Key to cover photographs

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<tr>
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<td>2</td>
<td>Desk monitor view of C1 Rickmansworth Rd</td>
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<td>3</td>
<td>CCTV street sign</td>
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<td>4</td>
<td>C3 Redvision dome camera with footfall camera below</td>
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<td>5</td>
<td>High level wireless transmitters</td>
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<td>6</td>
<td>Control room desk and monitor wall</td>
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<td>7</td>
<td>Control keyboard and desk monitor</td>
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<td>C7 Static camera</td>
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Consultation

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<td>Nick Fenwick</td>
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<td>29th August 2018</td>
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<td>Andy Smith</td>
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<td>Liam Fitzgerald</td>
<td>Community Safety Co-ordinator</td>
<td>15th August 2018</td>
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<tr>
<td>Carol Chen</td>
<td>Head of Democracy and Governance</td>
<td>29th August 2018</td>
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<tr>
<td>Simon Mason</td>
<td>Herts Police Inspector Watford Safer Neighbourhood Team</td>
<td>10th October 2018</td>
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Document Approval

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APPENDICES

Appendix 1 Camera location map

Appendix 2 Incidents of note

Appendix 3 Court sentencing results
I) INTRODUCTION

This report is published in accordance with the principles of the Home Office Surveillance Camera Code of Practice – June 2013 (updated in October 2014).

Closed circuit television (CCTV) continues to be a powerful tool in the continuing fight against crime, particularly when integrated with other crime reduction methods such as retail ‘shop-link’ systems. Watford Borough Council, Herts Police, Watford Business against Crime, Safer Watford, and business organisations remain of the view that CCTV will reduce incidents of crime and public disorder where it is either in place or will subsequently be introduced. It also assists in monitoring road safety and improves community confidence thereby creating a safer environment for residents, traders and visitors.

A national survey conducted by the CCTV User Group Ltd found that:

• 90% of survey respondents support the use of Public Area CCTV by Local Authorities and Public Bodies
• 82% believe CCTV saves money by reducing Police and Court time.
• 80% of respondents believe that clearly visible CCTV managed by Local Authorities and public bodies does not infringe on their privacy rights.
• 76% consider there is the right amount or too few public area CCTV cameras currently operating
• 71% believe that CCTV in public areas makes them feel safer and reduces crime.
• 70% are against any removal of CCTV cameras by public bodies to meet Government budget cuts.
• 63% believe that Crime and Disorder would increase if CCTV was removed in their area.

However, 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 is currently being reviewed and will be published early in 2019.

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. In operating its CCTV system, Watford Borough Council supports all the principles and operates its systems in accordance with:

• The GDPR and the Data Protection Act 2018 (introduced from 25th May 2018) prior to 25th May 2018 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

In addition to statutory requirements the Council is continually working towards compliance with the following advisory Codes of Practice.

• Surveillance Camera Code of Practice – The Surveillance Camera Commissioner.

The system design and operation is based on current Home Office (Scientific Development Branch) publication 28/09 “CCTV Operational Requirements Manual” and advice from Herts Police. The CCTV scheme is registered with the Office of the Information Commissioner, in compliance with the GDPR and Data Protection Act 2018, and with the Home Office in respect of the Police Airwaves radio system. All partners are totally committed to complying with these Codes in relation to the deployment and operation of CCTV.
ii) CCTV POLICY PRINCIPLES AND OBJECTIVES

What is the system used for

- The prime purpose of the system is to reduce both the real and perceived level of crime.
- 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 by:
  - Enhancing the economic climate, creating a greater opportunity for prosperity
  - Preventing or alleviating serious interruptions to traffic flow
  - Preventing or alleviating problems of an anti-social nature in the community.

What will the system not be used for

- The system will not be used to gather information on people going about their lawful business. To encourage confidence all cameras used by the CCTV operation at Watford Borough Council 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.
- Footage will not be used for entertainment. Information recorded will only be used by the Borough Council, Police and other statutory law enforcement agencies for the conduct of their duties.

1.0 BACKGROUND TO THE CCTV SYSTEM

1.1 It is acknowledged that town centre CCTV camera systems play vital roles in reducing the fear of crime, aiding in the detection of crime and the provision of evidence of offences and crimes. CCTV cameras are now an accepted part of the street scene but it is essential that their existence is not taken for granted and that the public are reassured that each camera is there for a specific purpose. The Home Office Scientific Development Branch advise that public area CCTV systems should be periodically audited and reviewed against their original operational requirement to ensure they continue to be fit for purpose. A comprehensive review will be carried out in the autumn of 2018. The outcome of the review will be published by the Council.

1.2 The purpose of the CCTV system is to reduce the fear of crime and to assist in the detection and prevention of crime and disorder. The service works in partnership with Herts Police and other enforcement agencies and assists in meeting the objectives of Safer Watford (the local community safety partnership) and the Hertfordshire Police and Crime Commissioner’s Plan 2017-2022 “Everybody’s Business”. The system is operated within an adopted Council CCTV Code of Practice.

1.3 The Watford Town Centre CCTV system was commissioned in April 1999 and comprised an initial scheme of 21 fully functional day/night cameras at key locations. Over time crime patterns, traffic behaviour, roads policing initiatives and technology have changed and evolved and there has been justified demand for additional cameras and resources to meet these. This has resulted in further cameras being added to the system resulting in a total of 60nr permanent pan, tilt and zoom (ptz) cameras and 30nr static cameras currently on the system.

Each CCTV camera is designed with an initial operational requirement specification set out in the Home Office Guidance “CCTV Operational Requirements Manual” 2009. This enables an operator to recognise a person at a maximum distance of 80m and motor vehicles at a maximum distance of 100m. A map of the CCTV cameras owned and operated in the town centre CCTV system is included in Appendix 1.
1.4 Watford Borough Council owns, manages and operates the town centre CCTV system from a purpose built control room in the town centre. The new control room, situated in Watford Police Station, was opened in April 2014 after relocating from the Charter Place shopping centre as part of the INTU development.

1.5 The service works in very close collaboration with Herts Police. A camera operator can communicate with Police Officers via their Airwaves radio network and transmit live images to their control room at Welwyn or to the match day control room at Vicarage Road Stadium. A virtual control room has been enabled at the Police HQ Major Incident Room where officers can view and control cameras. This enables the Police to deploy resources more effectively to incidents and if necessary attend our control room. It also enables them to have timely and meaningful briefings and information exchanges on current and emerging crime trends. The cameras also monitor traffic and can provide live updates for the highway authority and radio traffic information providers. The system also plays a vital role in safeguarding of vulnerable persons and victims of crime. Operators assist the Police in locating and tracking missing persons and with improved views of the Watford General Hospital this has been made more effective and a valuable tool.

CCTV operators also monitor and watch over vulnerable people and vulnerable victims of crime in the town until the appropriate assistance arrives. This happens day and night.

1.6 The control room operates 24 hours a day, 365 days a year and is staffed by an experienced and qualified CCTV operator at all times. The control room is generally single manned by a CCTV operator for a 12 hour shift. A part time supervisor also provides additional cover during normal office hours. The operators are employed under contract from OCS Legion Security Ltd and are contracted to the Council until 2020.

1.7 Operators monitor displays, on a bank of 12 high-definition screens, images from the public area cameras in the town centre along with cameras from our surface car parks, Accident and Emergency at Watford General Hospital, Watford Town Hall complex, Watford Museum, New Watford Market, Courtlands Drive shops, Tolpits Lane shops, The Cha Café and the Cassiobury Park hub and paddling pools.

1.8 INSTALLATION OF NEW CAMERAS

The installation of new cameras is strictly regulated and controlled by Home Office Guidance on Surveillance Cameras and the Council’s own objectives on tackling crime and disorder. Each new camera proposal is authorised by the Elected Mayor, Portfolio Holder for Community Safety. Alongside the operational justification for each camera a Data Protection Impact Assessment is undertaken and consulted upon to ensure that the Council does not breach it’s duties under Data Protection and Human Rights legislation. The outcomes of the Data Protection Impact Assessment can include the creation of privacy zones whereby a window or doorway is digitally obscured to prevent intrusion.

1.9 RECORDED FOOTAGE

CCTV footage is recorded digitally and retained for a maximum period of 31 days before being automatically overwritten. Footage is only ever retained, for a longer period, when a master copy of an issued disc is made in the course of an investigation. Master discs and supporting paper records are securely destroyed on a 7 year rolling programme.

Footage can be issued on request to a number of enforcement agencies, including: Police forces, DVLA, British Transport Police, UK Border Agency and the DWP.

The Council also uses footage to respond to Data Protection Act subject access requests and to assist in the investigation of benefit fraud, taxi contraventions and environmental crime.

The benefits of a digital recording system include the ability to instantly re-play and review footage. This greatly assists operators in identifying offenders and victims and the ability to relay accurate real-time information to the right people.
2.0 SYSTEM DEVELOPMENTS IN 2017-18

2.1 ADDITIONAL CAMERAS AND SYSTEMS
The Council has funded the installation of additional cameras at the following locations:

2.1.1 Cassiobury Park Hub and Paddling pools
In July 2017 the Council completed an award winning £6.6m HLF funded park restoration project. The centre-piece is a new visitor centre and paddling pools complex (known as The Hub). The Council will be responsible for management, maintenance and security of the premises.

The Hub complex is a standalone multi-functional facility situated at the western end of the formal park with the premises being self-contained. However, they are detached and remote from residential areas or roads in an unlit section of the park. Council employees frequently work alone at this site and out of normal hours presenting additional lone-worker risks.

The Council is entitled to take reasonable steps to protect the security of our assets and following advice from Hertfordshire Police’s Crime Reduction Officer it was agreed that providing CCTV coverage was the most effective way of achieving the required level of protection. This advice was incorporated into the design and two pole mounted public area pan tilt and zoom CCTV cameras were installed to provide the necessary coverage of the perimeter. In addition internal cameras monitor doorways and staff areas within The Hub and intruder alarms are set at key points. All cameras are connected to the CCTV control room and live monitored along with the alarm system.

The cameras were commissioned in July 2017 and have been used to assist with the detection of a number of incidents ranging from burglaries at The Hub, locating missing children at the playground and a vulnerable person.

Screen image of C211
Screen image of C212
2.1.2 Victoria Passage
The Council’s Environmental Health team secured funding from The Police and Crime Commissioner to deliver the Cassio Road Improvement Project. Under the “Love Your Street” theme Victoria Passage was identified as a secluded path with an increasing number of ASB activities taking place along it. This was deterring the public from using the path and increasing their fear of crime. The path is a key pedestrian route from the town centre to West Watford linking Cassio Road to Durban Road East and is a long established and well used route to local schools and premises. It was also frequently used by those making their way out of town and wishing to avoid detection. Currently CCTV coverage ceases at the Cassio Road junction with Market Street as camera c38 does not have a line of sight along the path. Once in Victoria Passage the direction of travel of those leaving town is not known as there are a number of alternative routes which often lead to offenders avoiding detection or arrest. Following an evaluation of the options for addressing ASB issues by the Police and the Council; CCTV coverage was deemed to be the most effective tool. To fully meet the objective it was necessary to achieve a clear line of sight along Victoria Passage and as much of the rear of the Al Zahra Centre as possible and also to connect all cameras to the CCTV control room. The Council was granted consent to mount cameras on the corner of the Al-Zahra Centre. Works were completed in November 2017. Since then they have proved to be a valuable addition to the system and currently meet their objectives.

Screen image of C47 looking down Victoria Passage

2.1.3 Wellstones Taxi Rank
The scheme to undertake public realm enhancement work in The High Street, to complement the external works being delivered by the INTU Charter Place project, commenced in January 2018. The Council’s proposals for the High Street include redesigned highway and pedestrian spaces and the exclusion of all vehicles except those which are authorised. Permitted vehicles include buses, cash in transit vehicles, emergency vehicles and public service vehicles. Taxis will not be permitted under the new arrangements and a full time taxi rank has been constructed in Wellstones. The new rank is accessible from the High Street via two existing passageways with the approaches and the area of Wellstones being improved by introducing street lighting, carriageway resurfacing, new signage and environmental improvements. Public area CCTV operates in the High Street however these cameras do not have direct lines of sight through them into Wellstones. Consequently individuals who enter from The High Street are lost from view. Many offenders are aware of this and congregate there or evade detection and make off through Wellstones. As a result this left many offences undetected.

A postcode search of the Wellstones area using published Herts Police crime data between Aug 2016 and Sept 2017 showed that there were 58 reports. These ranged from theft, drug related offences, street drinking, public order offences and criminal damage to antisocial behaviour. It was considered that the taxi rank area could continue to attract members of society who are intent on committing offences unless a series of measures are put in place to tackle this.
The primary aim was to ensure that taxi users, taxi operators and those passing through Wellstones feel welcomed, safe and secure. Expert advice confirmed that CCTV and an emergency help point were the most effective way of meeting the aims.

A number of pole mounted pan tilt and zoom and static cameras have been installed to provide the necessary coverage of the passageways, and the public highway sections of Wellstones. Some cameras are on combined lighting and CCTV poles and others are on dedicated CCTV poles.

In addition an emergency help point has been provided at the taxi shelter to give a direct line to the CCTV control room. This has proved to be successful in reducing the fear of crime.

### 3.0 CONTRACTUAL ARRANGEMENTS

#### 3.1 STAFFING CONTRACT

CCTV camera operators are provided to the Council under a services contract with OCS Legion Group Ltd. The contract, a 5 year (plus an optional extension of 2 years), was awarded in 2013. The contract requires the provision of 1x CCTV camera operator (168hrs/week) and 1x part time supervisor for 20hrs/week. This gives 24/7/365 operator coverage. The roster works on a rolling 12 hours shift of 4 days 07:00-19:00, 4 rest days and the four nights 19:00-07:00. Additional hours have been purchased to cover special events such as the New Years’s eve celebrations.

All CCTV operators are hold a SIA (Security Industry Act) CCTV accreditation and clearance under the Herts Police NPPV2 (Non Police Personal Vetting) process.

#### 3.2 MAINTENANCE AND SERVICE CONTRACT

The planned and preventative maintenance of the cameras, control systems, wireless network and the control room equipment is contracted out to a specialist provider. Following the successful delivery of the control room relocation and wireless conversion contract the Council exercised its option and awarded a 3 year (plus an optional extension of 2 years) contract to Videcom Security Ltd. The contract is inclusive of all parts and labour and effective from April 2014. Following a review of the performance of Videcom (at the end of the 3 year period) the Council exercised its right to extend the contract for a further 24 months. This will now expire in March 2020.

### 4.0 FINANCIAL ARRANGEMENTS

#### 4.1 REVENUE FUNDING

The cost of running the CCTV service in 2017/18 was £242k and this was met from the Council’s general revenue fund. The Council receives an external contribution of £15k from the Watford BID Ltd. In addition the Council also receives assistance in kind and support from Herts Police with the provision of all CDs and DVDs that are issued.

#### 4.2 WATFORD 2020 PROGRAMME

By March 2020 the Council must make savings of £3m as financial support from Central Government ceases. The Watford 2020 programme is designed to make the Council more efficient, digitally enabled and more commercially minded.

The CCTV service has been scrutinised and a number of opportunities to commercialise the CCTV and alarm monitoring services have been identified. These comprise commercial opportunities to generate revenue by providing CCTV and alarm monitoring or key-holding services.

In the coming year leads and opportunities will be investigated and progress reported in the next annual update.
5.0 INCIDENT ANALYSIS

5.1 NOTE It should be noted that the following data relates to incidents observed by a CCTV operator or identified by reviewing recorded footage. These statistics are not a reflection of Police crime statistics over the same period.

The CCTV operator maintains a daily observation book (DOB) where incidents and items of interest are noted and entered onto the incident database. An incident may require action by Council staff yet not amount to a crime or require any Police response. Such incidents include littering, parking offences, infringement of Hackney Carriage Bylaws, fly-tipping and health and safety matters.

In the period April 2017 to March 2018 (the period) CCTV operators observed 4510 incidents. This is compared to 4720 incidents observed in the period April 2016 to March 2017. The CCTV service also assisted the Police in 400 incidents resulting in the arrest of 500 individuals.

The Police have the power under the Anti-social Behaviour, Crime and Policing Act 2014 to issue a Dispersal Notice (S35 Notice) to an individual to move from a specified area for up to 48 hours. This tool has been used to great effect resulting in a reduction in the number of arrests for public order offences.

The CCTV operators are notified by the Police of the issue of a Notice. In the period CCTV operators assisted the Police in the issuing of 535 Section 35 Notices.

5.2 INCIDENT TYPE

There are 30 standard categories for the classification of observed incidents. The top 5 and the totals observed during the period 2017-2018 are listed below:

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5.3 THE RELEASE OF CCTV FOOTAGE

During this period, 454 discs were issued to the Police with footage to justify seizure of that data for use in criminal investigations. A further 22 discs were issued to the CCTV Manager in connection with Council activities or Data Subject Access requests.

5.4 INCIDENTS OF NOTE FROM APRIL 2017 – MARCH 2018

Every observation and incident is recorded in the digital recording system incident log and handwritten in the Daily Occurrence Book. The extracts from these records in Appendix 2 give an indication of the variety of incidents that the service becomes involved in.

5.5 CONVICTIONS INVOLVING THE USE OF CCTV FOOTAGE

The Council receives some feedback from The Crown Prosecution Service where our CCTV footage is supplied as evidence. The reports in Appendix 3 show the sentences given by the Court in the case.

6.0 DIRECTED SURVEILLANCE

6.1 The Regulation of Investigatory Powers Act 2000 (S28 (4) part 2)

The Act permits use of the CCTV system to observe known persons or individual properties by law enforcement agencies. This can be undertaken if authorized to do so by a Magistrate (on the advice of a senior officer from the Council) and by a Superintendent of Police or officer of similar level in other relevant
law enforcement agencies. Directed surveillance operations using the Council’s CCTV system are only conducted when other surveillance methods are considered inappropriate or not effective. The systems in place for directed surveillance were inspected by the Office of Surveillance Commissioners in October 2014 and there were no recommendations for changes. A number of desk top surveys have been undertaken since with no issues raised.

In the period 1st April 2017 to 31st March 2018 there was one operation authorized and undertaken for Herts Police.

Further information on the legal requirements can be found at http://surveillancecommissioners.independent.gov.uk

7.0 DATA SUBJECT ACCESS REQUESTS

7.1 The Data Protection Act
CCTV images are classed as data and, as data controller for the system, the Council has certain duties. Individuals have the rights of subject access as provided for in the Data Protection Act 2018 and the GDPR. The GDPR updated data protection laws for a digital age. The Council has reviewed the CCTV service and its signage, data processing, data storage and data destruction procedures and confirms that they comply with the Act.
Any application must be made in writing on an application form which is available on our website at www.watford.gov.uk or by request at the Customer Service Centre.
In the period from April 2017 to March 2018 the Council received 74 written requests for CCTV footage which resulted in the processing of 15 CCTV related subject access requests.

8.0 COMPLAINTS
The Council’s complaints register shows that no complaints relating to CCTV were received in the period from April 2017 to March 2018.

9.0 REQUESTS FOR INFORMATION ABOUT CAMERA SYSTEMS

9.1 The Freedom of Information Act 2000
The Council is required by the Act to provide information relating to its services. There were 2 FOI requests within the period for information relating to CCTV camera locations, the use of re-deployable cameras, system running costs and CCTV recordings. All the requests were responded to within the specified period.

10.0 THE SURVEILLANCE CAMERA COMMISSIONER (SCC)

10.1 The office of the Commissioner was created under the Protection of Freedoms Act 2012 (PoFA) to further regulate public area CCTV.

The Act required the commissioner to publish a Code of Practice relating to surveillance camera systems and this was issued in 2013. It is the role of (SCC) to encourage compliance with the surveillance camera Code of Practice. The Code comprises 12 guiding principles against which the Commissioner must encourage relevant authorities to comply despite not having enforcement powers. Relevant authorities who must have regard to the Code include local authorities and Police Forces.
The SCC developed a self-assessment tool to enable organisations to assess how well they comply with the Code. This Council was invited to undertake compliance check and the results have shaped an action plan to ensure compliance. The Council has been working towards compliance and the standards were achieved in April 2017.

11.0 CAMERA LOCATION MAPPING

11.1 Surveillance by consent is dependent on transparency and the publishing of information about CCTV systems is the first step towards public support of CCTV. Underpinned by the SCC’s Guiding Principles the Council wishes to be as transparent as possible with regards to information about its systems and the siting of CCTV cameras.

The Council is committed to becoming a digitally enabled organisation and to ensure that information about our assets, where appropriate, is made publicly available through digital channels.

In Autumn 2017 the Council completed a data capturing exercise for all of its public area cameras which culminated in a public CCTV layer being created within Explore Watford. “Explore Watford” is the customer facing Geographical Information System accessible through the Council web site [www.watford.gov.uk](http://www.watford.gov.uk). Visitors to the site can now view the location of every Council owned public area CCTV camera within the Borough.

The staff accessible pages within the system give further information relating to the communications links and other technical data.

Extracts from the publicly viewable map are attached in Appendix 1.

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FURTHER INFORMATION

For further information relating to the Council’s CCTV systems please contact the report’s author:-

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