple entering Boots, plain clothed police officers waited outside and stopped them as they left.

They were both arrested after being found in possession of foil lined bags. They refused to give their details.

Superdrug confirmed they were the suspects from the previous incident.

Radiolink and Business Crime

Incidents reported to CCTV or initiated by CCTV operators (April 2021 – March 2022)

	initiated by CCTV operator	reported to CCTV by police	reported to CCTV by radiolink members
Shoplifting	8	51	128
Assault / Violence	64	176	103
Anti-social behaviour	102	267	228
Suspect person or known offenders	205	324	116

HDBAC is an accredited partnership linked to the National Association of Business Crime Partnerships.

Our accreditation will be due during 2022.

To support our partnership we have a board of management, this is made up of representatives from retail and night time economy.

The current board members are:



James White
Victoria Centre
Manager



Paul Forder
Store Manager ,
Superdrug, Ripon



Alan Huddart
Harrogate Pubwatch
Secretary



Andrea Thornbarrow
Store Manager,
Primark, Harrogate