

**Warminster and Westbury CCTV  
Committee Members 2008 - 2009**

Councillor A Davis (Chair)	Warminster Town Council
Councillor M Baker	Warminster Town Council
Cllr C March	Warminster Town Council
Councillor S Wheeler	Warminster Town Council
GSM G Burton	Army
Capt. Rtd. R Hood	Land Warfare Centre
Inspector S Douglass	Warminster Constabulary
C Abnett	West Wilts Trading Estate
Councillor G Denison-Pender	Westbury Town Council
L Turner	WVCP
Councillor W Parks	West Wilts District Council
R Canter	Chamber of Commerce
S Howell	CCTV Supervisor.
D Deacon	
Col. Rtd. U Ryan	

**Data Controller**

Heather Abernethie, Town Clerk  
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**WARMINSTER AND  
WESTBURY CCTV  
ANNUAL REPORT**

**2008 – 2009**



# WARMINSTER AND WESTBURY CCTV

## ANNUAL REPORT

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### Chairman's introduction



Warminster and Westbury CCTV partnership is overseen by a committee of representatives from Warminster Town Council, Westbury Town Council, West Wiltshire District Council, the Army, Wiltshire Police, Westbury Trading Estate and Warminster Chamber of Trade and Commerce, local businesses

and retail. Its success is built on special relationships between these partners to deliver a service to the community. I am delighted to have been the Chairman of CCTV, to follow its progress within the two towns and trading estate and to see such a positive effect on all our lives. From 1st April 2009 I hand over the Chair to Councillor Steve Wheeler; West Wiltshire District Council will have been disbanded and their representation will come from Wiltshire Council. I cannot see that this will impact on the level of service that we can offer and I look forward to our CCTV system continuing to carry out the excellent work we have built up over the last 10 years.

*Councillor Andrew Davis  
Chair*

### Warminster and Westbury CCTV Income and Expenditure Account 31 March 2009

	Actual Year to Date	Current Annual Budget
Salaries CCTV	30,226	38,000
Staff advertising	93	0
Camera lighting	2,602	200
BT line rental	11,950	14,000
Telephone and post	444	600
Printing & stationery	8	100
Insurance	938	2,600
Maintenance	6,716	8,500
Miscellaneous/subs	305	100
Capital expenditure	697	0
Transfer to Earmarked Reserve	0	1
Transfer from Earmarked Reserve	0	-1,456
Transfer from Reserve (CCTV Grant)	-4,000	0
<b>CCTV Expenditure</b>	<b>49,981</b>	<b>62,645</b>
Precept TC allocation	40,000	40,000
5 Towns Initiative	0	4,000
Grants received	1,500	0
Dewey Trust grant	4,000	4,000
WWDC line rental	2,520	2,400
Westbury Trading Estate fees	4,822	4,800
Westbury Town Council fees	7,775	7,445
<b>CCTV Income</b>	<b>60,617</b>	<b>62,645</b>

**Arrests by Category with CCTV Involvement  
1st April 2008—31st March 2009**

Anti-social behaviour	6
Assault	12
Breach of bail	1
Burglary	0
Criminal damage	4
Drink driving	5
Drink related	5
Drugs	1
Mental Health Act	0
Offensive weapon	1
Public order	9
Rape/sexual assault	0
Robbery	0
Theft of vehicle	0
Theft from vehicle	0
Shoplifting	2
Warrant	1
<b>TOTAL</b>	<b>47</b>

**Introduction**

This Annual Report relates to the activities of Warminster Town Council and Westbury Town Council Public Space Surveillance CCTV System (PSS CCTV) located at Dewey House, Warminster. The Report relates to the activities carried out during the year of April 2008 to March 2009, following procedures set out by the Town Council in conjunction with the Data Protection Act 1998.

The Annual Report will have no effect on the operational procedures, documentation and policies with which the CCTV system carries out its role. However, it is anticipated that the review of all such matters will be carried out to ensure that the system meets with the ethos and aspirations of Warminster Town Council.

The system monitors Warminster, Westbury, West Wilts Trading Estate and part of the A36 and A350 corridor through both towns. It has continued to be a very busy year.

The core role of the system is assisting the police and other enforcement agencies in the detection and deterrence of crime and disorder and together with the provision of evidence has shown a significant need of the service.

At the same time the system has continued to carry out a social role such as helping to locate missing persons or obtaining assistance for people who are unwell or at risk.

Our objectives for the system for the year were:

- To offer reassurance to the public and create a sense of security and well being
- To deter crime and anti-social behaviour
- To detect crime and anti-social behaviour

- To provide evidence supporting police, the Council and other statutory authorities in the prosecution of crime and anti-social behaviour, and civil proceedings
- To support the business community in the deterrence and detection of crime and anti-social behaviour
- To support the emergency services in the deployment and co-ordination of resources
- To monitor traffic for the purpose of management and enforcement
- To provide security and monitoring of the Council's own buildings and assets.

### Staffing issues and achievements



The system has ten dedicated operators: one Supervisor, three further paid staff and six volunteers, all of whom are CRB cleared to work as public space surveillance CCTV operators. The Supervisor has

had additional training for a formal licence of front line BTec Advanced Control Room Skills.

Management of the system is carried out by the Supervisor who is full time employed by Warminster Town Council and has been in position since 2005. Overall responsibility falls to the Town Clerk as the Data Controller.



### Combined figures for Warminster, Westbury, West Wilts Trading Estate

Subject	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	TOTALS
Response to calls from police	9	14	20	22	18	9	7	6	20	8	4	14	151
Arrests	3	5	7	4	3	6	7	2	5	2	1	2	47
Cautions/words of advice	5	3	0	4	8	2	3	3	7	6	0	3	44
Fixed penalty no	0	2	1	0	2	3	1	0	3	1	0	0	13
Review requests	3	10	12	17	9	10	12	11	10	14	18	21	147
Tapes seized for evidence	0	1	0	2	3	0	0	1	3	0	24	12	46
No of copy tapes produced	8	11	14	7	17	10	11	21	20	12	11	17	159
Hours CCTV operational	268	272	310	300	260	284	300	356	350	378	298	286	3,642
Authorised visitors	7	21	20	31	17	17	20	14	29	31	30	28	265

## West Wilts Trading Estate

Subject	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	TOTALS
Response to calls from police	0	1	2	1	0	2	0	0	3	0	0	0	9
Arrests	0	0	0	0	0	2	0	0	2	0	0	0	4
Cautions/ words of advice	0	1	0	0	0	1	0	0	0	0	0	0	2
Fixed penalty no	0	0	0	0	0	0	0	0	0	0	0	0	0
Review requests	1	3	0	0	1	1	0	2	1	0	0	0	9
Tapes seized for evidence	0	0	0	0	0	0	0	0	1	0	0	0	1
No of copy pro-tapes	0	1	0	0	0	1	0	0	1	0	0	0	3

In order to ensure public confidence in the operation of the system and full compliance with legal, ethical, security and human rights legislation, the Council will continue to support CCTV staff with training to ensure that they all have the necessary skills needed to fulfil their roles as CCTV operators. Detailed CCTV statistics are included in this report showing the total number of police requested reviews involving anti-social behaviour, assaults, public order, criminal damage, and drink driving. These figures are also broken down into Warminster, Westbury and West Wilts Trading Estate.

A combination of factors is believed to have assisted with the success including:

- A very high level of close, effective and practical partnership working between the CCTV system, the police, Pubwatch, Shopwatch and Army
- Pro-active use and development of the Tetra police radio and Pubwatch and retail radio link system.

### Equipment

The Warminster CCTV is now in its tenth year of operation and the basic technology under which the system operates is entirely analogue and rapidly becoming obsolete. However, the fact that it is subject to a rigorous and comprehensive maintenance regime has ensured that it continues to provide a high level of service.

In Warminster, the camera in the Central Car Park was upgraded to include night time vision, and the camera on Dewey House was replaced to enhance the scope of coverage. A new camera is planned for Portway which will enhance the overall CCTV service in the town. Police and residents requested equipment in this area, which saw a lot of publicity in early 2009 and the Town Council were pleased to be able to afford the additional costs of this camera, which they believe will be of great benefit to all.

Westbury Town Council added a new camera during the year to a position on the wall at Ribbons at the end of Haynes Road. This helped enhance the systems coverage of the A350 towards Warminster.

Apart from West Wilts Trading Estate, all of the cameras in Warminster and Westbury are Marc Mercer D500 domes with Panasonic cameras inside the domes.



**Mobile camera**

The Mobile Unit has been in operation under the responsibility of Warminster Neighbourhood Tasking Group on one occasion and also Westbury Neighbourhood Tasking Group on one occasion.

**Communications**

A number of communications are used at CCTV. They include the police Tetra radio, Shopwatch and Pubwatch radios. We have also managed to install a computer with email access this year which is a great help to the staff.

**Partnerships**

Much has been written about the effectiveness or otherwise of CCTV. Research often attempts to isolate and measure the effect of CCTV on crime, but it is believed that this approach is misguided and misleading.

Any well run CCTV system is an integral part of a whole basket of measures designed to complement each other in order to achieve the desired result. In other words, all of the agencies involved in crime and disorder prevention, reduction, and detection must work closely together in partnership.

**Westbury**

Subject	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	TOTALS
Response to calls from police	3	2	7	4	3	4	3	2	7	2	1	4	42
Arrests	0	2	0	0	2	1	2	0	4	1	1	0	13
Cautions/ words of advice	2	1	0	0	2	0	0	0	3	0	0	0	8
Fixed penalty no	0	0	0	0	0	0	1	0	2	0	0	0	3
Review requests	2	4	1	5	1	0	0	2	2	4	3	0	24
Tapes seized for evidence	0	0	0	0	0	0	0	1	0	0	0	0	1
No of copy tapes produced	0	2	0	1	0	0	1	0	1	0	1	0	6

## Warminster

Subject	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	TOTALS
Response to calls from police	6	11	11	17	15	3	4	4	10	6	3	10	100
Arrests	3	3	7	3	1	3	5	2	0	1	0	2	30
Cautions/ words of advice	3	1	0	4	6	1	3	3	4	6	0	3	34
Fixed penalty no	0	2	1	0	2	3	0	0	1	1	0	0	10
Review requests	0	3	11	11	7	9	12	7	7	10	15	21	113
Tapes seized for evidence	0	1	0	2	3	0	0	0	2	0	24	12	44
No of copy tapes produced	8	8	14	6	17	9	10	21	18	12	10	17	150

One of the principal strengths of an effective CCTV system is its ability to bring together all of the partners to focus their mutual activities. Warminster's system is a good example of this by the working relationships established. During the last year an increase in purse dipping and shop lifting by visiting gangs has meant that the police have been able to organise the partners into producing better evidence to support monitoring. Resulting arrests possibly prevented these gangs continuing their activities in our towns.

The Town Clerk, Supervisor and police regularly visit local organisations to inform them of our activities and remind visitors that the two towns are safer than perceived. The Army regularly visit the control room to warn of large events which may need better support.

Invitations to groups and individuals to see the work of CCTV in action are encouraged and a partnership with the local Youth Centre has meant that an open day will be arranged so that young people can see for themselves what is achievable with CCTV.

CCTV statistics should not be confused with official crime statistics. Many occurrences reported by operators at CCTV do not amount to actual crime and may not even be reported formally to the police. All CCTV incidents reported are submitted for any occurrence that involves pro-active action by the operator and audit trails start.

CTV operators have no control over a decision to arrest – that remains with the police officer dealing with the incident. However, it is recognized that there is considerable public interest in such matters and a record is made based on images seen. Therefore CCTV figures may not match police records.

All activities within CCTV are logged and an audit trail is held in all cases. This will give CCTV the continuity to help with

all cases in which the police are involved. Indeed, all monitoring staff record all of their activities whilst on duty.

The use of public space CCTV for directed surveillance is specifically controlled by legislation, in particular the Regulation of Investigation Powers Act 2000 (RIPA). During the year our CCTV system has not made any application for this under RIPA.

### **Complaints**

No formal complaints regarding CCTV and the system and its use have been received.

### **Performance indications**

This report shows that the indications are that CCTV is becoming busier year on year and is a vital tool in all aspects. CCTV will continue to work to provide value for money and reassurance to the public. Work will continue with retailers and licence premises. Also, CCTV will work alongside our Neighbourhood Policing Team for the two town centre areas. These teams help to identify local priorities on which police can target resources and CCTV statistics are a useful measure of their effectiveness in meeting these priorities. We are always looking to increase the hours that the control room is manned. This is currently running at 9.97 hours per day, 365 days per year.

### **The future**

We are always looking to improve the service that we deliver, in particular our relations with Westbury Pubwatch to enhance the monitoring of the town. Technological advances in CCTV and the rapid growth of IT networks involving digital and IP solution have expanded the opportunities for integration of many service deliveries. Warminster have trialled a few of these new technologies from leading companies. We were very happy with the Dallmeier System and when possible would look to move forward to digital to reduce the ongoing revenue costs and at the same time enhance the levels of service deliveries.

As stated before, the Council's CCTV system is in its tenth year and is in need of upgrade to move with today's technology. Wireless technology and flat screens should be considered.

The Council's control room at Warminster is one of the county's largest control rooms – moving forward with new technology would give us an opportunity to bring in other towns or other businesses linked into CCTV. This would all be within the legislations set out within CCTV control rooms.

