

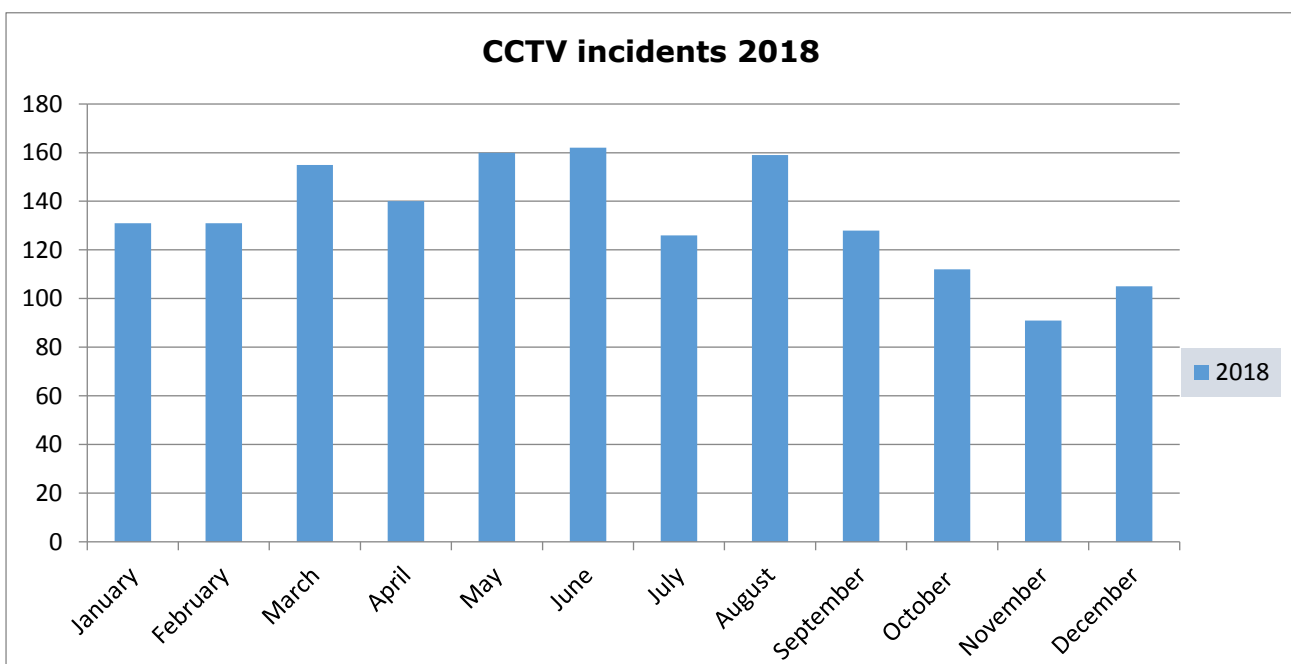
2018 CCTV Annual Report

To ensure the CCTV scheme is still beneficial to the public in providing the crucial service of public safety and crime prevention and detection, an annual report summary will be carried out.

These are the findings for 2018:

- current number of CCTV cameras – 250
- total number of incidents 2018 – 1,653
- total number of arrests 2018 – 723.

The graph below shows the fluctuations in incidents across all towns per month.



Audit

In 2018, an internal audit was conducted on the CCTV service where recommendations were made to support compliance with the General Data Protection Regulation (GDPR) and improve transparency of the service. All recommendations were successfully implemented and, as a result, it has allowed us to grow the service and take on additional sites.

In the past 12 months, the CCTV control room has taken over the monitoring of more than 100 cameras by bringing external sites in house, such as Moyse's Hall Museum and the Apex. By doing this, sites owned by the council can now be

monitored 24 hours a day, seven days a week by Security Industry Authority (SIA) trained operators in a secure environment which ultimately offers a much more effective and efficient service to the public.

Recent improvements

- CCTV webpage (updated regularly)
- CCTV signage updated and present in all towns/sites
- self assessment tool completed and sent to Information Commissioner's Office (ICO)
- privacy impact assessments completed (updated regularly)
- code of practice (updated regularly)
- staff have completed GDPR training
- multiple external sites brought in house for GDPR compliance
- servers upgraded to current IT standards
- network security now managed by internal IT provider with regular patches and updates.

Future

- It is our intention to always aim to improve the CCTV service with regard to effectiveness and efficiency. This will be done through the following means:
 - continue to bring external council sites into West Suffolk CCTV control room to be monitored
 - offer our services for CCTV and alarm monitoring to other sectors internally and externally
 - upgrade existing CCTV equipment to new HD cameras
 - implement body worn cameras (BWC) to assist car park attendants in their job roles
 - conduct an annual audit within the service to ensure that we conform to current legislation and ICO guidelines.