



London Borough of Enfield

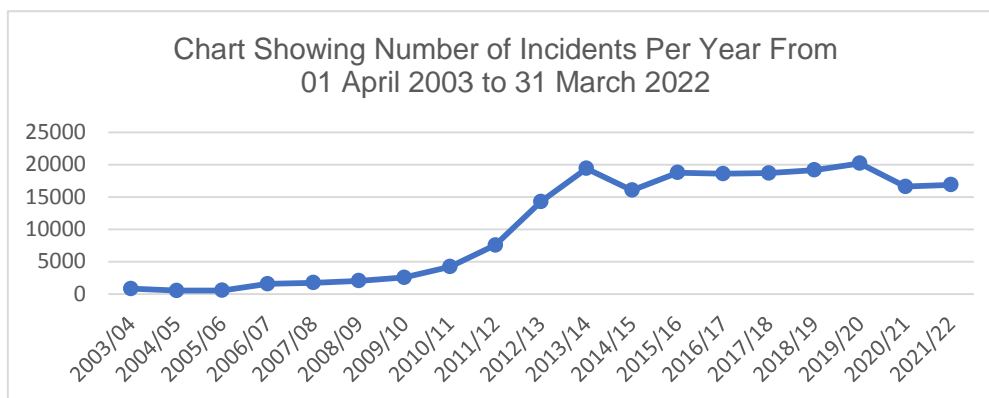
Report Title	Update on the Community Law Enforcement Team and report on the work of Enfield's Public Safety Centres (CCTV), impact on crime prevention and detection.
Report to	Crime Scrutiny Panel
Date of Meeting	27 February 2024
Cabinet Member	Cllr Gina Needs (Cabinet Member for Community Safety and Cohesion)
Executive Director / Director	<i>Perry Scott Executive Director Environment & Communities</i> <i>Doug Wilkinson Director of Environment & Street Scene</i>
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Ward(s) affected	All
Classification	<i>Part 1 Public</i>

Purpose of Report

1. To provide an update on the Community Law Enforcement Team and Enfield's Public Safety Centre (CCTV) to include: the work of the CCTV centre, what it does and its impact on crime prevention and detection.

Main Considerations for the Panel

2. To note that that due to the budget position there are no substantive further updates on the development of the Community Law Enforcement Team, however options are still being considered.
3. Consider the importance of Enfield Public Safety Centre as an established camera system for the detection of crime and disorder as well as evidence gathering tool. Since the opening of the Enfield Public Safety Centre, it has helped the police in their investigations, enabling many arrests and supplying vital evidence for trials and prosecutions. The table below shows incident figures from 2003 to 2022.



Background and Options

4. The Enfield Public Safety Centre (EPSC) is an established camerasystem for crime detection as well as an evidence gathering tool. It's continuing success is due to close working with the Metropolitan Police, Council services and external organisations to reduce crime and disorder and improve public safety and well-being. The EPSC continues to offer an essential operational tasking and incident assistance resource to the police and other users which has shown considerable performance growth since it was opened.
5. The EPSC control room based in Edmonton on the Claverings Estate and has been operating since 2003. It is a purpose-built high security control room facility funded largely with Enfield's successful Home Office CCTV bid submission of approx. £1.2M.



6. Since its initial start with just three CCTV cameras in Enfield Town for parking enforcement to monitor the system has grown into a multi-functional control centre with 1200 cameras covering Council housing, corporate buildings and main highways, parks, shopping areas, industrial estates. Enfield Public Safety centre runs a 24/7 service. By utilising technology and equipment to cover various operations as listed below.

- Public Space Cameras.
- Disaster recovery (DR) site for Cardiff Council.
- Lone Worker Alarm service.
- Intruder Alarm monitoring.
- Disaster recovery site (DR) for Council emergency planning.
- 4G deployable cameras.
- Access control monitoring.
- HRA (Housing)

7. The principal aims of the Video Surveillance system (VSS) are to:

- Enable police resource management of incidents – more critical as resources are limited due to budget constraints.
- Identify offending behaviour by proactive patrolling and use of intelligence information sharing by police and other agencies.

- Protect the public, especially the vulnerable by proactive patrolling and reporting of incidents directly to the appropriate services.
- Improve the public's perception of safety in areas where VSS operate.
- Assist in town centre, event, and disaster management.
- Assist in emergency and major incident deployment and handling.
- Prevention and detection of crime.
- Deter offenders from committing other crimes, including "Enviro Crime"
- Supporting emergency services respond to a serious incident including in the interests of national security/terrorism.
- To help reduce the fear of crime and anti-social behaviour.
- Contribute to the Govts recent "Protect" Duty.

Future technologies and upgrade opportunities

8. The EPSC Manager has managed and built upon the use of new equipment, technologies and existing equipment /hardware to ensure the centre is future proofed. This has resulted in decommissioning of end of life recording equipment and replacing the old 18 servers with 2 new servers on site, reducing the hardware and cabinet space and building in resilience, with additional data storage and recording off site to enable resilience.
9. The EPSC has a borough wide radio network that is resilient and connected into the fibre network. This allows a more flexible re-deployable solutions of CCTV cameras by use of point-to-point radio connections, as well as use of 4G deployable camera units that can be operated live in the same way as on street fixed installations. The camera system is now a fully digital system allowing further hardware to be decommissioned and will allow the system to be upgraded further in the future dependant on requirements going forward and technology that is available.

Lone worker Service

10. In 2011 the centre took on monitoring of the council's Lone Worker staff safety service on behalf of Corporate Health and Safety team. There are now over 400 council staff using Microguard lone worker devices which are monitored 24/7 at the Centre and will assist in any emergency and will be responded to by the EPSC Team who will inform the emergency service for attendance. This system is a web base Portal which allows flexibility and resilience in managing the various teams and emergency contact information that is held to respond to any activation.

VSS operators training

11. All Video Surveillance System (VSS) operators are professionally trained. We employ contracted security trained and Security Industry Authority (SIA) licensed VSS operators. No one may operate VSS cameras without the required training and license. VSS operators undergo continuous training, and it takes many months for operators to become skilled in operating the current system.

Monitoring of cameras

12. CCTV operators are on duty 24 hours a day, 7 days a week, all year around.

Staff are regularly briefed with current information to ensure that the system is used as effectively as possible. If an incident occurs, the control room can send images to police control room in real time to assist officers attending the scene.

Relevance to Council Plans and Strategies

Priority Two: Strong, health and safe communities.

13. To ensure compliance with privacy laws all VSS operators are highly trained and understand the legal restrictions relating to the use of VSS. In addition, the Metropolitan police monitor our VSS operators' handling of cameras. From time to time an independent group of volunteers acting as inspectors conduct unannounced visits to the EPSC control room to ensure that processes and performance are of the highest standard. The professionalism of the VSS operators is ensured through constant supervision and systems checks. In addition, the EPSC has undergone an independent Data Protection Act assessment, which will be carried out annually to reassure the public of its correct usage and compliance with legislation.
14. Below are a couple of examples of good proactive work that has been carried out by some of the team at the EPSC in which one arrest was made and helped save a life. The operators involved in both incidents were presented with a police award /certificate.
15. Knife-point Robbery at Albany Park - Report of a knife-point robbery at Albany Park where a twelve-year-old boy was robbed of his phone at knifepoint. The male suspect was said to have made off towards Turkey Street. Our operator monitored the area and spotted a potential suspect. Met Control was informed, and officers then guided to the suspects location by operator. The suspect was stopped and searched after which the victim's phone was found on him. The male was then arrested for robbery.
16. Attempted Suicide at Ponders End Park - The operators spotted an unconscious female who had attempted to commit suicide at Ponders End Park (after a call came out on the police radio regarding the incident). Operators then guided the police and LAS to the female's exact location after which she was treated and regained consciousness.

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