



**East Staffordshire Borough Council**

**Closed Circuit Television**

**Evaluation 2022**

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## **1.0 INTRODUCTION**

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 Commissioner's CCTV Code of Practice published in 2014 and Biometrics and Surveillance Camera Commissioner's 'Surveillance Camera Code of Practice' published in 2021. East Staffordshire Borough Council commissioned Plass Solutions Ltd to undertake an independent evaluation of the East Staffordshire Borough Council's CCTV systems that are monitored in a dedicated CCTV Control Room.

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

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

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

The following evaluation will focus on the content of that Standard as outlined above.

## **2.0 POLICY STATEMENT AND SCHEME DESCRIPTION**

### **2.1 Closed Circuit Television**

The scheme initially comprises of 53 cameras (6 of which are not owned but monitored only by East Staffordshire Borough Council) and 8 redeployable cameras located in specific external locations with control, monitoring and recording facilities at a dedicated location. 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.

### **2.2 Ownership**

The scheme is owned by East Staffordshire Borough Council who is responsible for the management, administration and security of the system. East Staffordshire Borough Council will 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:

Head of Services  
East Staffordshire Borough Council  
The Town Hall  
Burton upon Trent  
Staffordshire  
DE14 2EB

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.

### **2.3 Policy Statement**

To promote public confidence by developing a safe and secure environment for the benefit of those employed, 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 East Staffordshire Borough Council's approved contractor's CCTV Control Room are operated in a manner that will secure their consistent effectiveness and preserve the civil liberty of law-abiding citizens at all times.

The Mission Statement is:

"To promote public confidence by developing a safe and secure environment for the benefit of those employed, visiting or using the facilities of the area covered by East Staffordshire Borough Council's CCTV system".

## **3.0 THE PURPOSE AND SCOPE OF THE SCHEME**

### **3.1 Purposes of the scheme**

The following are the objectives for which the East Staffordshire Borough Council CCTV system was established:

- a) reduce fear of crime
- b) deter and prevent crime
- c) assist in maintenance of public order and reduce offences involving vandalism and nuisance
- d) provide assistance with issues relating to public safety and health
- e) provide assistance to the public in emergency situations

### **3.2 Scope of the scheme**

The cameras have been sited to capture images which 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.

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 at specified locations.

East Staffordshire Borough Council 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 East Staffordshire Borough Council's approved Contractor's CCTV control room accept this fundamental principle as being paramount.

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The scheme aims to provide surveillance of the public areas in order to fulfil 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. The registration numbers are Z5706070 and Z5897556. The scheme will be managed in accordance with the principles of the Data Protection Act 2018, 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 completed annually.

### **3.3 Personnel**

All personnel involved with the monitoring of CCTV have been security screened in accordance with British Standard 7858.

### **3.4 Training**

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

### **3.5 Operation of the scheme**

The system is operated in accordance with a recognized Code of Practice and Procedural Manual.

### **3.6 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 has been undertaken in September 2023 prior to this evaluation 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 2022 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 2018 and Human Rights Act 1998.

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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.

d) Standard of costs for the release or viewing of material:

The Information Commissioner confirms the cost should be free of charge. However, East Staffordshire Borough Council and/or West Midlands Combined Authority may charge reasonable fees when responding to manifestly unfounded or excessive requests. There were no Subject Access Requests received and processed in 2022.

e) Legislation:

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

## **4.0 INCIDENT AND OFFENCE ANALYSIS**

### **4.1 STATISTICAL ANALYSIS AND EVALUATION**

In order to achieve meaningful evaluation, the CCTV cameras 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 and Key and Support Indicators.

### **4.2 Contextual Indicators**

Contextual Indicators relate to the circumstances or background surrounding the particular initiative. In this case the principal purpose of the CCTV schemes are the prevention and detection of crime, the reduction of the fear of crime and apprehension of offenders. Both British Crime Statistics and Police Recorded crime statistics will provide the contextual indicators necessary for the analysis.

### **4.3 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 number and type of incidents monitored and recorded by the CCTV Control Room operators for each camera.

### **4.4 Support Indicators**

Support Indicators are used to refute or verify the key indicators. These measurements will include the number of reviews of media undertaken by the police.

### **4.5 EVALUATION**

#### **4.5.1 British Crime Survey**

The responsibility for the publication of crime statistics transferred from the Home Office to Office of National Statistics (ONS) in April 2012, with the year starting on 1<sup>st</sup> July and finishing on 30<sup>th</sup> June. The following information has been taken from the ONS website.

This is the first Crime Survey for England and Wales (CSEW) to use a full 12 months of data from face-to-face interviews since the coronavirus (COVID-19) pandemic. Comparing it with the year ending March 2020 gives a comparable estimate to the period before the coronavirus pandemic. It is important to note that because of the Crime Survey methodology, the latest figures include some experiences of crime that took place during social restrictions.

The latest figures from the CSEW for the year ending September 2022 showed that compared with the pre coronavirus pandemic year ending March 2020, total crime decreased by 10%. Focusing on individual crime types:

- The year ending September 2022 estimates showed that overall theft decreased by 20% compared with year ending March 2020.



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- The year ending September 2022 estimates showed that fraud has now returned to pre-coronavirus pandemic levels (no significant change compared with the year ending March 2020); this suggests increases may have been specific to the coronavirus pandemic period, rather than a sustained change in trends.

While police recorded crime is not generally a good indicator of trends in crime, for some crime types, it can give more insight into lower-volume but higher-harm crimes, including those that the survey does not cover, or capture well. For such crimes, there have been increases in the last year (since the removal of social restrictions), though they remain below pre-coronavirus pandemic levels, for example:

- The number of homicides decreased by 8% to 663 offences compared with the year ending March 2020, where there were 719 offences; this compares with a 2% increase with the year ending September 2021.
- Police recorded offences involving knives or sharp instruments is down 8% to 50,434 offences compared with the year ending March 2020; this compares with an 11% increase with the year ending September 2021.
- The number of police recorded robbery offences also remained 21% lower (70,881 offences) than the year ending March 2020 (90,204 offences); more recently, robbery offences increased 15% compared with the year ending September 2021 (61,521 offences).

Police recorded sexual offences have risen by 22% compared with the pre-coronavirus pandemic year ending March 2020. This increase to 199,021 offences was the highest annual figure recorded in England and Wales. When interpreting police recorded sexual offences, it is important to note that these figures may reflect a number of factors, including the impact of high-profile cases and campaigns on victims' willingness to report both recent and historical incidents. For a subset of forces supplying data to the Home Office Data Hub, 22% of all sexual offences in the year to September 2022 had taken place over a year prior to the incident being recorded.

From data gathered by both police recorded crime and the CSEW to September 2022, it appears too early to say whether or not the decreases seen in most crime types occurring during the coronavirus pandemic will come to represent a sustained change in long-term trends. The CSEW remains the best estimate of long-term trends, although it is also important to note that additional caution must be taken when using these data. Both CSEW and police recorded crime are not designated as National Statistics.

The year ending September 2022 refers to 12 months of data collection between October 2021 and September 2022. Data collected during this period include experiences of crime in the 12 months before the interview month, and therefore includes crimes committed during the coronavirus pandemic and as early as October 2020.

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According to Crime Survey for England and Wales (CSEW) estimates for the year ending September 2022, adults aged 16 years and over experienced 9.1 million offences. This was a statistically significant decrease (10%) compared with the year ending March 2020 survey data. This was predominantly because theft offences decreased by 20% (from 3.3 million to 2.6 million offences). The latest CSEW figures included in this release are based on interviews conducted between October 2021 and September 2022, measuring experiences of crime in the 12 months before the interview. This means crimes recorded on the survey could have occurred as far back as October 2020 and as recently as August 2022. Crime survey estimates for the year ending September 2022 are not National Statistics. Caution should be taken when using these data because of the impact of lower response rates in the first months of fieldwork on the quality of the estimates. Since the mid-1990s, there have been long-term falls in overall CSEW crime estimates. Long-term trends also vary by crime types.

Police recorded crime levels in England and Wales have been substantially affected by the coronavirus (COVID19) pandemic and restrictions on social contact. In line with CSEW comparisons, police recorded crime levels are compared with pre-coronavirus pandemic levels in the year ending March 2020.

Comparisons with the year ending September 2021 show patterns in crime since the easing of social restrictions. Improvements to recording processes and practices by the police, expansions of the recorded crime collection to include new offences, variations in police activity, more victims reporting crime, and genuine increases in some types of crime, have each made substantial contributions to rises in recorded crime over recent years. This effect has been more pronounced for some crime types. For some types of offence these figures do not provide reliable trends in crime.

Police recorded crime in England and Wales in the year ending September 2022 exceeded pre-coronavirus pandemic levels. The 6.6 million crimes recorded were 10% higher compared with the year ending March 2020 (6.1 million offences). This overall increase was largely driven by increases in the offence categories, which are most subject to changes in reporting and recording practices. Therefore, these estimates should be treated with caution as they may not reflect a genuine increase in crime. In the year ending September 2021, police recorded crime fell to 5.8 million offences, driven by national lockdowns and restrictions to social contact during this period. The impact that government public health restrictions had during the coronavirus pandemic on levels of police recorded crime can be clearly seen when looking at quarterly figures.

Since the year ending September 2021, police recorded crime has increased by 14% in the year ending September 2022. Police recorded crime includes crimes against people, households and businesses in both residential and non-residential settings, such as non-domestic burglary, societal crimes such as drug taking, and crimes against children. Police recorded crime volumes are higher than those committed against individuals only.

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**4.5.2 Staffordshire 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.

There were 110,790 total offences recorded in 2022 compared to 94,842 in 2021, an increase of 16.8%. The following table shows the comparison categories of crime:

<b>Category</b>	<b>2021</b>	<b>2022</b>	<b>+ / - %</b>
Anti-Social Behaviour	24,873	21,037	-15.4%
Burglary	3,166	4,126	30.3%
Robbery	670	891	33.0%
Vehicle crime	4,044	5,637	39.4%
Violence/Sexual	34,657	43,799	26.4%
Shop Lifting	4,484	5,214	16.3%
Criminal Damage/Arson	8,075	8,826	9.3%
Other Theft	5,940	7,837	31.9%
Drugs	1,244	2,188	75.9%
Bike Theft	737	977	32.6%
Theft from a Person	368	513	39.4%
Weapons	533	756	41.8%
Public Order	4,890	7,109	45.4%
Other	1,161	1,880	61.9%

**4.6 Key Indicators**

**4.6.1 Analysis of Recorded Crime Levels**

The following is an analysis of recorded crime in the areas covered by the CCTV schemes installed in Burton on Trent and Uttoxeter for 2019, 2020, 2021 and 2022. The analysis for 2018 did not take place.

The following statistics were obtained from the online crime mapping website. However, it should be noted the Police has changed the way it publishes crime as part of their performance data. This no longer allows for data to be extracted for the exact locations where East Staffordshire Borough Council’s cameras are situated. Data is recorded by boundary areas. Therefore, the areas of Burton Town & Uxbridge, Winshall & Stapenhill and Uttoxeter Town are included in the figures below. The categories have also changed with the addition of bike theft, possession of weapons and theft from a person:

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<b>Burton on Trent</b>					
	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>% Change</b>
<b>ASB</b>	1262	1047	1027	877	-15%
<b>Bike Theft</b>	105	71	48	84	75%
<b>Burglary</b>	164	126	88	105	19%
<b>Criminal Damage</b>	310	284	270	305	13%
<b>Drugs</b>	93	73	79	124	57%
<b>Other Crime</b>	63	43	40	57	43%
<b>Other Theft</b>	233	207	189	265	40%
<b>Public Order</b>	178	157	225	297	32%
<b>Possession of Weapons</b>	26	18	17	36	112%
<b>Robbery</b>	25	31	28	51	82%
<b>Shoplifting</b>	297	190	176	204	16%
<b>Theft from a Person</b>	36	12	28	37	32%
<b>Vehicle Crime</b>	208	97	177	211	19%
<b>Violence</b>	1069	1232	1279	1892	48%
<b>Grand Total</b>	<b>4069</b>	<b>3588</b>	<b>3671</b>	<b>4545</b>	<b>24%</b>

<b>Uttoxeter</b>					
	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>% Change</b>
<b>ASB</b>	266	149	133	133	0%
<b>Bike Theft</b>	2	0	3	1	-67%
<b>Burglary</b>	28	17	7	23	229%
<b>Criminal Damage</b>	60	38	51	45	-12%
<b>Drugs</b>	8	18	12	20	67%
<b>Other Crime</b>	6	7	4	7	75%
<b>Other Theft</b>	46	33	44	47	7%
<b>Public Order</b>	16	18	39	44	13%
<b>Possession of Weapons</b>	3	4	5	4	-20%
<b>Robbery</b>	2	1	0	3	---
<b>Shoplifting</b>	36	55	62	74	19%
<b>Theft from a Person</b>	6	1	7	6	-14%
<b>Vehicle Crime</b>	29	16	13	27	108%
<b>Violence</b>	188	144	219	248	13%
<b>Grand Total</b>	<b>696</b>	<b>501</b>	<b>599</b>	<b>682</b>	<b>14%</b>

The most prominent type of offences committed in the areas where the cameras are installed remains violence for Burton and Uttoxeter; followed by antisocial behaviour in both Burton and Uttoxeter. Research suggests that these types of offences are those that are more likely to be captured by public space surveillance systems and this should be reflected in the incidents captured by the CCTV operators.

The type of crimes that CCTV will address are not totally random or isolated events but combine into sets with common features. Such crimes will show patterns and form clusters, these will include times and dates or focus on particular types of property or victims and are committed by a range of methods.

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**4.6.2 Recorded Incidents by CCTV operators**

The following table depicts the number of recorded incidents captured by the operators using the cameras for the 2016, 2019, 2020, 2021 and 2022 periods. This should be regarded as a key indicator to the performance of both the operator and cameras; however, the following data needs to be considered with some caution.

	<b>Total 2016</b>	<b>Total 2019</b>	<b>Total 2020</b>	<b>Total 2021</b>	<b>Total 2022</b>
<b>ASB</b>	0	25	8	3	11
<b>Alcohol related</b>	67	13	4	2	14
<b>Assault</b>	0	0	10	16	33
<b>Attempted Suicide</b>	0	1	1	2	0
<b>Attempted Theft</b>	0	1	1	0	0
<b>Bike Theft</b>	0	7	0	1	2
<b>Burglary</b>	0	1	5	2	1
<b>Criminal Damage &amp; Arson</b>	6	3	6	3	1
<b>Disturbance</b>	91	0	0	0	0
<b>Domestic</b>	0	3	0	0	0
<b>Drugs</b>	22	8	4	2	2
<b>Graffiti</b>	0	0	2	1	2
<b>Indecent Exposure</b>	0	1	0	0	0
<b>Medical</b>	0	2	1	2	3
<b>Missing Person</b>	69	0	0	1	1
<b>Nuisance Youths</b>	150	0	0	0	0
<b>Police Request</b>	0	23	17	17	21
<b>Public Order</b>	0	39	34	15	25
<b>Observations</b>	210	0	0	0	0
<b>Offensive Weapons</b>	5	1	9	1	3
<b>Other</b>	244	4	1	1	6
<b>Racial</b>	0	4	0	0	0
<b>Road Traffic Collision</b>	0	2	8	5	4
<b>Robbery</b>	1	6	1	2	1
<b>Serious Incident</b>	0	1	2	4	2
<b>Sexual Assault</b>	0	0	1	1	1
<b>Suspicious Behaviour</b>	126	3	7	1	2
<b>Theft</b>	39	1	0	2	4
<b>Traffic</b>	11	0	0	0	0
<b>Trespass</b>	0	0	1	0	0
<b>Vehicle</b>	0	0	0	0	1
<b>Violence</b>	91	21	0	0	0
<b>Grand Total</b>	<b>1132</b>	<b>170</b>	<b>123</b>	<b>84</b>	<b>140</b>

As can be seen by the above table, 'Assault' and 'Public Order' are the most recorded. The number of recorded incidents during 2022 was 140, compared with 84 in 2021; an increase of 66.7%.

#### **4.6.3 Registration of systems with the Information Commissioner**

The CCTV schemes monitored in the CCTV Control Room are covered by the East Staffordshire Borough Council's and the West Midlands Combined Authority's registrations with the Information Commissioner for the use of Closed Circuit Television, for the following purposes:

##### **Crime prevention and prosecution of offenders including the use of CCTV:**

East Staffordshire Borough Council - Date Registered: 05 September 2001; Registration Expires: 4<sup>th</sup> September 2024.

West Midlands Combined Authority – Date Registered: 17 October 2001; Registration Expires: 16 October 2024.

Further details are available on the Information Commissioner's website under registration number Z5706070 and Z5897556.

#### **4.6.4 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 2018 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.

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.

There is a total of 53 cameras installed within Burton on Trent and Uttoxeter. All cameras are monitored by the approved CCTV control room.

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During 2019 the cameras were used on 212 occasions. This equated to an average of 4 usages per camera. During 2020 the cameras were used on 124 occasions. This equated to an average of 2 usages per camera. During 2021 the cameras were used on 181 occasions. This equated to an average of 3 usages per camera. In 2022, the cameras were used on 181 occasions. This equates to an average of 4 usages per camera.

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 2 incidents, this being half the average for each location, will fall into the category of being 'at risk'.

During 2019, there were 22 cameras which fell below the above criteria. During 2020, there were 15 cameras which fell below the above criteria. During 2021, there were 24 cameras which fell below the above criteria. In 2022, there were 27 cameras which fell below the above criteria.

It should be noted that further investigations into the performance of cameras and continued availability will need to be assessed, especially if those cameras have been faulty for extended periods.

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. A list of all cameras and usages can be found in Appendix 'A' of this report.

#### **4.7 Support Indicators**

As mentioned at the beginning of this section of the report, using a basket of performance indicators, assists in a more reliable conclusion. There is a fundamental danger in using a single indicator (crime related or not) to assess performance, as that indicator might be unreliable, in that it may fail to measure accurately what is being assessed or the data may be unrepresentative of the true position. For this reason, evaluation should be based wherever possible, on a group of indicators, commonly referred to as a 'basket' of indicators.

The key performance indicators in this project are the number of incidents recorded by the CCTV operators for each individual camera and the usage of each camera during an incident.

The viewing and subsequent copying/seizure of recorded images by police can act as an indicator to support or refute the effectiveness of the scheme in obtaining meaningful evidence. However, it is difficult, if not impossible to ascertain from police records whether the images viewed have been used as evidence to obtain a conviction at court, assisted in any other clearance process or been used for intelligence purposes. Whilst officers complete a log when they receive copy DVD's/CD's/USBs, the audit trail is difficult to trace from this point and this is the case with most CCTV schemes.

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During 2019, this had decreased to 46, resulting in 44 CD/DVDs issued to the Police. CD/DVDs issued to third party requests was 1 and 1 subject access request. During 2020, the requests from Police increased to 66, resulting in 22 CD/DVDs/USBs/hard drives issued to the Police. During 2021, the requests from Police increased to 116, resulting in 21 CD/DVDs/USBs/hard drives issued to the Police. Requests from third parties was 1, resulting in 1 CD/DVD/USBs being issued. In 2022, the requests from Police increased to 63, resulting in 29 CD/DVDs/USBs/hard drives issued to the Police. Requests from third parties was 1, resulting in 1 CD/DVD/USB being issued. Generally, it would appear to indicate that the Police are finding the CCTV systems useful and this is a positive support indicator.

#### **4.8 Complaints**

A member of the public wishing to make a complaint about the system may do so through East Staffordshire Borough Council's complaint procedure. A copy of the complaint procedure is available by writing to:

Head of Services  
East Staffordshire Borough Council  
The Town Hall  
Burton upon Trent  
Staffordshire  
DE14 2EB

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.



## **5.0 CONCLUSION**

### **5.1 Introduction**

The evaluation subject of this report, focuses on the public space Closed Circuit Television surveillance cameras installed, owned, managed and operated by East Staffordshire Borough Council.

During 2019 there were 4069 crimes/offences recorded by the police for the area covered by the Burton on Trent CCTV system and in the same period there were 696 offences committed in the Uttoxeter CCTV areas. The most prominent type of offence committed in these areas was again anti-social behaviour.

During 2020 there were 3588 crimes/offences recorded by the police for the area covered by the Burton on Trent CCTV system (decrease of 12%) and in the same period there were 501 offences committed in the Uttoxeter CCTV areas (decrease of 28%). The most prominent type of offence committed in the Burton on Trent was Violence and in Uttoxeter anti-social behaviour; but close behind was Violence.

During 2021 there were 3671 crimes/offences recorded by the police for the area covered by the Burton on Trent CCTV system (increase of 2%) and in the same period there were 599 offences committed in the Uttoxeter CCTV areas (increase of 20%). The most prominent type of offence committed in the Burton on Trent and Uttoxeter was Violence followed by anti-social behaviour.

In 2022 there were 4545 crimes/offences recorded by the police for the area covered by the Burton on Trent CCTV system (increase of 23.8%) and in the same period there were 682 offences committed in the Uttoxeter CCTV areas (increase of 13.9%). The most prominent type of offence committed in the Burton on Trent and Uttoxeter was Violence followed by anti-social behaviour.

As an important part of the process, an analysis was undertaken of the number and type of incidents captured by the surveillance system, this being viewed as the key performance indicator for each of the cameras.

During 2019 there were 170 incidents recorded by the CCTV operators. The most recorded incident was 'Public Order' and 'ASB' are the most recorded. During 2020, there were 123 incidents recorded by the CCTV operators. The most recorded incident was 'Public Order'. During 2021, there were 84 incidents recorded by the CCTV operators. The most recorded incident was 'Assault'. In 2022, there were 140 incidents recorded by the CCTV operators. The most recorded incident was 'Public Order' followed by 'Assault'.

It is necessary to be able to justify the existence of each camera which forms part of the CCTV scheme and the only measurement, is when it has been used during an incident. It should be explained that when monitoring of an incident, it is normal practice to use a number of cameras and therefore the analysis will have no resemblance to the actual number of incidents. However, it will provide an indication of the usefulness of each camera to the overall system when dealing with incidents.

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During 2019 the cameras were used on 212 occasions. This equated to an average of 4 usages per camera. During 2020, the cameras were used on 124 occasions. This equated to an average of 2 usages per camera. During 2021, the cameras were used on 181 occasions. This equated to an average of 3 usages per camera. In 2022, the cameras were used on 199 occasions. This equates to an average of 4 usages per camera.

It should be stated that accuracy depends upon the CCTV operator activating the incident software immediately so that cameras are automatically ascribed to the incident. This occurs rarely as it is difficult to concentrate on completing the software fields and remain observant at the same time, so details of the cameras are usually entered retrospectively.

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 2 incidents, this being half the average for each location, will fall into the category of being 'at risk'.

During 2019 there were 22 cameras which fell below the above criteria. During 2020, there were 15 cameras which fell below the above criteria. During 2021, there were 24 cameras which fell below the above criteria. In 2022, there were 27 cameras which fell below the above criteria.

Whilst it is not possible to make an assumption that the CCTV system is effective, 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.

It is a recommendation that the East Staffordshire Borough Council CCTV systems continue to be evaluated on an annual basis. This will ensure future compliance with the Biometrics and Surveillance Camera Commissioner's 'Surveillance Camera Code of Practice', it will also provide compliance with legislation and ensure continuous measurement of fluctuations and monitoring for any emergence of life cycles, which could cause a decline in the initiative.

## **5.2 Further Investigations**

As stated, prior to any decisions there are further investigations to be undertaken on those cameras identified as 'at risk'. These will include the following:

- a) Environmental – obstructions, lighting, location
- b) Technical – quality of images, transmission, equipment
- c) Operational – are cameras
- d) part of a group of cameras which provide continuity for
  - tracking, escape route
  - essential for influencing the fear of crime, security of staff and
  - customers
  - used for another purpose

e) Consultation

- CCTV control room operators/management
- Police
- Station managers
- Businesses

Whilst the above list does not intend to be exclusive, it will assist in focusing on the additional considerations and investigation to be undertaken.

### **5.3 Options**

Once further research has been concluded there should be a core number of cameras where decisions are necessary and the options may include the following;

- a) Improve environment e.g. prune trees, increase lighting etc
- b) Technical upgrade
- c) Increased monitoring (Technical or Human)
- d) Temporary disconnection (To ascertain effects on crime or public perceptions)
- e) Relocation of camera to 'Hot Spot'
- f) Decommission and utilise re-deployable cameras, if technically achievable
- g) Decommission and do not consider any of the above

**APPENDIX 'A'**  
**CAMERA USAGE**

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Camera Number	2019	2020	2021	2022
9300	29	14	18	40
9301	15	8	17	36
9302	5	0	4	11
9303	4	1	2	4
9304	1	0	2	3
9305	9	6	5	6
9306	27	30	27	28
9307	5	9	3	5
9308	1	0	0	0
9309	5	5	0	5
9310	14	1	6	4
9311	2	1	0	4
9312	1	5	3	5
9313	2	6	3	3
9314	12	8	15	6
9315	14	1	7	1
9316	4	2	1	2
9317	1	2	1	3
9318	2	1	1	1
9319	2	1	1	1
9320	0	0	0	2
9321	4	1	3	0
9322	2	0	1	0
9323	0	0	3	0
9324	0	0	1	1
9325	3	0	2	3
9326	0	0	1	0
9327	0	0	0	0
9328	3	1	0	0
9329	1	1	0	0
9332	0	1	1	0
9333	0	0	1	0

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<b>9334</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>9335</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>3</b>
<b>9336</b>	<b>6</b>	<b>1</b>	<b>5</b>	<b>2</b>
<b>9337</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>2</b>
<b>9338</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>5</b>
<b>9339</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
<b>9340</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>2</b>
<b>9341</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>2</b>
<b>9342</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>9343</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>9344</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>9345</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>9346</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>9347</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>
<b>9348</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>
<b>9349</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>0</b>
<b>9350</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>
<b>9351</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>0</b>
<b>9352</b>	<b>5</b>	<b>4</b>	<b>12</b>	<b>4</b>
<b>9353</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>2</b>
<b>9354</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>
<b>Total</b>	<b>194</b>	<b>124</b>	<b>181</b>	<b>199</b>

**APPENDIX 'B'**

**CAMERA LIST**

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<b>Camera Number</b>	<b>Location</b>
9300	Station Street Junction
9301	Worthington Way
9302	Burton Library
9303	Meadowside Leisure Centre
9304	Burton Place Rear Car Park
9305	Burton Place Lower Car Park
9306	Station Street
9307	Central Rear Car Park
9308	Central Car Park
9309	Central Car Park Entrance
9310	Andressey Passage
9311	Sainsburys Car Park
9312	Union Street
9313	New Street
9314	High Street
9315	Market Place 1
9316	Ferry Bridge
9317	Saltwalk
9318	Burton College
9319	Frankie and Bennys
9320	Guild Street
9321	Cine World
9322	Matalan
9323	Mecco Bingo
9324	DW Sports Service Road
9325	Ferry Bridge
9326	Stapenhill Gardens
9328	Burton College
9329	Burton College
9332	Bradley Street, Uttoxeter
9333	Maltings Car Park 1, Uttoxeter
9334	Maltings Car Park 2, Uttoxeter
9335	High Street, Uttoxeter
9336	High Street, Uttoxeter
9337	Market Place, Uttoxeter
9338	Bridge Street, Uttoxeter
9339	Trinity Road Car Park, Uttoxeter
9340	High Street Bollard
9341	Smithfield Road 1
9342	Smithfield Road 2
9343	Smithfield Road 3
9344	Fairfield Road Car Park
9345	Carters Square 1
9346	Carters Square 2
9347	Bollard Entry W
9348	Bollard Exit W Way



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9349	Bollard Entrance Station
9350	Bollard Entry New Street
9351	Bollard Exit New Street
9352	Over Burton Place Entrance
9353	Andressey Passage Mid
9354	Uxbridge Street Queen Street