

**COMMUNITY SAFETY AND SAFER RUNNYMEDE  
ANNUAL REPORT 2016 – 2017**

**1. INTRODUCTION**

- 1.1 This report provides information for The Community Safety Partnership (CSP) which is the statutory partnership under The Crime and Disorder Act 1997 and The Crime & Disorder Scrutiny Committee of Runnymede Borough Council which has responsibility for the overview and scrutiny of community safety matters in the borough.
- 1.2 The report documents all aspects of the work performed within Community Safety and operators in the Safer Runnymede Care and Control Centre. This complies with the agreed Code of Practice which applies to the operation of public space CCTV and provides an outline of activity for partners.
- 1.3 Much of what the service deals with has to remain confidential as it involves Police operations and actions by other enforcement agencies. All partners are working increasingly together to address local problems and share information in accordance with the agreed countywide multi agency information sharing protocol.
- 1.4 The partnership has four main areas of activity and these include addressing problems caused by identifiable individuals; addressing problems which occur at identified locations, support for ongoing projects and diversionary activities and support for new projects which are likely to benefit community cohesion.

**2. FUNDING**

- 2.1 The CSP funding of £3,104 was used to purchase 24hour segment timers (targeting domestic burglary), vehicle crime leaflets, Junior Citizen plastic bags, Junior Citizen pencils and volunteer's refreshments. Underspend of £2,333 was carried forward into 2017/18 and will be contributed to purchasing a mobile CCTV camera which will assist the partnership to tackle identified areas of anti-social behaviour (ASB) or crime.
- 2.2 In 2016/17 £3,000 was received from the Local Area Committee for local community safety work. This funding was carried forward and will be contributed to purchasing the mobile CCTV camera.
- 2.3 Additional funding of £5000 was provided by the Police and Crime Commissioner Office (PCCO) for the Junior Citizen handbook provided to all attendees.

### **3. COMMUNITY SAFETY PARTNERSHIP**

- 3.1 The Borough engages in the Government 'Prevent Strategy' developed to stop individuals becoming terrorists or supporting terrorism. Across Surrey the Community Safety Unit on behalf of Surrey County Council coordinates the Prevent Strategy. Prevent was a CSP priority for 2016/17 where a local strategy, action plan and quarterly update are monitored at the CSP meetings.
- 3.2 In 2016/17 the Police Prevent Team stated that there were no significant community tensions reported in the borough. Engagement with communities has continued in order to provide reassurance and to encourage any Hate Crime incidents and related community tensions to be reported.
- 3.3 The Channel process is essentially a safeguarding programme aimed at supporting individuals identified as vulnerable to being drawn into violent extremism or terrorist related activity. This is a multi-agency panel currently being chaired by Surrey County Council inviting relevant agencies to attend on an individual case basis. During 2016/17 there has been one referral to Prevent. Following assessment by the Police Prevent Team it was deemed that this referral was not suitable for Prevent due to other safeguarding concerns taking primacy.
- 3.4 Runnymede Borough Council staff are required to complete mandatory e-learning modules covering Safeguarding, Prevent and Child Sexual Exploitation (CSE). Detailed Prevent awareness training sessions were delivered to 94 front line staff to ensure they were aware of what the risk indicators are and who to report their concerns to. Further sessions are to be arranged to provide awareness training to councillors, frontline and new starters.
- 3.2 Domestic Abuse was highlighted as a priority for 2016/17 focusing on increasing awareness of domestic abuse and support services available to victims along with mitigating further risk of harm to victims and families.
- 3.3 High risk cases are discussed monthly at the Multi Agency Risk Assessment Centre (MARAC) where agencies share information to increase the safety of victims and agree a risk management plan.
- 3.4 Police issued 42 Domestic Violence Protection Notices in Runnymede (DVPN) to perpetrators of domestic abuse to provide instant protection to victims in the aftermath of a domestic abuse incident. A magistrate granted 41 Domestic Violence Protection Orders (DVPO) where the order will immediately ban the perpetrator from returning to a residence

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and from having contact with the victim for up to 28 days. This period of time allows the victim the opportunity to consider their options and get the support they need.

- 3.5 Domestic Awareness Week took place in October 2016, a county-wide event. Domestic Abuse campaign leaflets were printed and personalised love heart sweets were distributed to residents and colleagues. An awareness table was hosted by Yoursanctuary at St St Peter's Hospital, Chertsey where approx. 400 domestic abuse leaflets and pens were given to patients, visitors and NHS staff.
- 3.6 Community Safety also supported Alcohol Awareness Week in November 2016. To increase awareness, the 'Don't Bottle It Up' alcohol scratch cards had been placed on desks in the Civic Offices. The scratch card asks three simple questions and directs those drinking at risky levels to take the full alcohol test online. Information for residents was also publicised on the Runnymede webpage.
- 3.7 The CSP has highlighted CSE as one of the key priorities for 2016/17. Surrey County Council's Children's Safeguarding Board is the lead agency for CSE across the Boroughs. The role of the CSP is to offer a multi-agency response and support the Missing and Exploited Children's Conference (MAECC) /Oversight Group in training professionals, tackling and preventing CSE within Runnymede. CSE will be considered at the Community Harm and Risk Management Meetings (CHaRMM) formally known as Community Incident Action Group (CIAGs)) and Joint Action Group (JAG) agendas discussing areas, or people of concern.
- 3.8 A CSE case within Runnymede was taken to court in 2016. The case is ongoing in 2017 and will remain confidential until concluded.
- 3.9 Free training aimed at businesses was delivered by Surrey Police, to equip them with the tools to identify potential victims of CSE and help them to understand how to report any concerns. There was representation from 28 businesses from the Runnymede borough.
- 3.10 Annually, Runnymede Borough Council in partnership with Surrey Police invites each school in the borough to take part in the Junior Citizen Scheme. Below is the list of schools who attended:
- Ottershaw C of E School □ Darley Dene School □ St Anne's Catholic School
  - Bishop Gates School
  - St Pauls C of E
  - Ongar Place School
  - Sayes Court School □ St Ann's Health Junior □ Thorpe Lea School □ St Cuthbert's School

- Holy Family School
- Manorcroft School
- Stepgates School
- Pycroft Grange School
- Hythe Community School
- St Jude's C of E Junior
- New Haw Community School

3.11 The event was held in November 2016 at Thorpe Park, Chertsey free of charge. More than 780 children were given the opportunity to learn potentially life-saving skills.

3.12 As a partnership scheme, Junior Citizen is delivered by Runnymede Borough Council in conjunction with Surrey Police, Surrey Fire and Rescue, St John Ambulance, UK Power Networks and the Royal National Lifeboat Institution. The PCCO Surrey provided funding for the Junior Citizen handbooks. Support is also received from Tesco who contributed the refreshments for the volunteers, many of which came from Brooklands College.

3.13 In addition to reducing crime across the borough, the CSP identified Domestic Burglary as a key priority for 2016/17. To assist in deterring burglaries, 260 24hour segment timers were distributed to hot-spot areas identified by Surrey Police. Crime prevention advice was delivered through Neighbourhood Watch, online and social media channels.

3.14 Surrey Police led a SmartWater project, where property would be protectively marked. The initiative was intended to deter burglary and burglars from operating in Runnymede.

3.15 Surrey Police and the CSP work in partnership to address Serious Organised Crime (SOC) within the borough. A number of intelligence gaps were identified and it was agreed by working in partnership an understanding of the threat posed to the public by SOC groups within our communities would develop. Organised Crime Groups (OCG) included crimes relating to drugs, human trafficking, firearms, modern slavery, internet crime, fraud and counterfeit goods.

#### **4. ANTI-SOCIAL BEHAVIOUR**

4.1 In Runnymede there is an online reporting system available on the Council website for ASB. This facility is available to all local residents and the reports are automatically forwarded to the relevant departments or emergency service to be addressed. This service has

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also been publicised on the Runnymede webpage and to Neighbourhood Watch residents encouraging use of the system.

- 4.2 The local Police in conjunction with Runnymede Borough Council, held three Facebook panels during 2016/17. This approach offers an alternative platform and targets a larger audience giving all an opportunity to ask questions around Crime and ASB. Local Police have also arranged several 'Meet the Beat' sessions in varied locations, where residents are able to speak directly to the Police.
- 4.3 According to table 1, the number of reported ASB incidents to Runnymede Borough Council has increased. The total number of reported ASB incidents for 2016/17 concluded to 1697, an increase of 188 incidents when compared to last year's annual total. Reports of litter and rubbish contribute to majority of this increase. Surrey Police saw a reduction of 593 fewer reported incidents of ASB when compared to last year's total.

	2016/17	2015/16	2014/15	2013/14	2012/13	2011/12	2010/11
<b>Total number of ASB reports received</b>	<b>1697</b>	<b>1509</b>	<b>1,620</b>	<b>1,761</b>	<b>1,817</b>	<b>1,797</b>	<b>2,096</b>
<b>% of reports received electronically via the online system</b>	<b>17.0%</b>	<b>13.4%</b>	<b>7.3%</b>	<b>22.1%</b>	<b>33.3%</b>	<b>34.6%</b>	<b>31.5%</b>

Table 1

- 4.4 Surrey CSPs are expected to change the way in which incidents of ASB are reported and dealt with, no longer focusing on the behaviour alone, but on the impact it has on the victim, whether that is an individual, household, or the wider community. There have also been other legislative and policy changes in the recent past that have given CSPs a range of new responsibilities including; Prevent, SOC, CSE and Modern Slavery. Therefore, the Surrey Community Safety Team developed Community Harm and Risk Management Meetings - CHaRMM (replacing CIAGs) to effectively respond to community concerns.
- 4.5 Identified individuals causing problems within the community and victims of the harm are considered at CHaRMM. The move towards a harm reduction and risk assessment based response ensures actions are taken to reduce the negative impact that problem individuals and families have on communities through their anti-social behaviour and put in place appropriate risk management plans to reduce the negative impact on victims.
- 4.6 The meeting is attended by members of various agencies including the

Police, Family Services, housing associations and Children's Services. The members consider all available options including support to the individual or the parents, or appropriate enforcement tools.

- 4.7 CHaRMM is managed through SafetyNet, a county wide initiative. It is a secure online based system where only assigned agencies have access. CHaRMM reports quarterly to the CSP and at the end of the year there were six individuals on CHaRMM.
- 4.8 Two Criminal Behaviour Orders, one closure order obtained by Runnymede's Housing Department, one Community Protection Notice (CPN) Warning Letter and two CPNs were issued during 2016/17.
- 4.9 Identified locations where the community are experiencing problems or specific crime types causing concern are considered at a multi-agency JAG meeting. Activities of the JAG are reported quarterly to the CSP. At the end of the year there were two areas being monitored by JAG.
- 4.10 The CSP identified tackling environmental ASB as one of its priorities for 2016/17. The reported fly-tipping figures for 2016/17 when compared to 2015/16 show a very small increase of four (4) incidents for the year.
- 4.11 Runnymede's Environmental Health Team supports the county wide Fly-Tipping Strategy and use SafetyNet to create an open dialogue with other boroughs, as often the perpetrators offend across borders. Environmental Health issue four Fixed Penalty Notices in 2016/17 which were successfully paid.
- 4.12 In addition to tackling environmental crime, a Public Spaces Protection Order (PSPO) was prepared by Environmental Health to challenge dog fouling, dogs off leads and exclusion of dogs within children's play areas. The PSPO will be enforced by an outsourced company Kingdom.
- 4.13 The Council agreed that Kingdom would enforce the PSPO and littering offences across the borough on a 12 month trial basis. The proposed enforcement initiative would be cost-neutral and based on the percentage payment rate of the Fixed Penalty Notice (FPN). Kingdom would provide the enforcement officers and a back-office system which provided management, administrative support and access to an area support system for identification checks. No quotas would be set regarding the numbers of FPNs to be issued and no notices would be issued to persons under the age of 18 or to those suspected of suffering mental ill health.
- 4.14 According to the legislation, Anti-social Behaviour, Crime and Policing Act 2014 residents have the opportunity to request a local authority to conduct a review of an ASB case known as the 'Community Trigger' or

'ASB Case Review'. There were no Community Trigger requests within Runnymede in 2016/17.

## **5. CCTV OPERATIONS**

- 5.1 This report is published in compliance with the principles of the Home Office Surveillance Camera Code of Practice – June 2013.
- 5.2 Closed circuit television (CCTV) continues to be a powerful tool when used to combat crime and anti-social behaviour, particularly when integrated with other crime reduction methods such as retail 'radio-link' systems and close working partnerships with colleagues from Surrey Police.
- 5.3 Runnymede Borough Council, Safer Runnymede, Surrey Police, Ashford and St.Peters NHS Trust, Thorpe Park and other local business organisations remain of the view that where CCTV is either in place, or will subsequently be introduced, there is a tangible benefit to those local communities and businesses and a reduction of incidents of crime and public disorder.
- 5.4 The CCTV system also assists in monitoring road safety and improves community confidence thereby creating a safer environment for residents, traders and visitors.
- 5.6 This report documents all aspects of the CCTV work performed within Safer Runnymede by the operators in the Safer Runnymede Care and Control Centre. This complies with the agreed Code of Practice which applies to the operation of public space CCTV and provides an outline of activity for partners.
- 5.7 Much of what the unit deals with has to remain confidential as it involves police operations and actions by other enforcement agencies. This report is, as a result, limited in the detail that can be given about individual cases, many of which are yet to come to court. It also excludes information which could lead to the identification of individuals. All partners continue to work together to address local problems and share information in accordance with the agreed countywide multi agency information sharing protocol.
- 5.8 It is recognised that gaining and keeping public support for CCTV is vital. We understand the need for a comprehensive and effective Code of Practice defining the systems operational parameters. This Code of Practice is published on our website:  
<https://www.runnymede.gov.uk/article/6606/Safer-Runnymede-CCTV>

5.9 Therefore, we will only utilise CCTV with the consent and support of our local communities to assist in the fight against crime, whilst ensuring that individual civil liberties are not infringed. Our CCTV system is operating in accordance with:

- The Data Protection Act 1998
- The European Directive 95/46/EC
- The Human Rights Act 1998
- The Regulatory and Investigatory Powers Act 2000
- The Protection of Freedoms Act 2012

5.10 In addition to statutory requirements the Council continually assesses compliance with the following advisory Codes of Practice.

- Data Protection Code for Surveillance Cameras 2014 – Information Commissioner’s Office (ICO)
- Surveillance Camera Code of Practice – The Surveillance Camera Commissioner

5.11 The system design and operation is based on current guidelines provided by the Home Office, the Police Scientific Development Branch and advice from [the National Police Chiefs Council \(NPCC\)](#).

5.12 The CCTV scheme is registered with the Office of the Information Commissioner, in compliance with the Data Protection Act 1998, and with the Home Office in respect of the Police radio system.

5.13 All partners are totally committed to complying with these Codes in relation to the deployment and operation of CCTV.

## **6. CCTV POLICY PRINCIPLES AND OBJECTIVES**

6.1 The prime purpose of the system is to reduce both the real and perceived level of crime.

6.2 The system is used:

- To improve confidence in the rule of law
- To provide security coverage for the Council’s own premises
- To assist in the apprehension and prosecution of offenders in relation to crime and public disorder
- To assist in the protection of vulnerable persons or victims of crime
- To provide security cover and monitoring for town centre events
- To gather evidence by a fair and accountable method
- To create a safer community, improving the quality of life for all

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- To enhance the economic climate, creating a greater opportunity for prosperity
- In Preventing or alleviating serious interruptions to traffic flow
- In Preventing or alleviating problems of an anti-social nature in the community

6.3 All Borough Council CCTV Cameras are overt and their presence is clearly indicated by signs covering the CCTV area. The signs conform to the requirements of the Home Office CCTV Code of Practice.

6.4 CCTV footage and recorded information will only be used by the Borough Council, Police and other statutory law enforcement agencies for the conduct of their duties.

## **7. CCTV OPERATIONS**

7.1 Safer Runnymede Control Room is now eight years old. Our systems continue to operate to the high standard envisaged in its original specification, with ongoing technical upgrades incorporated into the running costs.

7.2 The digital storage of 31 days enables incidents to be immediately reviewed. We are also able to archive footage and burn data to evidential disks for Police and Council Officers as required. This system flexibility provides an outstanding service to partners. The quality of picture display, camera operation and picture retrieval is essential and used to its fullest extent.

7.3 On a number of occasions during the year we invited *Bosch Europe* and their potential Local Authority partners, to visit our CCTV Control Room. These visits allowed colleagues throughout the country to design new CCTV Controls Rooms using the Safer Runnymede CCTV environment as an industry standard.

7.4 We operate in compliance with the National Strategy for Public Space CCTV and are accredited to the Surveillance Camera Commissioner Code of Practice.

7.5 We continue to work hand in hand with the Police. Our dual system of both Council and Police fibre cabling gives us access to both Council and Police networks/phones and radios. The Operators are all vetted to use the Police incident handling system (ICAD) which has increased the number of incidents which the operators have been able to assist

with. Police management have visited our control room and continue to be satisfied in the security and operation of the room.

- 7.6 We operate as before with dedicated operators monitoring the cameras in our Borough 24/7 and similarly provide dedicated operators to monitor the cameras in Spelthorne and Elmbridge/Epsom & Ewell. Two Supervisors assist the Safer Runnymede Manager for all operational obligations as well as undertaking the training of new staff, camera cover when required and the day to day monitoring of the operation.
- 7.7 The current total number of cameras accessed stands at 361. Our operations team also support CCTV partnerships with local partners such as Thorpe Park and at St. Peter's and Ashford NHS Trust Hospitals during out-of-office hours. Monitoring for our partners from a single CCTV environment has continued to prove to be of considerable operational advantage to colleagues at Surrey Police. For example, incidents starting in one area are often resolved by observations in another, across the CCTV network. This wide area network of cameras is unique in the County and is of great benefit to local people, businesses and Surrey Police.
- 7.8 In 1998, the first full year of operation, operators recorded 784 incidents where cameras were used. By contrast, recent figures are as follows:

	2014	2015	2016
<b>CCTV Incidents by Borough</b>			
Runnymede	4169	4101	4093
Spelthorne	2947	2773	2712
Elmbridge/ Epsom and Ewell	5213	5202	4485
CCTV incident totals	<b>12329</b>	<b>12076</b>	<b>11290</b>
<b>Evidence produced</b>			
DVD	538	616	500
Video Still	225	145	78
Video Reviews (SR staff)	349	413	518*
Visits from Police (Surrey/Met/British Transport Police)	1235	2584	1081
<b>Complaints</b>	None	None	<b>None</b>
<b>Subject access requests</b>	None	None	<b>One</b>
<b>Privacy Impact Assessments</b>	N/A	N/A	<b>None</b>

\*Note: It is important to recognise the direct correlation between a 25% increase in *Video Reviews* from 413 to 518 and a demonstrable reduction in the need for Police Officers to visit the Safer Runnymede Control Room. This reduction in the requirement to visit the Control Room is providing a tangible cost benefit for Police colleagues. These video searches are conducted on behalf of Police by authorised Safer Runnymede personnel.

- 7.9 The number of arrests recorded where CCTV has provided vital evidence since the Centre opened has now reached well over 3,000.
- 7.10 That said, this total number is likely to be somewhat conservative as the number of arrests where cameras play an instrumental part is difficult to establish - many more arrests follow review of recordings by Police Officers after the event.
- 7.11 During 2016 we provided Police with evidence recorded on DVD in 500 cases (616 in 2015) and a further 78 (145 in 2015) still photographs were given for identification purposes.
- 7.12 It should also be remembered that not only does CCTV enable the detection of offenders who would otherwise escape justice but also leads to an increase of guilty pleas at Court. This often saves witnesses from the trauma of giving evidence and the Police and Criminal Justice system considerable saving in time and resources.
- 7.13 Regardless of security clearance, all visitors are required to sign into the Control Centre, 95% of these visitors are Police staff wishing to view CCTV footage or acquaint themselves with the system.
- 7.14 During 2016 we received some 1081 visits from our Police colleagues. Beyond our efforts to assist Police colleagues, the CCTV system and our Code of Practice also permits use of the cameras for a number of different purposes. The variety has been great but has always been conducted within the Code and for the benefit of local people.
- 7.15 There have been many searches for missing people of all ages from the very young to the elderly or sick. It is often difficult to place a tangible result on these events but as well as possibly preventing a tragedy and reducing emotional stress for the relatives; there are also considerable known savings to Police resources.
- 7.16 The system is also used by a number of Sections within the Council in the performance of their duties. It helps (by identifying) Town Centre Management problems such as rubbish, graffiti or broken street furniture and in consequence these issues are dealt with often before reports are received from the public. We also help other agencies,

including Customs and Excise and Health and Social Care. The cameras provide evidence of many road traffic collisions and footage and stills are used in the investigations as to the cause.

7.17 Partners at the Network Management Information Centre (NMIC - Surrey County Council Highways) continue to receive images of Public Space CCTV cameras via fibre links. These are generally used to assist in Traffic Management or Major Incident planning.

**8. DIRECTED SURVEILLANCE (THE REGULATORY AND INVESTIGATORY POWERS ACT 2000)**

- 8.1 Use of the CCTV system under the Regulation of Investigatory Powers Act 2000 is recorded and during the year the legislation was used on five occasions. The necessary authorisations were all provided by Surrey Police and authorised by a Police Superintendent.
- 8.2 During this period the CCTV Control Practices was audited by the Surveillance Commissioner's Office on our RIPA usage and protocols.
- 8.3 No issues were raised and the audit report suggested Runnymede was a fine example of best practice.
- 8.4 The system continues to be maintained to the highest possible standards with the criteria always that the pictures must be of evidential quality.

**9. COMPLAINTS**

- 9.1 The CCTV system is operated strictly in accordance with an agreed and published Code of Practice. This complies with the requirements of the Information Commissioner. This requires complaints about misuse of cameras or invasion of privacy to be investigated and reported.
- 9.2 There were no complaints in 2016.

**10. SUBJECT ACCESS REQUESTS**

10.1 There were no requests in 2016.

**11. FREEDOM OF INFORMATION REQUESTS**

11.1 We had six requests in 2016.