

**NORTH DEVON COUNCIL**  
**PUBLIC SPACE CCTV ANNUAL REPORT**  
**2022**

## **Introduction**

North Devon Council (NDC) has operated public open space CCTV cameras since 1998 covering Barnstaple Town Centre and surrounding areas. The original scheme in Barnstaple has been added to and there are now 33 cameras operational across North Devon with the vast majority within Barnstaple Town Centre. There are also 17 cameras that cover Ilfracombe Harbour that are monitored by the Harbour Master.

The cameras are grouped in the following categories/locations

- Barnstaple Town Centre and surrounding areas
- Ilfracombe Harbour
- Ilfracombe Town Centre

The cameras are permanently recorded 24 hrs. a day, 365 days a year and monitored for the majority of that time by fully SIA licensed operators. The operatives are in close contact with the Police at all times and the businesses within Barnstaple Town centre through Storenet.

The principal partners in this CCTV scheme are North Devon Council, Devon and Cornwall Constabulary and Devon County Council.

## **Background**

Section 17 of the Crime and Disorder Act 1998 places a duty on local authorities to do all they reasonably can to prevent;

- a. Crime and disorder in their areas (including anti-social and other behaviour adversely affecting the local environment).
- b. The misuse of drugs, alcohol or other substances, and
- c. Reoffending in their areas.

This will lead to improvements in people's quality of life as a result. To deliver against these requirements, government funding was made available during the 1990s and early 2000s and the Council utilised this to install its initial CCTV scheme.

In 2021 the council in partnership with the Devon and Cornwall Police and Crime Commissioner (PCC) has invested significantly in the scheme to upgrade the monitoring, transmission and camera technology. This has resulted in the complete overhaul of the current Fibre Optic technology to an internet protocol (IP) system complete with new High Definition (HD) cameras and an improved Video Management System to both reduce costs on the council and provide better performance from the newer technology.

This has also meant that the North Devon CCTV scheme has become a hub for the whole of North Devon whereby other towns and parishes within the North Devon area can connect to and be monitored by the Scheme. Currently

Ilfracombe town centre has two cameras operated by the hub with South Molton due to join in 2023.

Management responsibility for the monitoring, operation and technical maintenance of the CCTV scheme is undertaken by the Council's Place, Property and regeneration services. The system is owned and maintained by North Devon Council and operates the Control Room. Either one or two members of staff, depending on operational requirements, undertake the monitoring. The scheme is operated in compliance with the internal approved North Devon Council CCTV Code of Practice, which has been agreed with the Police and has been prepared as guidance for Council staff and the operators of the system.

This internal Code of Practice also reflects the requirements of the Data Protection Act 2018 and the General Data Protection Regulation 2018 and associated regulations. The Council is listed on the Data Protection Register of the Information Commissioner's Office and the registration number is Z6207692.

### **Purpose of the North Devon Council CCTV System**

The Code details that the use of a surveillance camera system must always be for a specified purpose which is in pursuit of a legitimate aim and necessary to meet an identified pressing need.

It states that such a legitimate aim and pressing need might include national security, public safety, the economic well-being of the country, the prevention of disorder or crime, the protection of health or morals, or the protection of the rights and freedoms of others.

**The North Devon Council scheme is operated in relation to the prevention of disorder or crime and the reduction of the fear of crime. Additionally it may be used in relation to public safety.**

The CCTV scheme is operated within applicable law/guidance and only for the purposes identified above. The scheme will be operated with due regard to the privacy of the individual.

The scheme will **not** be used, for example, for traffic management or minor enforcement issues (including parking offences).

### **The prevention of disorder or crime**

In order to meet the Home Office mission "To reduce Crime" members of the North Devon Community Safety Partnership (CSP) are required to devise, develop and deliver, in partnership, the refreshed Community Safety Partnership Plan for 2022/23 for North Devon. The Partnership Plan is the delivery mechanism to reduce the threat and harm from identified local and national priorities.

### **List of Priorities**

The priorities are not listed in any particular order. They are all equally important and have informed the production of the Partnership Plan and assist in evidencing the pressing need for the continued investment and use of CCTV to deter and prevent crime and disorder.

The local North Devon community safety strategic priorities for 2022/23 are as follows: -

- Hate Crime
- Victimisation (including repeat victimisation)
- Vulnerability and Exploitation
- Anti-Social Behaviour (nuisance)
- Reducing Reoffending
- Serious and Organised Crime
- Violence against Women and girls

### **North Devon Strategic Assessment Summary - the evidence base for CCTV**

The priorities developed through this process provide an evidential base for both the continued use of CCTV cameras in key locations such as Barnstaple Town Centre and the wider use elsewhere. CCTV assists in managing issues associated with a number of the key priorities including violent crime and anti-social behaviour as well as the continued threat of acquisitive crime. Other locations covered by the North Devon CCTV scheme include public open space areas around Rock Park where there is a continuing and pressing need to manage issues associated with anti-social behaviour and Ilfracombe harbour where there are more specialised requirements for the use and management of the harbour.

At a time when the resources of public bodies are stretched, the continued use of CCTV will assist with reducing the fear of crime in certain communities and as a result increase public confidence.

The Council's CCTV scheme may also be used in relation to public safety. This situation could arise in the event of a major disturbance or a major event. There is provision within the Council's own internal CCTV Code of Practice for a Police Inspector to utilise the monitoring suite, if necessary. This would assist the Police with overseeing any such incident and the deployment of their resources.

## **Surveillance Camera Code of Practice - Review of Cameras.**

The Code requires schemes to be used for a specific purpose which is in pursuit of a legitimate aim and necessary to meet an identified pressing need. In addition, the use must take account of the effect on individuals and their privacy.

The Council recognised that we needed to have due regard to privacy when installing CCTV cameras and the Council's CCTV system includes privacy setting software that allows for parts of an image to be blanked out. This feature was promoted during any public consultation for new cameras, to provide reassurance to residents that the scheme is designed to monitor public open space and to highlight that the Council takes concerns regarding privacy very seriously. In response to privacy concerns, cameras that are situated near to residential property we have installed privacy settings that blank out either windows or entire properties to ensure their concerns are addressed. To try to ensure that people are aware there are cameras, CCTV signage is placed in all the areas where cameras are present

All the CCTV operatives are Security Industry trained and fully aware of privacy issues.

The Code also details that a scheme has to be managed by an individual and that this individual can be contacted in relation to complaints or queries about the system, including privacy issues. The Barnstaple Town Centre manager fulfils this role and this is publicised on the Council's website. The contact details are as follows Email [Hannah.Harrington@northdevon.gov.uk](mailto:Hannah.Harrington@northdevon.gov.uk)

In accordance with the principles of the Code, The Council will review its CCTV system regularly, but at least annually.

**Appendix 1 is the summary of this review that has been undertaken, which takes account of these issues. This was conducted in January 2023 by the North Devon CCTV Scheme manager and the CCTV Supervisor.**

It can be seen that all the locations are currently deemed to be appropriate. Additionally, it is not currently thought that there are any additional privacy issues, however, as stated if any are raised they will be dealt with appropriately.

## **Highlights from the operation of the System.**

Appendix 2 gives some information in graphical or tabular form which details the use of the system and the incidents referred to the police for the year 2021. The key highlights are as follows:-

- CCTV staff were involved in 1827 incidents/observations (1356 the previous year).
- CCTV staff were involved in 96 arrests by Devon and Cornwall Police (105 the previous year).
- CCTV staff were involved in 316 missing/vulnerable person “events” (219 the previous year).
- 764 incidents were identified by the operators themselves, through their general monitoring (627 the previous year).
- CCTV produce 222 DVD’s of evidential recordings used by police

## **Monitoring details**

The images from the Council’s CCTV cameras are monitored in a specifically designed secure monitoring suite in Barnstaple. They are monitored by fully licensed SIA staff you have undergone appropriate training to industry led standards.

The images from all the cameras are being permanently recorded and these recordings are kept for 28 days before being deleted. Footage can be archived if it is being used by the Police in relation to a specific case, however, this footage is limited to a further 90 days retention and is deleted either when the 90 day period has expired or the when the footage is no longer needed whichever comes first.

The Code details that access to retained images and information should be restricted and that there must be clearly defined rules on who can gain access and for what purpose such access is granted. The disclosure of images or information should only take place when it is necessary for such a purpose or for law enforcement purposes. The Council’s internal CCTV Code of Practice details how and when images and information can be released to the Police or Senior Management from the Council. In addition, exceptionally, authorised bodies, such as insurance companies, can be provided with images/information.

## **Future plans**

Following the successful upgrade of the Barnstaple town Centre CCTV scheme in 2021 the following areas are due to be included into the Scheme.

- Further Barnstaple Town Centre cameras at Boutport street junction with Queens street, Bear Street and Castle green
- A mobile camera.
- South Molton town centre
- Anchor Woods Business park
- Seven Brethren Business park
- Green Lanes CCTV External cameras

### **Maintenance**

The Council has a contract with a specialist contractor to provide maintenance to the system. The requirement of the contract is that the contractor responds to faults within certain specified time limits.

### **Complaints**

The Code details that system operators should also record and publish information in relation to any complaints it receives about CCTV. For the period of this report 0 complaints were received.

### **Regulation of Investigatory Powers**

During the period in question no covert surveillance took place





## Appendix 1: North Devon Council CCTV Camera - Review

July 2020

Camera Number	Location	Main impact/purpose of camera	Location appropriate
1	Mermaid Cross	Crime and ASB	Y
2	Boutport Street / Joy Street	Crime, ASB and night time economy	Y
3	Queen Street Car Park	Crime, ASB and night time economy	Y
4	Queen Street	Crime, ASB and night time economy	Y
5	Boutport Street / High Street	Crime, ASB and night time economy	Y
6	The Strand	Crime, ASB and night time economy	Y
7	Cross Street	Crime, ASB and night time economy	Y
8	Patenostra Row	Crime, ASB	Y
9	High Street / Butchers Row	Crime, ASB	Y
10	Cattle Market Car Park / Tuly Street	Crime, ASB	Y
11	The Square / Long Bridge	Crime, ASB, night time economy may assist in the recognition of pedestrians/vehicles involved in crime on major access route	Y
12	Pannier Market	ASB, Public Safety, Theft and asset protection	Y
13	Silver Street / Diamond Street	ASB and theft	Y
15	Belle Meadow Court	ASB and Criminal Damage	Y
16	Belle Meadow road and Car Park)	Crime, ASB may assist in the recognition of pedestrians/vehicles involved in crime on major access route	Y
17	Bear Street	Crime, ASB	Y
21	Braunton Road / Pottington	may assist in the recognition of vehicles involved in crime on major access route and missing people	Y

Camera Number	Location	Main impact/purpose of camera	Location appropriate
22	Barnhenge / Taw Bridge	Welfare concern / Missing people and may assist in the recognition of vehicles involved in crime on major access route	Y
28	The Square	Crime, ASB, night time economy may assist in the recognition of pedestrians/vehicles involved in crime on major access route	Y
29	Rock Park Childrens play area.	ASB and public safety	Y
30	Rock Park Skate Park	ASB	Y
31	Railway Station platform	Crime, ASB may assist in the recognition of pedestrians/vehicles involved in crime on major access route	Y
32			
33	Rock Park Town Council Depot	Theft and asset protection	Y
35	High Street	Footcount crime and ASB	

## NEW CAMERAS

40	Bus Station Internal	ASB, Public Safety Asset protection	Y
41	Bus Station External entrance	ASB, Public Safety	Y
42	Bus Station External approach	ASB, Public Safety	Y
43	Ilfracombe Harbour	Crime, ASB and public safety	Y

44	Ifracombe High Street	Crime, ASB and public safety	Y
Go1	Shopmobility Albert Lane	ASB, Public Safety Asset protection	Y
Go2	Shopmobility Albert Lane	ASB, Public Safety Asset protection	Y
Go3	Shopmobility Albert Lane	ASB, Public Safety Asset protection	Y

# Incidents & Observations Report For North Devon Council Public Space CCTV

Covering the period of  
January 2021 – December 2021

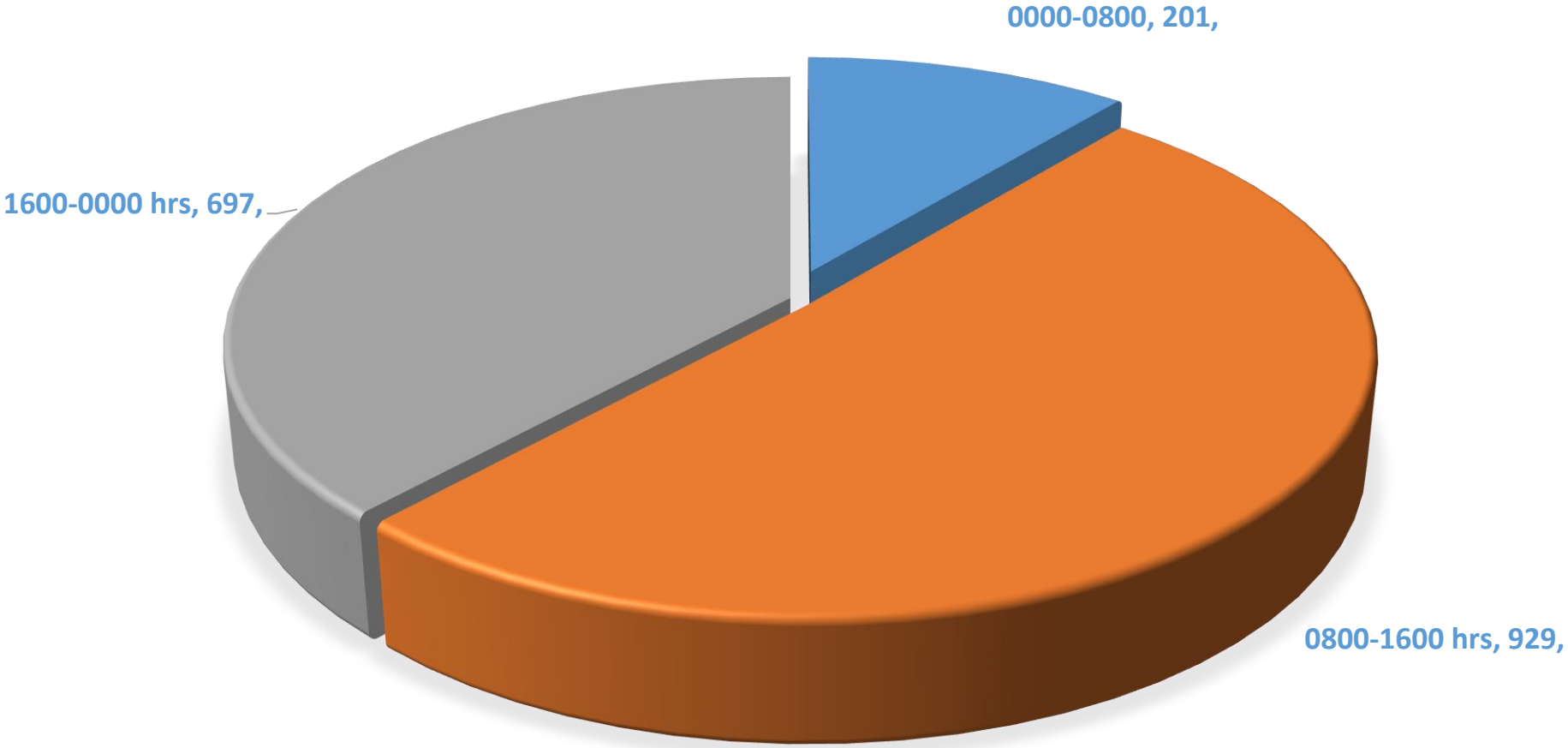
### Incidents & Observations by Location - Monthly Table

Camera Number	Camera's detecting incidents	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
1	Mermaid Cross	6	11	15	4	2	1	6	12	1	7	5	4	74
2	Joy Street/Boutport Street	7	8	18	11	20	18	10	12	11	19	10	10	154
3	Queen Street Car Park	3	5	3	8	4	1	1	3	1	3	0	0	32
4	Queen Street	7	9	11	10	5	15	16	12	9	19	8	4	125
5	Boutport Street/High Street	15	13	19	5	11	10	12	10	8	8	11	5	127
6	The Strand/Maiden Street	5	4	4	4	2	13	3	2	4	7	5	6	59
7	Cross Street/The Strand	1	0	3	0	4	2	1	4	4	2	1	1	23
8	Paternosta Row	8	10	9	13	16	11	8	11	8	13	11	10	128
9	High St/Butchers Row	23	18	30	27	16	9	16	24	18	16	32	28	257
10	Tully Street	4	5	17	22	15	15	13	14	15	21	12	19	172
11	The Square/Long Bridge	3	3	3	0	0	4	3	2	3	3	1	2	27



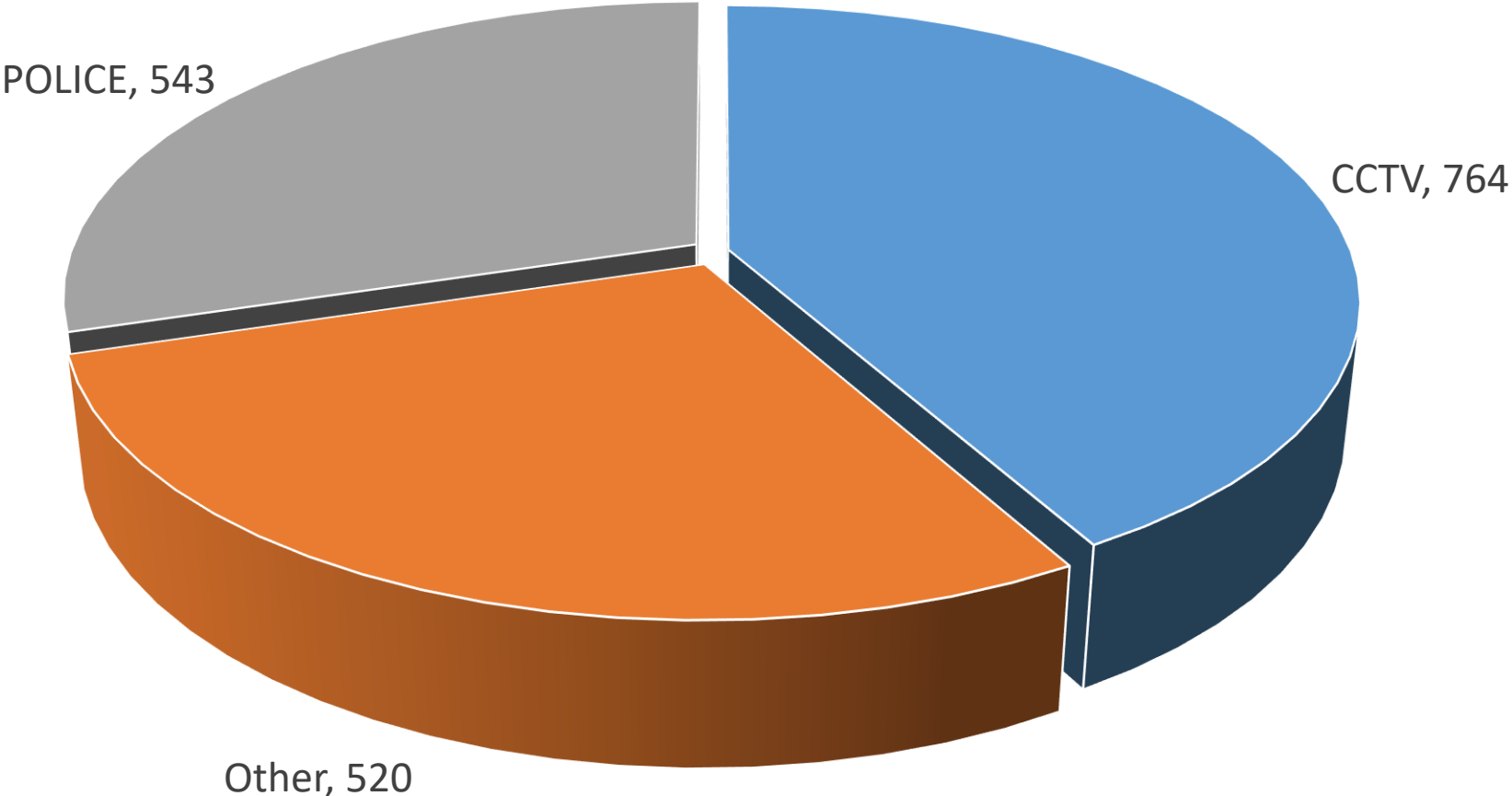
Camera Number	Camera's detecting incidents	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
29	Rock Park Play area	1	1	2	3	2	1	1	1	2	3	0	1	18
30	Skate Park	0	0	0	1	0	2	0	0	0	0	0	0	3
31	Sticklepath Terrace	1	2	0	0	0	0	0	0	0	0	1	0	4
35	High Street	0	0	0	0	0	0	0	0	0	0	0	0	0
40	Bus Station Internal	0	0	0	0	0	0	0	0	0	0	0	0	0
41	Bus Station Internal	0	0	0	0	0	0	0	0	0	0	0	0	0
42	Bus Station Internal	0	0	0	0	0	0	0	0	0	0	0	0	0
43	Ilfracombe Harbour	1	1	1	1	1	0	0	0	0	0	0	0	5
44	Ilfracombe High Street	0	0	0	3	4	2	5	1	1	2	0	18	
Go1,2,3	Shopmobility	0	0	0	0	0	0	0	0	0	0	0	0	0
	All Cameras	24	9	21	21	20	20	23	23	23	25	9	15	233
	Not Applicable	0	0	0	0	0	1	0	1	0	1	1	0	4
	Total	128	125	193	173	155	186	156	152	135	173	123	128	1827

### 24 HOUR BREAKDOWN RELATING TO NUMBER OF INCIDENTS

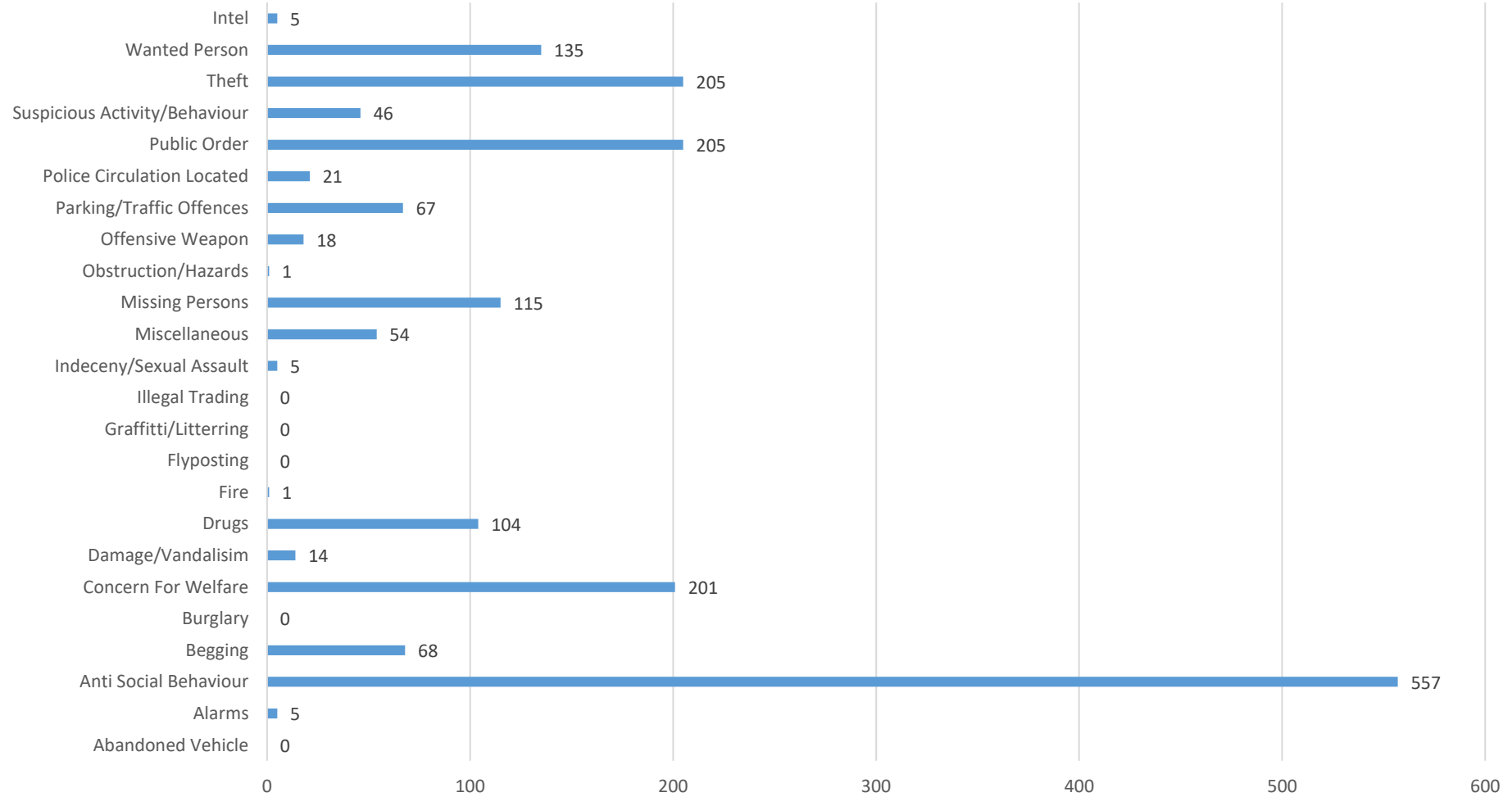




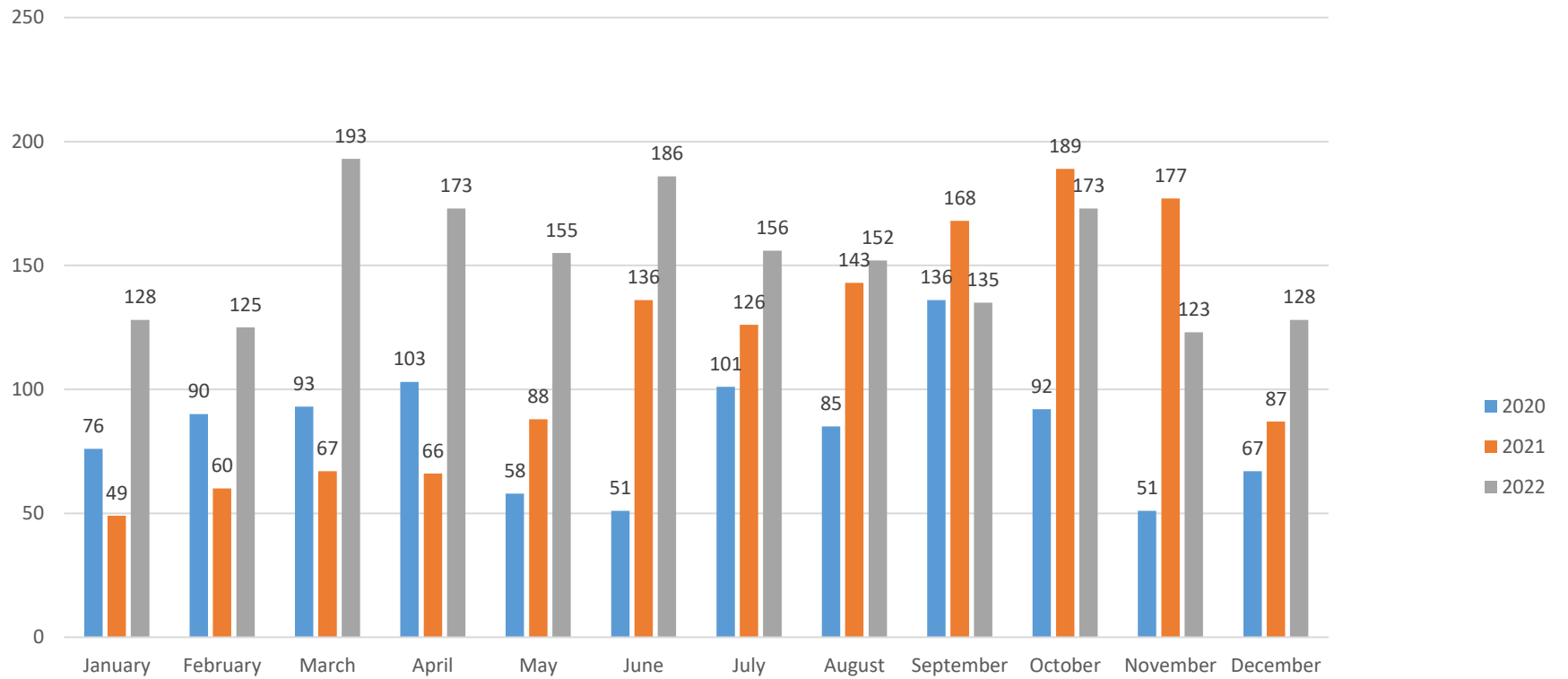
How Incident was made known



## Type of Incident



# Incidents by month comparison



# Incidents Comparison by Year

