

Closed Circuit Television
Evaluation Report

01 January 2023 To 31 December 2023

In line with -

British Standard 7958

The Biometrics and Surveillance Camera Commissioners
'Surveillance Camera Code of Practice'

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1.0 METHODOLOGY

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 October 2014 and Biometrics and Surveillance Camera Commissioner’s ‘Surveillance Camera Code of Practice’ 2021.

Whilst the Information Commissioner’s CCTV Code of Practice and the Biometrics and Surveillance Camera Commissioner’s ‘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.

2.0 INTRODUCTION

2.1 Description of the scheme

The Open University CCTV system consists of 417 cameras that have been installed at strategically positioned locations in Milton Keynes, Nottingham, Manchester, Edinburgh, Belfast, Dublin, Wellingborough. These cameras cover mainly Carparks, External areas of sites and some internal common areas.

The system is monitored by trained and dedicated staff.

2.2 Communication

There is no dedicated CCTV transmission link to a Police.

2.3 System Operation

The system is monitored by dedicated staff who have received the accredited training now required by the Private Security Industry Act 2001. The system is operated and managed in accordance with current legislation and detailed CCTV Codes of Practice and operational Procedures Manual.

3.0 POLICY STATEMENT AND SCHEME DESCRIPTION

3.1 Closed Circuit Television

The scheme initially comprises of 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.

3.2 Ownership

The scheme is owned by The Open University who is responsible for the management, administration and security of the system. The owners manage the system and 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:

The Security Manager
The Open University
Walton Hall
Milton Keynes
MK7 6AA

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.

3.3 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 Open University 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.

4.0 THE PURPOSE AND SCOPE OF THE SCHEME

4.1 Purposes of the scheme

The following are the objectives for which The Open University CCTV system was established:

- a) Reducing the fear of crime
- b) Deterring and preventing crime
- c) Assisting in the maintenance of public order and reducing offences involving vandalism
- d) Providing high quality evidence which may assist in the detection of crime and the apprehension and prosecution of offenders
- e) Protecting property
- f) Providing assistance with issues relating to staff & visitors safety and health
- g) Providing assistance and reassurance to staff and visitors in emergency situations

4.2 Scope of the scheme

The cameras have been sited to capture images that 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 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 installed in an area, we will consult and sign the area concerned with information of the proposed system. The results of the consultation will be taken into account.

Any 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 at specified locations.

The Open University support the individual's right to privacy and will insist that all agencies involved in the provision and use of the CCTV systems accept this fundamental principle as being paramount.

The scheme aims to provide surveillance of the Open University sites 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 staff and visitors and 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 scheme will be managed in accordance with the principles of the General Data Protection Regulation 2018, Human Rights Act 1998 and all other relevant legislation including the Surveillance Camera Code of Practice.

Reviews of Data Protection and Legal requirements are taken annually.

4.3 Personnel

All personnel involved with the monitoring of CCTV have or are in the process of being security screened in accordance with British Standard 7858.

4.4 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 will be licensed by the Security Industry Authority.

4.5 Operation of the scheme

The system is operated in accordance with a recognized Code of Practice and Procedural manual. The scheme is registered with the Information Commissioner, details of which can be obtained from the Information Commissioners web site. The scheme operates within the requirements of the General Data Protection Regulation 2018, Human Rights Act 1998 and relevant legislation.

4.6 Audit

As mentioned in the introduction, 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 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 2023 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 General Data Protection Regulations 2018 and Human Rights Act 1998.

- 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 states that requests are free of charge to the Data Subject. However, The Open University may charge reasonable fees when responding to manifestly unfounded or excessive requests. There have been no Subject Access Requests during 2023.

- e) legislation

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

5.0 CHANGES IN OPERATION, MANAGEMENT OR POLICY

As reflected in the Code of Practice, any major changes to the Code of Practice take place only after consultation with the relevant management group and upon agreement of the organisations with a participatory role in the operation of the system.

5.1 Major changes to the code are defined as changes which affect its fundamental principles and shall be deemed to include:

- Additions and omissions of cameras to the matters which have privacy implications
- Additions to permitted uses criteria e.g. purposes of the scheme
- Changes in the right of access to personal data, except statutory requirements
 - Significant legal implications.

5.2 Minor changes to this Code of Practice are defined as operational and procedural matters which do not affect the fundamental principles and purposes; these include:

- Additional clarifications, explanations and corrections to the existing code
- Additions to the code of practice in order to conform to the requirements of
 - Any statutory Acts and changes in criminal legislation

A minor change may be agreed between the manager and the owner of the system.

The Code of Practice is subject to annual review. A copy of the Code of Practice can be obtained by writing to:

The Security Manager
The Open University
Walton Hall
Milton Keynes
MK7 6AA

6.0 PROPOSALS FOR THE SCHEMES INCLUDING AIMS AND OBJECTIVES

The Open University CCTV control room utilises the latest technology in Closed Circuit Television. This is seen as being beneficial to all those who visit and work in the area.

The aims and objectives remain the same and these are the prevention and detection of crime, to reduce the fear of crime and make the area a safe environment.

7.0 STATISTICAL ANALYSIS AND EVALUATION

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

7.1 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 total crime for the police area. Also included in this category will be the number of incidents reported by The Open University CCTV Control Room to police and other agencies.

7.2 Support Indicators

Support Indicators are used to refute or verify the key indicators. The measurements will include the number of media collected by police which contain evidential value.

7.3 EVALUATION

7.3.1 Contextual Indicators

The responsibility for the publication of crime statistics transferred from the Thames Valley Police website, with the year starting on 1st January and finishing on 31 December.

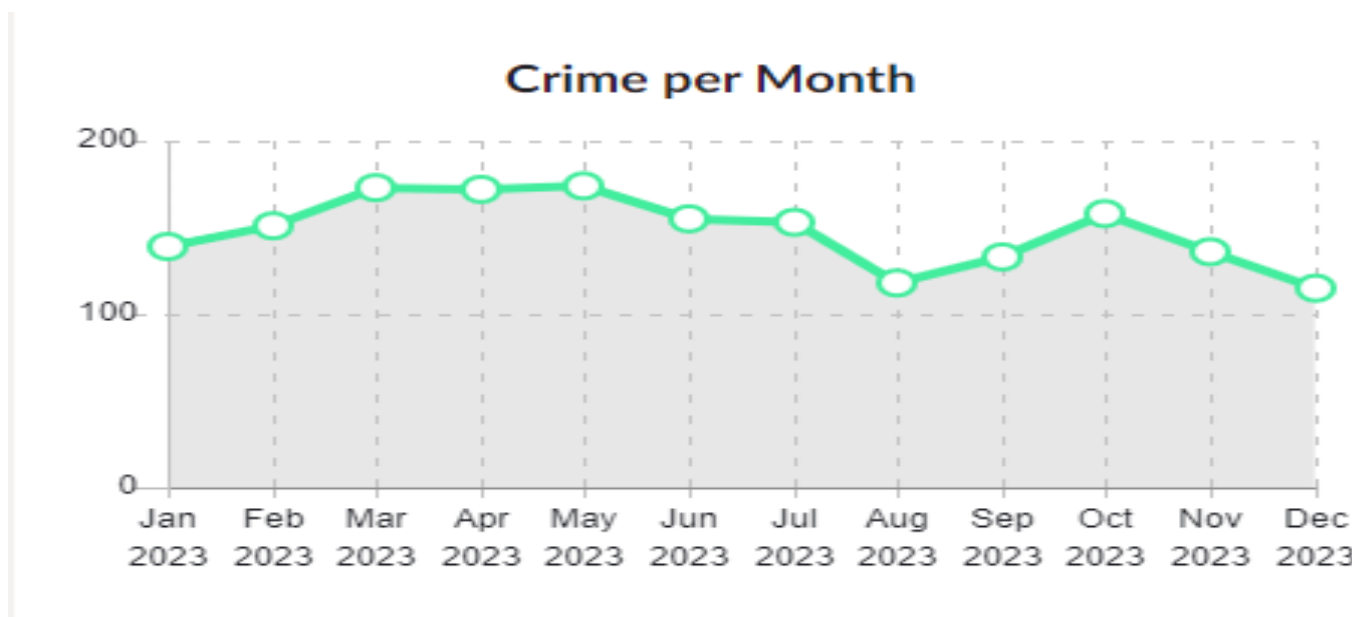
7.3.2 Key Indicators

During 2023 the recorded crime in Thames Valley Police area has decreased.



7.4.3 Danesborough and Walton area crime statistics

The following tables depict the number of offences for Jan 23 to Dec 2023. This information has been taken from the Thames Valley Police website.



In 2023, there was a decrease in crimes and offences. The most prominent category of offence was for violence and sexual offences.

7.4.4 Incident Reports by CCTV Operators

During 2023 there were 48 incidents recorded by the CCTV operators. A table showing the categories of incidents can be found in Appendix 'A' of this report.

We haven't been recording the number of regular patrols carried out. Our control is slightly different from others in the fact that CCTV is not the operator's sole job.

7.4.6 Viewing and Seizure of evidence

The viewing and subsequent copying/seizure of recorded images 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 encrypted drive or Uploads to NICE, the audit trail is difficult to trace from this point.

The following table records how many encrypted drives or NICE Uploads have been reviewed by the Police and seized as evidence:

Year	Requested Viewings	Encrypted Drive	NICE Upload
2023	1	0	1

There have been no RIPA requests in 2023.

The following table records how many encrypted drives or still images have been issues as evidence to third parties:

Year	2023
Insurance Requests	00
Internal Requests	01
Law Firms	02

7.4.7 Camera Usage

All systems must comply with the Information Commissioners CCTV Code of Practice, which are based on the requirements of the General Data Protection Regulations 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 417 cameras installed at Open University sites. All cameras are monitored by the CCTV Control Room.

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

7.4.8 Complaints

A member of the public wishing to make a complaint about the system may do so through The Open University's complaint procedure. A copy of the complaint procedure is available by writing to:

The Security Manager
The Open University
Walton Hall
Milton Keynes
MK7 6AA

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.

It should also be noted that compliments have been received regarding the service provided by the control room. Examples include feedback from Police in relation to the excellent quality of the CCTV footage of two serious incidents.

7.4.9 Subject Access requests

During 2023 there have been no Subject Access Requests.

8.0 CONCLUSION AND RECOMMENDATIONS

8.1 Retrieval of Statistics

The retrieval of crime and offence statistics has proved difficult as resources have been reduced. The statistics have therefore been obtained from the Thames Valley Police website.

8.2 The CCTV Scheme

Whilst it is inadvisable to rely solely on Police statistics to evaluate the effectiveness of CCTV as they are notoriously unreliable due to the complexity of the reporting procedures, it is all that is required to comply with accreditation with the British Standard. More in-depth research would need to be undertaken for a reliable conclusion to be made.

The availability of crime statistics for the policing area covering Milton Keynes has altered and the accessibility for such statistics is now through the online website for the Police mapping facility. During 2023 there was a decrease in crimes and offences. The most prominent category of offence was for violence and sexual offences.

However, as mentioned previously, the data collected from the Police website covers incidents in the general, in the Thames Valley Police area, Walton Hall had no reported crime on the Police website. Without a more detailed analysis it is difficult to establish if the CCTV has had positive effect and it will be necessary to monitor and evaluate the system over the next 12 months.

In 2023 there have been 1 viewing by the Police with 1 NICE uploads to the Police. This upload provided valuable footage to the cases of a serious crime.

8.3 Camera Uses

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.

There is a total of 417 cameras installed at Open University sites. All cameras are monitored by the CCTV Control Room. During 2023 we didn't remove any cameras after the review. Further reviews into the performance of cameras and continued availability will be assessed on an ongoing bases or change of use.

8.4 Assessment

The purposes and scope of the scheme are detailed in Section four of this report and these include the prevention and detection of offences. Whilst it is not possible to make an assumption that the CCTV system is actually preventing offences 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 therefore recommended that at present the system is effective in achieving its purpose, however, there appears to be no current research available which indicates the perceptions of the public, residents and those working in the area covered by the cameras.

It is recommended that future evaluations should include a more in-depth analysis of each camera location with a view to justifying their existence and ascertaining if each camera remains appropriate.

8.5 Future Evaluations

It is recommended that the Open University CCTV system be evaluated on an annual basis This will ensure continued compliance with the British Standard, which is assessed each year, it will also provide compliance with legislation and the Surveillance Camera Codes.

9. Appendix A Types of Incidents

Year 2023	
RTC	06
Robbery	01
Intruder Alarm	01
H&S	10
Other	30