



**North Devon Council
Public Space CCTV Annual Report 2023**

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 37 cameras operational across North Devon including 1 deployable camera, with the vast majority within Barnstaple Town Centre. The CCTV team also monitor the out of hours period for North Devon Crematorium due to issues of vandalism and ensuring public safety.

Green lanes shopping centre has a further 34 cameras monitored by their own SIA licensed operators. There are 17 cameras that cover Ilfracombe Harbour that are monitored by the Harbour Master. There are 8 cameras in South Molton which are not live monitored and are reviewed on request.

The cameras are grouped in the following categories/locations:

- Barnstaple Town Centre and surrounding areas
- Green Lanes Shopping Centre
- Ilfracombe Harbour
- Ilfracombe Town Centre.
- South Molton.
- North Devon Crematorium

The cameras are permanently recording 24 hours a day, 365 days a year and actively 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) 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 enabled the North Devon CCTV system to 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. Currently Ilfracombe town centre has two cameras operated by the hub and South Molton 8 cameras.

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.

In operating its public space surveillance system, North Devon Council's internal Code of Practice supports all the principles contained within:

- The European Directive 95/46/EC
- The Human Rights Act 1998
- The Regulatory and Investigatory Powers Act 2000
- The Protection of Freedoms Act 2012
- Data Protection Act 2018
- General Data Protection Regulation (GDPR)

The Council's system is listed on the Data Protection Register of the Information Commissioner's Office, registration number is Z6207692.

The Protection of Freedoms Act 2012 introduced restrictions on the use of local authorities' surveillance powers, particularly with regards to covert surveillance. The Act also provides for the regulation of CCTV by the Secretary of State and the provision of a Code of Practice. As a result, an amended Code of Practice was introduced in January 2022 which can be accessed via www.gov.uk/government/publications/update-to-surveillance-camera-code.

Under section 33 of the Protection of Freedoms Act 2012, local authorities are under a duty to have regard to the code when exercising any function to which it relates. The Council is committed to the principles of the code and have completed the self-assessment tool. The Data Protection Impact Assessment for the Council's CCTV surveillance has been received and is considered appropriate and up to date.

The Council's Code of Practice, Data Privacy Impact Assessment and Self-Assessment tool are all published on the Council's [website](#).

What is the system used for?

The Surveillance Camera Commissioners 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.

What will the system not be used for?

It will not be used to gather information on people going about their lawful business. To encourage confidence in the system all cameras used by the CCTV operation at North Devon Council are overt and their presence is clearly indicated by signs covering the CCTV area. In addition, the locations of all NDC operated cameras can be found at: <https://www.northdevon.gov.uk/community-safety-and-emergencies/cctv>.

The system will **not** be used to enforce minor breaches of law that do not impact adversely upon public safety or the quality of life. Information recorded will only be used by the District Council, Police and other statutory Law Enforcement Agencies. It will not be used for the enforcement of parking regulations.

Surveillance Camera Code of Practice – review of cameras

The Surveillance Camera Commissioner 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 recognises the need 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 is promoted during 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 properties have privacy settings that blank out either windows or entire properties.

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 Place Manager (Town Centres) fulfils this role and this is publicised on the Council's website. The contact details are as follows Email 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.

The results of this review are shown in **Appendix 1**. The review was conducted by the North Devon CCTV Scheme manager and the CCTV Supervisor.

All 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 2023

The number of incidents and observations for the service in 2023 are shown in **Appendix 2**. The key highlights are as follows:-

- CCTV staff were involved in 1766 incidents / observations (1827 the previous year).
- CCTV staff were involved in 96 arrests by Devon and Cornwall Police (96 the previous year).
- CCTV staff were involved in 438 missing/vulnerable person "events" (316 the previous year).
- 547 incidents were identified by the operators themselves, through their general monitoring.
- CCTV carried out 575 reviews of footage of which 184 incidents were produced for Police enquiries as evidence.

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.

During the unmanned hours images from all the cameras are recorded and images kept for 28 days before being deleted. Footage can be archived if it is requested 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 Queen Street and Castle green
- A mobile camera.
- Anchorwood Business park
- Seven Brethren Business park

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 zero 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 2023

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	Patenostr 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
18	Bear Street Barrow Clark	Crime, ASB	Y
Camera Number	Location	Main impact / purpose of camera	Location appropriate
21	Braunton Road / Pottington	may assist in the recognition of vehicles involved in crime on major access route and missing people	Y
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
33	Rock Park Town Council Depot	Theft and asset protection	Y
35	High Street	Footcount crime and ASB	
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	Ilfracombe High Street	Crime, ASB and public safety	Y
DEPL	Deployable CCTV	Crime, ASB and public safety	Y

New cameras

GL	Green Lanes	ASB, Public Safety Asset protection	Y
SM	South Molton	ASB, Crime	Y
Crem	North Devon Crematorium	ASB, Public Safety Asset protection	Y

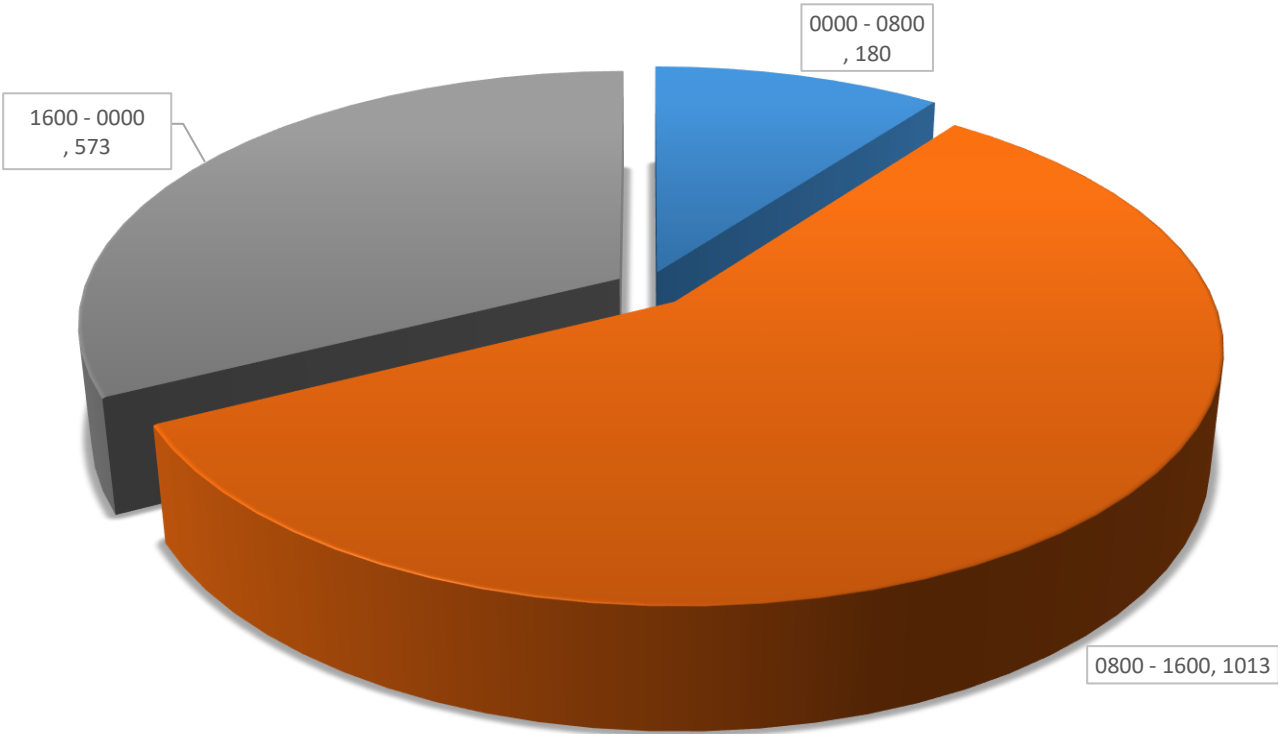
Appendix 2: Incidents & Observations Report For North Devon Council Public Space CCTV, 1 January 2023 – 31 December 2023

Incidents & Observations by Location - Monthly Table

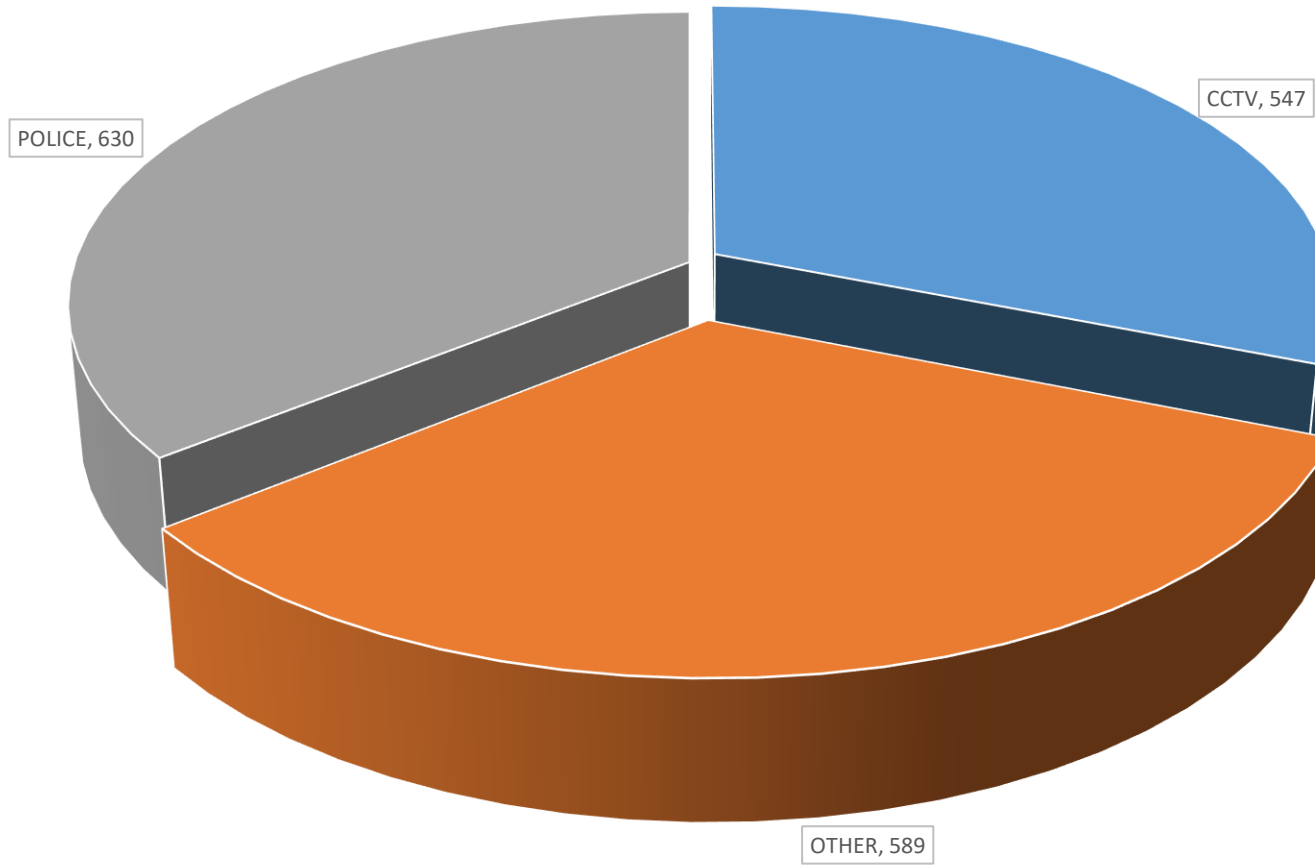
Camera Number	Camera's detecting incidents	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
1	Mermaid Cross	10	6	6	5	2	5	6	5	5	10	7	5	72
2	Joy Street/Boutport Street	12	14	9	16	14	12	9	13	27	17	18	8	169
3	Queen Street Car Park	2	0	4	5	1	8	2	3	5	2	3	1	36
4	Queen Street	12	18	7	18	11	13	11	17	10	10	13	12	152
5	Boutport Street/High Street	10	7	5	8	4	6	8	8	8	10	12	6	92
6	The Strand/Maiden Street	2	1	5	9	3	3	2	6	2	6	3	1	43
7	Cross Street/The Strand	3	0	0	1	1	2	7	3		2	3	2	24
8	Paternosta Row	6	6	2	10	3	5	12	5	7	6	2	3	67
9	High St/Butchers Row	33	37	25	14	17	25	18	26	34	33	26	36	324
10	Tully Street	9	10	7	6	3	11	10	10	9	14	15	8	112
11	The Square/Long Bridge	1	2	1	7	6	7	3	4	3	5	8	6	53
12	Pannier Market/Market Street	1	0	1	2	1	2	1	0	0	0	0	3	11
13	Silver Street/Diamond Street	2	4	7	9	9	4	6	4	7	7	2	3	64
15	Belle Meadow Court	2	2	2	1	0	0	2	1	1	2	0	0	13
16	Belle Meadow Road & Car Park	1	0	1	0	1	2	0	1	0	0	1	1	8
17	Bear Street	4	1	6	6	3	1	5	3	7	3	5	7	51
18	Bear Street Barrow Clark									1	1		1	3

21	Braunton Road / Pottington	0	0	0	0	0	0	0	0	0	0	0	0	0
22	Barnhedge Roundabout	6	3	1	7	1	3	3	5	6	4	3	5	6
23	High St / Church Walk	1	5	4	3	7	3	3	5	7	6	6	2	1
28	Diamond St/Square	0	3	0	4	2	0	0	1	4	4	0	0	18
29	Rock Park Play area	1	0	2	4	0	2	2	4	1	2	3	0	21
30	Skate Park	0	0	0	0	0	1	0	0	0	0	0	0	1
31	Sticklepath Terrace	0	0	0	0	0	1	0	0	0	0	0	0	1
33	Rock Park Yard	0	0	0	0	0	0	0	1	1	0	0	0	2
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	1	0	0	1	1	1	4
42	Bus Station Internal	0	0	0	0	0	0	0	0	0	1	0	0	1
43	Ilfracombe Harbour	1	0	0	1	1	2	1	2	0	1	1	0	10
44	Ilfracombe High Street	0	4	3	3	2	1	3	4	2	4	3	1	30
GL	Green Lanes	2	0	0	0	0	0	1	1	1	1	0	0	6
GND	Go North Devon	0	0	0	0	2	0	0	0	0	0	0	0	2
SM	South Molton	0	0	0	0	0	0	1	0	0	0	0	0	1
	All Cameras	18	16	21	18	18	26	27	26	44	31	18	20	23
	Not Applicable	0	4	2	3	2	2	0	3	5	4	7	0	32
	Total	140	146	109	155	105	142	136	159	195	191	160	128	1766

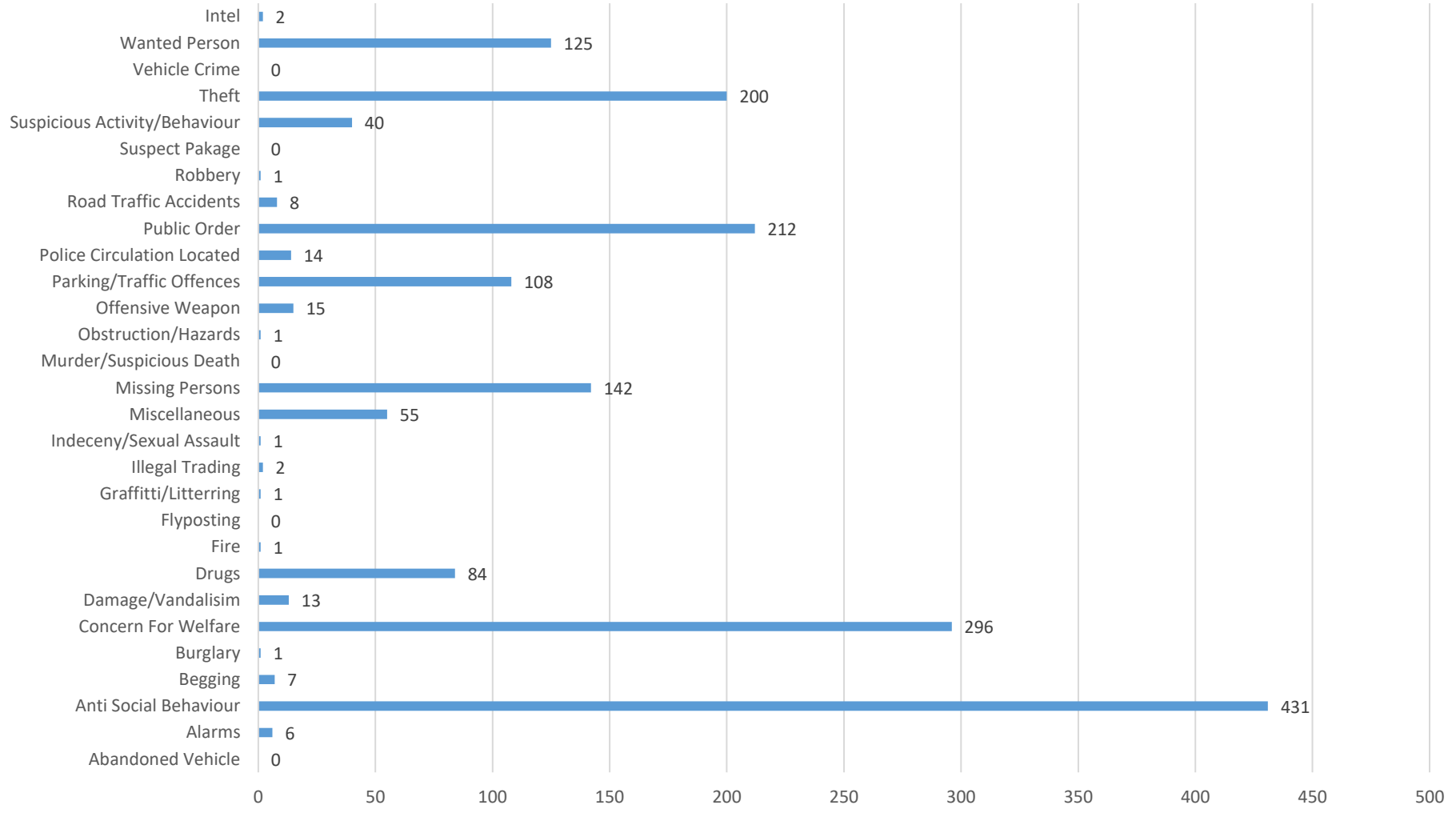
24 HOUR BREAKDOWN RELATING TO NUMBER OF INCIDENTS



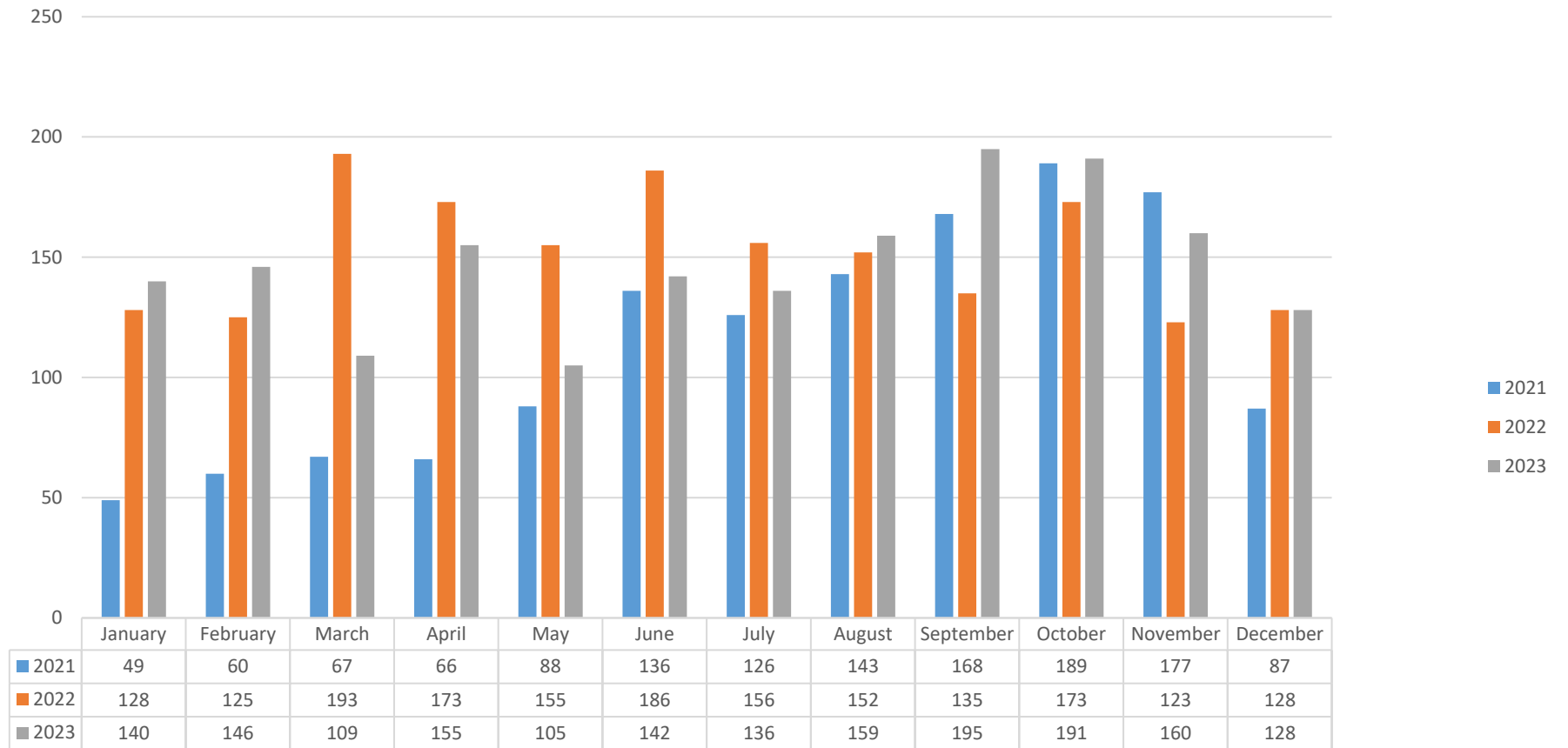
How Incident was made known



Type of Incident



Incidents by Month comparison



Incidents Comparison by year

