

**The business benefits available from the use of a police radio in a Local Authority CCTV control room, and the rationale concerning how using such a business process can have a positive impact on the reduction of street crime.**

## **1 Introduction**

This is a document detailing an on going piece of work taking place within the Metropolitan Police Service (MPS). It concerns a new way of working involving a dynamic operational partnership between MPS police control rooms and their respective Local Authority CCTV control rooms.

The new way of working was primarily designed to contribute towards a safer, more efficient method of command and control for the MPS, and at the same time increase the quality of service both control rooms provide to the public. Crime reduction was identified as a possible benefit within the original project plan, but it was not the main driver for the work. However anecdotal reports, now coming in from Local Authority CCTV control room managers suggest that those areas that have now adopted this new way of working, are beginning to notice crime reduction benefits. These are in addition to the "operational" business benefits originally identified with respect to command and control functionality.

*The rationale showing how the use of the police radio in a Local Authority CCTV control room can positively impact on crime reduction is shown towards the end of this report.*

## **2 Original objective**

The original high level objective identified for this piece of work, was to provide a speedy (radio) communications link between each of London's 32 Local Authority CCTV control rooms, and their respective police control rooms, and in doing so, strengthen the Crime & Disorder partnerships specifically when dealing with dynamic incidents occurring in the street within a CCTV controlled area. It was anticipated that such a process would positively contribute towards police officer and public safety.

All the work leading to the implementation of the new methods of working has been conceived researched and progressed and managed by PC Mick Harrison (PC 402 CO) from the MPS C3i Programme. The ACPO sponsor for this work is Commander Ron McPherson the Group Director of MPS Communications Services.

## **3 The C3i Programme**

C3i refers to *command, control, communication and information*. It is the biggest business change programme ever undertaken by the MPS and it has been introduced to develop an improved command and control service for London.

C3i brings together technology, building and people-related projects and will facilitate the relocation of 32 Borough Operational Command Unit (BOCU) control rooms and the MPS's Central Communications Complex (CCC) at New Scotland Yard into three purpose built communications centres situated at Hendon, Bow and Lambeth. It is a programme made up of a number of projects, and the projects have various streams of work attached to them.

The C3i vision involves MPS communications staff dealing with the receipt of incoming demands from 999 and non-999 calls and other electronic means, the assessment of each demand, where possible the resolution of the demand, and if appropriate the deployment of police resources. C3i staff will provide 24/7 communications support for police officers, and for the many and varied special events that take place on a daily basis in the capital. Ultimately it will lead to a streamlined and ultra-efficient communications service to handle calls and despatch police resource. It will also be the largest police OCU in the UK!

#### **4 CCTV**

One stream of work within C3i concerns the operational use of CCTV within the MPS's command and control environment.

There are around 10,000 CCTV cameras in London, most are owned and operated by Local Authorities and TfL (Transport for London). The number increases every month, and mobile CCTV is now being developed. The MPS is responsible for the policing of 32 of the 33 London Local Authorities (the City of London has its own police service). The MPS have realigned the geographical boundaries of their police Borough Operational Command Units (BOCU's) so that they coincide with the Local Authority borough boundaries.

#### **5 History of the MPS's use of CCTV**

Over the past 20 years, as each Local Authority installed its CCTV network, video links were put in place between the Local Authority CCTV control room and its corresponding police control room. These generally allowed for three "live" CCTV images from the Local Authority CCTV network to be viewed in the appropriate police control room. Along with the video links, a telephone "hot line" was installed between the two control rooms, and the technology to allow police control room staff, the ability to select a CCTV camera and control (pan / tilt / zoom) the CCTV camera.

#### **6 The present way of working**

Early in 2001 scanning began within C3i to examine how Local Authority CCTV was used in police control rooms right across London.

Because the Local Authority CCTV networks were developed and expanded over a number of years, and an ethos within the MPS to decentralise and allow BOCU's greater autonomy in addressing the needs of each local community, C3i noticed that each BOCU had its own particular way of managing the operational relationship with their Local Authority CCTV control room. Generally, most felt that Local Authority CCTV was either another form of "demand" coming into the MPS, or was an investigative tool to be used re-actively some time after a crime had taken place.

## 7            **Obstacles**

Analysis showed that a few forward thinking BOCU's were trying to use Local Authority CCTV as a resource to assist the MPS in dealing with demands. However an obstacle to those BOCU's was that police control room staff often had little knowledge concerning the exact locations of Local Authority CCTV cameras in relation to a demand, and Local Authority CCTV control room operator were generally unaware of the incidents taking place on their borough. Finally Local Authority CCTV control room operators do not generally have resources available 24/7 to respond to any incidents they identify.

To quote a Local Authority CCTV control room manager **“A CCTV camera has never jumped off the lamp post and arrested a person”**

## 8            **Opportunity**

C3i had already identified that prior to any migration from the BOCU control rooms, into the C3i control centers, more standardisation was necessary in all areas of police command and control.

C3i also recognised that "live" CCTV images from the scene of an incident would be of great value to the communications staff in the new C3i centers,

This need to standardise provided an opportunity for the MPS to spread best practice and produce some standard operating procedures concerning how a police control room and a Local Authority CCTV control room could work together in partnership, dealing with community safety issues.

The concept of using a police radio in a Local Authority CCTV control room was considered.

## 9            **Further research**

Other constabularies were visited and some used radio communications between their police control room and the Local Authority CCTV control room. However none could be found that fully documented this business process, and no data could be found detailing any tangible benefits.

Many stakeholders were consulted and it was agreed that there was a certain amount of risk in allowing non-police personnel access to police radio transmissions, and so the risk would have to be managed. But it was also accepted that there was a risk attached to the non-sharing of operational information with a key crime reduction partner.

There was also some fear that placing a police radio in a Local Authority CCTV control may increase the demand coming into the MPS. Never-the-less agreement was reached concerning a trial.

## **10 The Greenwich trial**

C3i proposed providing a Local Authority CCTV control room with a Metropolitan police radio, allowing CCTV staff to listen to the police BOCU main deployment radio channel, and use their CCTV camera network in response to the information they heard over the police radio. In September 2001 a measured trial took place in the London Borough of Greenwich whereby a police radio, monitoring Greenwich BOCU's main deployment police radio channel, was used in Greenwich Council's CCTV control room. The results were immediate and impressive.

## **11 The Greenwich trial base line**

One of the best ways to measure the effect of the police radio in a Local Authority CCTV control room involved simply counting the number of dynamic operational communications (telephone calls) between the two control rooms, before the radio was used and again after. These 'fast time' calls when examined and were seen to be 'demands' made by one control room upon the other.

The data within this report has been obtained from written logs kept by the London Borough of Greenwich's CCTV control room staff. The information has been corroborated by the MPS's Computer Aided Despatch (CAD) system. It is a basic measure of the fast time operational telephony communication between a police control room and its respective Local Authority CCTV control room.

Prior to the installation of the police radio in the Local Authority CCTV control room, and in order to provide a base line, seven individual week's operational inter-actions were examined. The seven weeks selected were spread out, as follows:

Week 1 (24<sup>th</sup>-->30<sup>th</sup> January 2000).

Week 2 (3<sup>rd</sup>-->9<sup>th</sup> April 2000).

Week 3 (10<sup>th</sup>-->16<sup>th</sup> July 2000).

Week 4 (16<sup>th</sup>-->22<sup>nd</sup> October 2000).

Week 5 (24<sup>th</sup>-->30<sup>th</sup> January 2001).

Week 6 (3<sup>rd</sup>-->9<sup>th</sup> April 2001).

Week 7 (10<sup>th</sup>-->16<sup>th</sup> July 2001).

	<u>CCTV passing a demand into Police</u>	<u>Police passing a demand into CCTV</u>
<u>Week 1</u>	<u>17</u>	<u>24</u>
<u>Week 2</u>	<u>22</u>	<u>22</u>
<u>Week 3</u>	<u>20</u>	<u>17</u>
<u>Week 4</u>	<u>33</u>	<u>28</u>
<u>Week 5</u>	<u>18</u>	<u>14</u>
<u>Week 6</u>	<u>24</u>	<u>30</u>
<u>Week 7</u>	<u>19</u>	<u>27</u>

## 12 Installation of a police radio

A police radio was installed in Greenwich Local Authority's CCTV control room on 01/09/01. This was done, initially, without the knowledge of Greenwich police control room staff.

The police radio was used in the Local Authority CCTV control room. It allowed CCTV control room operators to listen to the primary police radio channel for their geographical area. During these first two weeks the transmit facility on the police radio was not used by Local Authority CCTV control room staff.

As the trial progressed, some, and eventually all police control room staff became aware of the police radio in the Local Authority CCTV Control Room. This was because they began to immediately receive "live" images on the CCTV monitors in their police control room from specific locations virtually as soon as they put the call out over the main deployment channel.

Week 8. (01<sup>st</sup> ----> 07<sup>th</sup> September 2001).

Week 9. (08<sup>th</sup> ----> 14<sup>th</sup> September 2001).

During this two-week period, communications between the two control rooms was again examined and the following figures were obtained:

	<u>CCTV passing a demand into Police</u>	<u>Police passing a demand into CCTV</u>
<u>Week 8</u>	<u>9</u>	<u>53</u>
<u>Week 9</u>	<u>11</u>	<u>61</u>

**With the use of a police radio, Greenwich's CCTV control room operators were "responding" to over twice as many police generated incidents, than they were when they were operating without a police radio. The "demands" from the CCTV control room had also significantly reduced.**

### **13 Arrests**

Greenwich Local Authority CCTV records were again examined over the same nine weekly periods in an effort to count the number of arrests made with assistance from Local Authority CCTV. These were again verified via the MPS CAD system.

	<u>Arrests involving Local Authority CCTV</u>
<u>Week 1</u>	<u>3</u>
<u>Week 2</u>	<u>6</u>
<u>Week 3</u>	<u>4</u>
<u>Week 4</u>	<u>5</u>
<u>Week 5</u>	<u>4</u>
<u>Week 6</u>	<u>5</u>
<u>Week 7</u>	<u>10</u>

	<u>Arrests involving Local Authority CCTV</u>
<u>Week 8</u>	<u>13</u>
<u>Week 9</u>	<u>11</u>

## 14 Analysis

The use of the police radio in the Local Authority CCTV control room seems to reduce the 'demands' made from Local Authority CCTV into the police control room. This may be because Local Authority CCTV control room operators are constantly using their CCTV cameras in response to incidents they hear about on the police radio. In doing this they have less time in which to generate their own demands.

#### **14.1 Further analysis of week 8**

CCTV called CAD 9 times. And CCTV responded to 53 incidents that they heard via the police radio.

Out of the 53 incidents CCTV heard via the police radio, the police control room informed (via telephone) the CCTV Control Room of 41 incidents. Most of these incidents were broadcast on the police radio then shortly afterwards the police control room phoned through to CCTV. **The time delay between the two means of notification ranged between two minutes and ten minutes.**

In addition to the above figures there was one incident (Missing Person) that the police control room phoned through to CCTV without broadcasting any details on the police radio.

#### **14.2 Further analysis of Week 9**

CCTV called CAD 11 times. And CCTV responded to 61 incidents that they heard via the police radio.

Out of the 61 incidents CCTV heard via the police radio, the police control room informed (via telephone) the CCTV Control Room of ten incidents. During this second week less incidents were phoned through to CCTV, possibly because by then most police control room staff were aware of the police radio in the CCTV Control Room.

In addition to the above figures there was again one incident (Missing Person) that the police control room phoned through to CCTV without broadcasting any details on the police radio.

#### **14.3 Specific incident analysis**

Some specific incidents that occurred during 5 consecutive days within the two-week (police radio) trial period included:

##### **Incident 1**

This example shows Officer Safety issues, correctly increasing the number of units deployed, dynamic risk assessment, arrest, and video-recorded evidence in "real time."

At 13.17hrs the CCTV Control Room hear over the police radio a call about three youths acting suspiciously at a location near Local Authority CCTV Cameras. The youths are picked up on Local Authority CCTV and the image passed into Greenwich BOCU's control room.

13.18hrs as police officers are en-route to the location police control room staff see that one of the youths is in possession of a Stanley knife. This information is passed to the officers attending the scene. Additional units also make their way.

13.19hrs, police officers arrive on the scene and immediately arrest the youth in possession of the Stanley knife.

## **Incident 2**

This example shows the gathering of good intelligence, and evidence video recorded in "real time."

At 1641hrs a call is received in Central Communications Complex re youths driving a possibly stolen motorcycle dangerously on a local housing estate.

At 16.44hrs this call is put out on police radio and heard in the Local Authority CCTV control room.

Local Authority CCTV 'search' the area and at 16.56hrs images of suspects (entering a private house) are put through to Greenwich BOCU's police control room.

Police officers that attend the scene are directed (by CCTV staff) to the house that the suspects entered. Without the suspect's knowledge they see three stolen motorcycle in the rear garden of the house. This information is all passed into the MPS Criminal Intelligence System.

## **Incident 3.**

This example provides confirmation of an incident and high quality video-recorded evidence of an assault on police.

Between 16.41hrs and 16.50hrs four (different) informants contacted Central Communications Complex to inform police of a fight-taking place between a male and a female in the street.

At 16.46hrs Greenwich BOCU's police control room inform (via police radio) the Local Authority CCTV control room. CCTV control room operators locate the male and the female fighting and passed the images into the BOCU police control room.

At 16.50hrs police officers arrived on the scene. From 16.46hrs the whole incident was recorded in 'real time'. As the officers speak with the male and female, the female is video recorded kicking a police officer in the groin. She is immediately arrested.

## **Incident 4.**

This example shows speedy dissemination of good quality intelligence and high quality video-recorded evidence, recorded in "real time".

On 13/09/01 Greenwich BOCU's police control room circulate via police radio of details of a stolen motorcycle, taken from outside a house in the London Borough of Greenwich (but not within an area covered by Local Authority CCTV). The stolen motorcycle details were recorded in the CCTV control room log.

On 14/09/01 the Local Authority CCTV staff find (and record) this same motorcycle being ridden by a youth. Local Authority CCTV calls police. Police attend, the youth is arrested and the motorcycle is recovered.

A point of note here is that this motorcycle belonged to the partner of one of Greenwich's police control room staff.

### **Incident 5.**

This example shows the managing of a critical incident scene and the video recording of an arrest of two suspects.

At 21.54hrs a call is received at Central Communications Complex "Male Stabbed." This call is acknowledged at Greenwich BOCU police control room at 21.56hrs and Local Authority CCTV is immediately informed via police radio and further details passed via the dedicated telephone line.

Local Authority CCTV immediately identifies the victim (on the ground), and the images are passed into Greenwich BOCU's police control room. Real time recording of this critical incident begins.

Police arrive on the scene at 21.59hrs. Crime scene established, other CCTV cameras (acting on information via the police radio) search the area for suspects.

22.07hrs Local Authority CCTV locates two possible suspects.

22.08hrs CCTV guide police into two suspects and they are both detained.

22.20hrs police officers are deployed to the CCTV control room to assist in managing the incident.

This critical incident scene and surrounding area is 'real time' video recorded in the Local Authority CCTV, continuously, until all police finally leave the area. This video recording, along with the nine page Computer Aided Despatch incident 'print out' provides a full audit trail of all police actions concerning this matter, especially those from the scene of the incident during the critical early stages.

**These were not unusual incidents taking place over a number of months. They all took place within one consecutive five-day period in September 2001.**

## **15 CCTV managers operational user requirement**

On Tuesday 25<sup>th</sup> September 2001, twenty-one of London's Local Authority CCTV Managers attend a C3i hosted workshop. This was to identify their Operational User Requirements (i.e. what they expected in the future from C3i). Their "must have" requirement was a need for

fast time communications between their CCTV control rooms and the police control rooms, wherever that control room was situated. With this user requirement now coming from Local Authority CCTV control room managers, and the results from the Greenwich trial, C3i began to seriously examine how this operational need could be addressed.

## **16 Legislation**

Any solution had to be in accordance with the Data Protection Act, meet the requirements of the information commissioner, and respect the general rights of privacy. It also had to be proportionate, legal, accountable and necessary.

## **17 Airwave**

C3i also had to be aware that when "Airwave" became available in the MPS, it would possibly not be acceptable to use MPS "Airwave" handsets in Local Authority CCTV control rooms, so if a police radio was to be provided in the short term, the longer term C3i solution would have to provide functionality at least as good as that provided by the police radio.

## **18 Further police radio trials**

The operational process was further tested in the real environment. Some other BOCU's began to use police radios in their Local Authority CCTV control rooms, and some began posting a police officer in the CCTV control room.

In the London Borough of Brent, CCTV control room staff heard over the police radio details of a street robbery. Although this was not within a CCTV controlled area staff in the control room recorded the descriptions of the suspects. Some hours later the suspected were spotted via CCTV and arrested.

In the London Borough of Lambeth, a call was heard over the police radio to fireworks being discharged in the street. Local Authority CCTV control room staff used their cameras to check the area and saw persons in possession of firearms. This resulted in a more appropriate police response.

Benefits broadly similar to those identified at the Greenwich trial site were again identified.

## **19 Early assessment of benefits**

It was noted that benefits were not just available to the police. The Local Authority CCTV control room, using information from the police radio, were now able to use their CCTV camera network to best effect, producing better value for their communities.

Both "partners" in this Crime and Disorder partnership were gaining.

As the use of a police radio in a Local Authority CCTV control room increased the following specific benefits were identified:-

- It was identified that with a police radio in a Local Authority CCTV control room, the ability of the Local Authority CCTV operators, to prevent or detect crime is greatly enhanced. Local Authority CCTV operators are immediately aware of incidents occurring close to their CCTV cameras, and real time CCTV recording to take place at the earliest possible moment, when the best video evidence is available to them.
- 'Live' images from the scene of an incident are immediately 'piped' into the appropriate MPS BOCU control room. Such images allow MPS communications room staff the ability to verify and reassess the demand, assist in the risk assessment process, and ensure that the most appropriate resources are assigned to the incident.
- In some suitable cases, the use of Local Authority CCTV cameras to 'respond' to tasks such as searching for suspects, looking for missing persons, and locating vehicles of interest to the police, can actually 'save' on the deployment of MPS resources.
- An additional benefit from such an operational partnership is the dissemination of 'quick time' intelligence. As Local Authority CCTV operators listen to the BOCU's main talk-group, they built up a dynamic 'intelligence picture' of what is taking place on their Borough. With the availability of this intelligence, added to the 'slow time' intelligence briefings provided by the BOCU. They are able to use their CCTV cameras to their best effect.
- With thousands of Local Authority CCTV cameras throughout London, Local Authority CCTV control room operators often obtain high quality intelligence. Strong partnerships with each Local Authority CCTV control room develop and ensure that this shared inter-agency information is used to identify disrupt and prosecute law breakers and those taking part in anti-social behavior.
- It was also noted that the demand coming into the MPS from Local Authority CCTV control rooms was reduced, and that the demand that did come in was in line with the MPS's definition of a demand requiring an IMMEDIATE police response.
- Some Local Authority CCTV control rooms act as the control point for other radio networks (e.g. business watch / parking wardens / truancy patrols). The CCTV control room can provide reassurance to the users of such radio networks, and with appropriate training they can take control of incidents where police involvement is not necessary. This reduces police control room workloads but the availability of the police radio still allows them to immediately contact police if the situation changes.
- Finally as the partnership between the police control room and the Local Authority CCTV control room develops, the operational benefits increase. Until eventually the CCTV controlled area (and the associated appropriate police response) leads to that geographic area becoming almost a "no go" area for street criminals.

## **20 Cost**

The absolute minimum cost in obtaining these benefits only involves the providing of a police radio in a Local Authority CCTV control room. However in order to reduce the risks around a breach of confidentiality, it is recommended that staff vetting takes place, and to ensure that the business process runs smoothly some basic training should also be undertaken.

Even with the increased costs associated with these additional requirements, the benefits obtained to both the police and the Local Authority CCTV control room far out weigh the expenditure involved.

## **21 Staff exchanges**

Some BOCU's and Local Authority CCTV control rooms arranged for their staff to "swap places" and see how each other work. During these exchanges, and at other stakeholder meetings it was generally accepted that, staff in each control room have their own particular areas of expertise. Police communications operators are skilled in command and control techniques, risk assessments, and deployment strategy. CCTV control room staff have better knowledge of CCTV legislation (e.g. RIPA, and Data Protection) are more adept at controlling (pan / tilt / zoom) CCTV cameras and moving from one CCTV camera onto the next.

Those matters, and the fact the real time video recording of an incident takes place in a Local Authority CCTV control room, suggested that for the vast majority of occasions the "control" of CCTV cameras should normally be left to Local Authority operators.

## **22 MPS Special Notice 18 / 02**

On the 29th of November 2002, as a result of the trials, and after further consultation, Special Notice 18-02 was published within the Metropolitan Police Service. This Special Notice detailed the Standard Operating Procedures and the associated necessary controls, allowing the use of a police radio in a Local Authority CCTV control room. Because it had to address the needs of 32 diverse boroughs it is a framework document, with flexibility contained within it.

18 of London's Local Authority now work with a police radio in their CCTV control rooms. A further 8 are planning to so in the foreseeable future. Of the remaining 6, none have totally excluded the possibility of using a police radio in their CCTV control rooms.

Some Local Authority / BOCU partnerships are employing MPS staff full time in the Local Authority CCTV control room.

As the use of a police radio increases across London, it will provide the MPS with an ability to quickly disseminate appropriate information to thousands of 'eyes' right across the capital, or to focus on specific geographical areas. The MPS's response to a missing vulnerable person, a vehicle involved in serious criminal activity, or action to counter terrorism, can all be enhanced with the controlled use of Local Authority CCTV.

The Special Notice has the support of MPS Solicitors and the Information Commissioners.

The Home Office have now included it on their Crime Reduction CCTV mini website.

<http://www.crimereduction.gov.uk/cctvminisite4.htm>

It is offered as a template to other constabularies wishing to establish similar partnerships.

To quote a Local Authority CCTV manager now using a police radio in his CCTV control room.

**"We have always had the eyes to see what is going on, now we can hear it too"**

### **23 Added value**

The original aim of MPS Special Notice 18 / 02 was primarily to provide a dynamic radio communications link between each of London's 32 Local Authority CCTV control rooms, and their respective BOCU police control rooms, and so improve the MPS's command and control capability.

Crime reduction was identified as a possible benefit within the original project plan, but it was by no means certain.

### **24 Difficulty concerning statistics**

Because areas of coverage for Local Authority CCTV camera networks are seldom identically aligned to the geographical boundaries use by police when crime statistics are produced (Beats), it has been difficult to obtain specific volumetric data. Also within the MPS at the moment many "beat" boundaries are being changed to realign them with Local Authority "Ward" boundaries. This has caused difficulties in measuring the exact crime reduction effect this piece of work has had.

### **25 Information from the CCTV managers**

Local Authority CCTV control room managers have informed C3i that the use of a police radio in their CCTV control room is an effective tool in combating crime in their CCTV areas. The following "E" mails (reproduced by permission) show two examples of their views

Mick

At a recent meeting with staff over proposed new Job Descriptions and Salary grades, we discussed the effectiveness of the Police Radio. They said, that the incidents to which they now respond as a result of directly provided information, as opposed to those that they find by looking around, had increased by some 60%.

Last week the radio broke and today staff and Police were complaining that we were not responding as we used to. Given that we have only had the radio for about three months this is a tremendous change in our effectiveness. We can be 'on site' within seconds, faster than any Policeman can ever make it. We can pass the picture to the Police to save them thinking and searching for themselves.

They have a much broader picture of the event and know what they will face before they attend. The weekend has shown the new reliance now placed upon something that we fought very hard to get over a number of years.

Roger Brett  
Emergency Planning and Communications Centre Manager  
Communications Centre  
Town Hall  
Barking, Essex IG117LU  
Tel - 020 8227 \*\*\*\* (voice recorded)  
Tel - 020 8594 \*\*\*\* (voice recorded)  
Fax - 020 8227 \*\*\*\*  
e-mail - [roger.brett@lbbd.gov.uk](mailto:roger.brett@lbbd.gov.uk)

Mick,

I thought it was an appropriate time to give you some feedback on the effectiveness of Met Radio in the Hackney CCTV Centre. As you may recall, we have three aerials, one fed into the Main Monitoring Room (MMR), one into the Sub Monitoring Room (SMR) and one into our Emergency Planning Control Centre (ECC). I will also ask Sgts Stuart and Clifford at GN to comment (Operations and CAD respectively) as they have first hand experience of the use of MetRadio by us and can add their comments.

With regard to utilisation, the ECC aerial feed is held in reserve and would only be used in the event of a major incident involving the Local Authority as a responder. So far we have not had one this end of the Borough, so thankfully it has not been used.

The SMR has been used two or three times for pre-planned Police Operations where they use our SMR as a Radio Control Centre. This is normally staffed by a Sgt (Bronze CCTV normally), a Pc from the Events Team and one of our Operators. An few examples of the use of this are: -

\* Operation Clean Sweep - a multi-agency operation involving Customs, DSS, Immigration, Environmental Health Officers, Market Trading Inspectors, Housing Benefit staff and Police in a sweep through Ridley Road Market resulting in about 6 or 7 arrests and much process.

\* Lisa Mafia (of So Solid Crew) playing the "Ocean" Music Venue - a large scale Police Operation the week after a high profile fatal shooting in a neighbouring Borough where Bronze CCTV was in the SMR.

The SMR is also used extensively by staff from many units for operational and directed surveillance, amongst them staff from BIU, Borough pro-active team, Transport OCU, TSG, SCD and NCS, all of whom have found the aerial leads very useful to allow radio comms between them and their colleagues on the ground.

The MMR radio is in use 24 hours a day, 7 days a week. The radio has contributed immensely to our operational efficiency, and it has played a major part in the increase in work in the MMR - since installation, and some other organisational changes, the number of incidents we record has increased from about 135 a month to about 500 a month.

It has also allowed a much better response to the Police - we can push images through to the CAD room long before Officers arrive, allowing appropriate resourcing and forewarned Officers arriving at

an incident. There have been several incidents which I am personally aware of that illustrate this such as: -

\* report from a MoP that a male was throwing bricks off the top of a 19 storey tower block - cameras both sides of the block revealed it to be a hoax call, resulting in a cutback from several response cars to a panda attending.

\* hoax call that an armed robbery was in progress at a Post Office in Broadway Market - cameras were trained on the premises and it was seen that the PO was actually closed, with a queue of people outside and no disturbance.

We hope that this good record is maintained after the C3i project and Airwave impact on us. One aspect of this that does need flagging up is that although the MetRadio aerials will be redundant (due to the landline transmission of the Airwave desktop sets) we will still need aerials for visiting Police Officers to connect their Airwave handheld sets to - as we are situated below ground level it may be that the Airwave handheld units won't work down here.

Regards,

Andy Wells,  
CCTV Manager.

London Borough of Hackney EP & CCTV Service,  
Stoke Newington Municipal Offices,  
184, Stoke Newington Church Street,  
London N16 0JR.

Tel: 020-8356-\*\*\*\*.

Mob: 079-\*\*\*\*-\*\*\*\*.

Fax: 020-8356-\*\*\*\*.

[andy.wells@hackney.gov.uk](mailto:andy.wells@hackney.gov.uk)

The London Borough of Camden have records that show the use of a police radio in their CCTV control room has trebled the information passed onto them by police, when compared to the information they were receiving without the police radio. Arrests involving their CCTV control room have increased by a similar proportion. (Source [Jim.McGinn@Camden.gov.uk](mailto:Jim.McGinn@Camden.gov.uk))

## **26 Information from the police**

The following is a MPS "quality of service report" (re-produced with permission).

The use of a MetRadio in Greenwich's Local Authority Control Room leads to arrests for street robbery.

Excellent teamwork, enhanced by the use of a MetRadio installed in the Greenwich Local Authority control room, resulted in the successful arrest and subsequent charge of four violent street robbers.

On Tuesday 4th March 2003 at 11pm on Trafalgar Road, a 17-year old male was walking home when he was violently attacked and robbed by a group of four males, causing him extensive injuries.

Local Authority CCTV operator \*\*\*\*\* had seen the youths acting suspiciously minutes before the incident, and suspected that they may commit an offence. He tracked their movements, and contacted the police control room at Plumstead as soon as the incident took place. He kept them updated via MetRadio and live TV images, as officers were assigned and

directed to the scene. The suspects were subsequently arrested and charged. PC Ansell, PC Dommett, PC Stewart, PC Roberts and Mr \*\*\*\*\* were commended for their excellent teamwork, policing skill, and leadership during this incident.

DS Ellinson, who works in the Greenwich BOCU said, "This excellent work demonstrates the benefits of working in partnership to make Greenwich a safer place. There is no doubt that 'MetRadio' in the CCTV control room played an important part in this incident."

Keith Morley, the Greenwich CCTV control room manager said, 'Considerable use was made of the police radio contact, which the council control room now has with the police, both to direct the officers to the scene and to establish which suspects had been directly involved in the offence. Three suspects were subsequently charged with robbery'.

Commander Bob Broadhurst, C3i's senior user, said: "This is an excellent example of police and local authority staff working together in "fast time" to catch violent criminals.

"CCTV has long been a useful tool but the simple act of putting a MetRadio into the local authority CCTV control room has increased its value as a potent and immediate source of quick and accurate intelligence. I look forward to more cases like this. Well done \*\*\*\*\* and police colleagues at Greenwich."

## 27 Press reports

During the roll out of this piece of work C3i "advertised" this initiative in "The Job" newspaper.

# MetRadio speeds CCTV connection



By Elizabeth Collier

MetRadio, the new mobile radio system for the Metropolitan Police, is set to be the first to be linked to a local authority CCTV control room. The link will allow the police to see what is going on in the streets through the cameras of the local authority CCTV control room. The link will be used to help the police to respond to incidents more quickly and to provide a clearer picture of what is going on in the streets.

## Link with local council control rooms to give clearer picture

The Metropolitan Police will be the first to be linked to a local authority CCTV control room. The link will allow the police to see what is going on in the streets through the cameras of the local authority CCTV control room. The link will be used to help the police to respond to incidents more quickly and to provide a clearer picture of what is going on in the streets.

### Firearm

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### Article from "The Job"

Local Authority CCTV control room managers were also encouraged to place articles in their local press to highlight the co-operation between police and their CCTV control room. (See the following article from the London Borough of Enfield).

# Camera eye catches bank heist crooks

A BRUTAL theft from a security guard was foiled after the thieves were picked up on the borough's central CCTV monitoring system.

Three men attacked a Securicor worker as he was

delivering money to the HSBC bank in Green Lanes, Winchmore Hill, last Tuesday.

The man had successfully delivered one box of money from his van parked outside the bank at around 10am, and was attempting to take a

second inside when he was jumped on and hit hard on the head.

The gang snatched the secure box containing £25,000 and made their getaway.

A description of the car used was circulated to the CCTV control centre in

Claverings Industrial Estate, Montagu Road, Edmonstone, which is the control point for a network of cameras across the borough.

Officers at the centre picked up the getaway car on the screens as it drove along Fox Street.

Police rushed to the scene and caught up with two of the thieves in Lion Road where a struggle ensued.

Detective Sergeant Tade Davies of the Flying Squad said: "It was a culmination of vigilant CCTV monitoring and excellent policing."

The £2 million CCTV control centre was launched in December 2002 to reduce crime across the borough and reassure residents.

If anybody has any information on the attack please call DS Davies on 8345 4226 or CrimeStoppers anonymously on 0800 555 111.

● A 31-year-old man of fixed abode has been charged with robbery. He was remanded in custody at Enfield Magistrates Court on June 19 and is due to appear at Wood Green Crown Court tomorrow.

Article from the Enfield Independent.

## 28 The impact

The wide spread circulation of such success stories, and the simple word of mouth information, passed from criminal to criminal on the street can begin to have a positive impact on crime reduction. Additionally the latter sections of this report will use recognised Home Office methodology to detail the reasons why a police radio in a Local Authority CCTV control room can have such a positive effect.

## 29 The preventative process

The accepted Home Office preventative process when applied to crime reduction involves the collection and analysis of information, then the conceptual development of possible solutions, the implementation of the solution and finally the monitoring and evaluation of the results.

### **30 The street crime problem**

Offenders on the street are often very aware of CCTV surveillance. If they notice that the CCTV cameras (operators) do not “respond” to their actions they continue with their unlawful activity, in the knowledge that their behaviour is not being monitored or recorded.

These street incidents are often quickly reported to police (via the 999 system), however because there is seldom a dynamic (quick time) communications link between the police BOCU control room, and their respective Local Authority CCTV control room, the operators working within the Local Authority CCTV control room(s) are not using their CCTV camera network to best effect. So the cameras on the CCTV network are often not preventing crime, or producing the quality of evidence required to lead to the apprehension and successful prosecution of offenders.

### **31 The ingredients necessary for street crime.**

Reduction of street crime is a government priority and by its very nature it is often the most difficult to address. Street crime is often unstructured and opportunist. It follows no set pattern. Proposed solutions to reduce street crime are often expensive to implement and very manpower intensive.

At its highest level, a problem analysis overview of street crime is as follows:-

Location = Street.

Offender = Often Unknown

Victim = Any Person

The only certainty that this strategic analysis shows is that street crime takes place in the street.

Local Authority CCTV networks (often set up via funding from central government) are mainly situated in crime “hot spot” areas, and these areas are often where street crime is most prevalent. The CCTV camera operators, regularly, “patrol” the streets with their CCTV cameras.

However the Local Authority CCTV control room staff controlling their CCTV cameras, and monitoring the images from them, are often carrying out their CCTV camera “patrols” without any dynamic background knowledge of what is taking place within their area of geographic responsibility, and so not using their CCTV camera network to best effect.

### **32 Response to street crime**

For any crime to take place routine activity theory states that you require:-

- A Suitable Target.
- A Motivated Offender.
- The Lack Of A Suitable Guardian

In order to reduce crime you either remove the target or offender, or provide a capable guardian. The solution developed by the C3i Programme initially to improve “Command & Control” partnerships between each Local Authority CCTV control room and its respective BOCU police control room, seems also enhance the effectiveness of Local Authority CCTV camera “patrols” and increase the ability of the Local Authority CCTV camera network to act as a **capable guardian**, offering greater “protection” to the potential victims of street crime.

In improving this ability to act as a **capable guardian**, the efficient use of the Local Authority CCTV camera network also naturally produces three (of the ten) principals of crime reduction in an appropriate, reasonable and cost effective way.

	APPROPRIATE	REASONABLE	COST EFFECTIVE
<i>TARGET HARDENING</i>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>
<i>TARGET REMOVAL</i>			
<i>REMOVE THE MEANS TO COMMIT CRIME</i>			
<i>REDUCING PAYOFF</i>			
<i>ACCESS CONTROL</i>			
<i>SURVEILLANCE</i>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>
<i>ENVIRONMENTAL DESIGN</i>			
<i>RULE SETTING</i>			
<i>INCREASE CHANCE OF BEING CAUGHT</i>	<u>Yes</u>	<u>Yes</u>	<u>Yes</u>
<i>DEFLECTING OFFENDERS</i>			

Therefore as the Local Authority CCTV control room operators listen in to police radio transmissions concerning incidents taking place on their borough, they are able to:-

- Make a more effective use of their extensive **surveillance** capabilities.
- Use the CCTV camera network overtly as a tool to proactively assist in **target hardening**.
- Use the CCTV camera network in partnership with their local police, **increasing the chances of the offender being detained**, and delivering “Best Video Evidence” to the police, and therefore **greatly contributing towards the offenders successful prosecution**.

These three principals of crime reduction appear to have “fallen out” of work already put in place driven by the requirement to improve “Command & Control” functionality. As time progresses and the operational partnership’s effectiveness increases, **it reduces the number of motivated offenders committing crimes in CCTV controlled areas**, so taking away one of the three ingredients needed for a crime to take place.

### 33 Conclusion

Although it was believed that crime reduction could possibly occur when this new way of working was adopted, it was not a specifically articulated benefit, identified in the original project initiation document. Even though it has not been possible to statistically show that crime reduction is taking place, this methodology shows that crime reduction, in areas monitored by CCTV control rooms using a police radio, should result.

It is not suggested that this initiative alone will immediately reduce street crime in Local Authority CCTV controlled areas. It is proposed that it should be used as part of a “long term” strategy to reduce town centre street crime. It can also be very effective as one tactical option, used in conjunction with others for pro-active town centre operations.

Finally, in addition to the crime prevention / reduction benefits that it seems are now being seen, the operational benefits alluded to earlier in this document must also be taken into account.

These all take place, at virtually no cost to the police or Local Authority, and with no additional work placed upon police control room staff.