



## **CCTV Scheme Annual Report 2009 – 2010**

### **Overview**

One Vision Housing CCTV Scheme comprises a number of fixed and PTZ camera's located on various high rise blocks in the Sefton area, which are managed by One Vision Housing.

The scope of the scheme includes the monitoring of Atlantic House, the One Vision Housing headquarters. The reception, offices and car park are monitored 24 hours a day, 365 days a year to ensure the safety of staff working for the company.

The Scheme is owned by One Vision Housing and is operated in accordance with BS7958:2005. The Scheme is operational 24 hours a day, 365 days a year and all operators are fully screened in accordance with BS7858 and SIA licensed.

There have been no changes to the operation or management of the scheme in the past 12 months. In the next 2-3 months, the CCTV Scheme will take over monitoring the sheltered schemes in the Sefton area.

The Policy Statement has been reviewed and updated to reflect current activities and to ensure all relevant legislation and regulations are complied with.

### **Policy Statement**

- 1.1 The CCTV scheme is registered with the Information Commissioner under the terms of the Data Protection Act 1998. It will seek to comply with the requirements of both the Data Protection Act and the Commissioners Code of Practice.
- 1.2 One Vision Housing will treat the system; all information, documents and recordings as data, which is protected by the Act.
- 1.3 Cameras are used to monitor activities both internal and external plus car parks, which are sited within the perimeters of the blocks to identify criminal activity actually occurring, anticipated or perceived. Also, for the purpose of securing the safety of both residents and visitors to the high rise blocks and sheltered schemes.



- 1.4 Staff have been instructed that PTZ camera's are not to focus on private homes /gardens and any other area's of private property.
- 1.5 Staff have also been instructed that unless an immediate response to events is required they must not direct cameras at any individual or specific group of individuals.
- 1.6 Materials or knowledge secured as a result of CCTV coverage will not be used for any commercial purpose. Recordings will only be released for use in a specific crime investigation.
- 1.7 The Data Protection Act 1998 gives right of access to personal data. If an individual wishes to exercise this right they should submit their request in writing to the Data Protection Officer, Atlantic House, Atlantic Park, Liverpool, L30 4TH. Full details of the process are available via the website at [www.ovh.org.uk](http://www.ovh.org.uk)
- 1.8 Warning signs as required by BS795 have been placed in all areas covered by the CCTV cameras.
- 1.9 One Vision Housing has published a comments, complaints and compliments policy. If an individual wishes to make a complaint please refer to the website ([www.ovh.org.uk](http://www.ovh.org.uk)) for full details of the process and to request the necessary forms.

## **Objectives**

The CCTV Scheme has set the following objectives for 2010:

1. To protect the high rise blocks
2. To increase personal safety for the general public and tenants living in the blocks
3. To support the Police in a bid to deter crime and anti-social behaviour in and around the high rise blocks
4. To assist in identifying, apprehending and prosecuting offenders



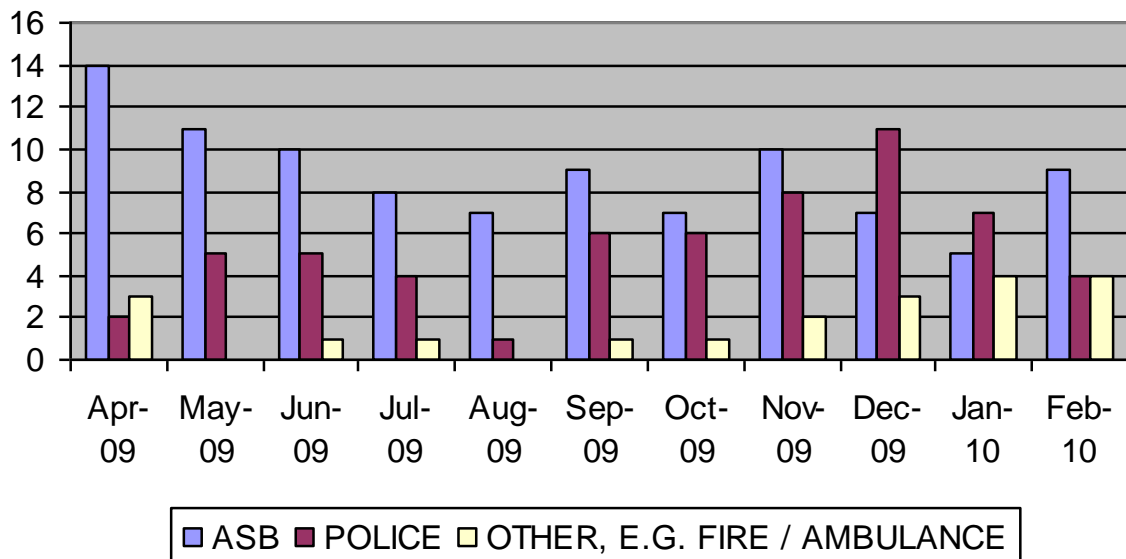
## Performance

The CCTV scheme has monitored the number of incidents reported to the control room in the past 12 months. The graph below shows the number of incidents reported per month where the CCTV Operators were required to refer the incident on to another agency for further action.

The categories selected are incidents reported to the anti-social behaviour team (and neighbourhood wardens), incidents reported to the Police and reports to other statutory authorities, e.g. Fire.

Other incidents such as reports made to the One Vision Housing call centre about maintenance issues, or incidents where advice was given but further action not required, are not reported in the graph below. This is so that the data below remains clear and uncomplicated and relates to the objectives for the Scheme, as stated above.

### Number of Incidents recorded by the CCTV Scheme





The CCTV control room relocated to new premises at Atlantic House in April 2009. The CCTV equipment has been upgraded from analogue to state of the art digital cameras and recorders and is in use throughout the scheme.

The access control arrangements at the high rise blocks have also been significantly improved with the introduction of the GDX electronic key fob system. Not only does this provide a more secure method of controlling entry to the blocks, it also logs tenants on and off site. It is therefore possible to monitor more accurately unauthorised people on site and to identify when tenants allow non-residents who then display anti-social behaviour access.

This new technology is contributing to an overall decrease in the number of reported incidents, particularly anti-social behaviour. One Vision Housing is achieving its objective to increase personal safety for the tenants and visitors to the high rise blocks but will continue to work to reduce crime and anti-social behaviour and make the high rise blocks a safer place to live.