

Safer Runnymede

CCTV ANNUAL REPORT 2025

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CCTV Annual Report 2025

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Contents

- Introduction
- CCTV policy, principles and objectives
- CCTV Operations
- Providing CCTV Evidence
- Additional CCTV services
- Redeployable CCTV
- Directed Surveillance (The Regulatory and Investigatory Powers Act 2000)
- Compliment and Complaints
- Freedom of Information
- Subject Access Requests
- Privacy Impact Assessments
- Data Protection Impact Assessment 2020
- Further information

Introduction

This report is published in compliance with the principles of the Home Office Surveillance Camera Code of Practice – June 2013, amended November 2021.

Closed circuit television (CCTV) continues to be a powerful tool when used to combat crime and anti-social behaviors, particularly when integrated with other crime reduction methods such as retail 'radio-link' systems and close working partnerships with colleagues from Surrey and Hampshire Police

Runnymede Borough Council, Safer Runnymede, Surrey Police, Ashford and St. Peter's NHS Trust, and other local business organisation's remain of the view that where CCTV is either in place, or will subsequently be introduced, there is a tangible benefit to those local communities and businesses and a reduction of incidents of crime and public disorder.

The CCTV system also assists in monitoring road safety and improves community confidence thereby creating a safer environment for residents, traders and visitors.

This report documents all aspects of the CCTV work performed within Safer Runnymede by the operators in the Safer Runnymede Care and Control Centre. This complies with the agreed Code of Practice which applies to the operation of public space CCTV and provides an outline of activity for partners.

Much of our activity must remain confidential as it involves police operations and actions by other enforcement agencies. This report is, as a result, limited in those details which can be provided in regard to individual cases, many of which are yet to come to court. It also excludes information which could lead to the identification of individuals.

All Community Safety Partners continue to work together to address local problems and share information in accordance with the agreed countywide multi-agency information sharing protocol

It is recognised that gaining and keeping public support for CCTV is vital. We understand the need for a comprehensive and effective Code of Practice defining the systems operational parameters. This Code of Practice is published on our website:

<https://www.runnymede.gov.uk/CCTV>

Therefore, we will only utilise CCTV with the consent and support of our local communities to assist in the fight against crime, whilst ensuring that individual civil liberties are not infringed. Our CCTV system is operating in accordance with:

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

In addition to statutory requirements the Council continually assesses compliance with the following advisory Codes of Practice.

- Data Protection Code for Surveillance Cameras 2014 – Information Commissioner’s Office (ICO)
- Surveillance Camera Code of Practice Level 2 – The Surveillance Camera Commissioner

The system design and operation is based on current guidelines provided by the Home Office, the Police Scientific Development Branch and advice from the National Police Chiefs Council (NPCC).

The CCTV scheme is registered with the Office of the Information Commissioner, in compliance with the Data Protection Act 2018, and with the Home Office in respect of the Police radio system.

All partners are committed to complying with these Codes in relation to the deployment and operation of CCTV.

CCTV Policy and Objectives

The prime purpose of the system is to reduce both the real and perceived level of crime.

The system is used to:

- Improve confidence in the rule of law
- Provide security coverage for the Council’s own premises
- Assist in the apprehension and prosecution of offenders in relation to crime and public disorder
- Assist in the protection of vulnerable people or victims of crime
- Provide security cover and monitoring for town Centre events
- Gather evidence by a fair and accountable method
- Create a safer community, improving the quality of life for all
- Enhance the economic climate, creating a greater opportunity for prosperity
- Prevent or alleviate serious interruptions to traffic flow
- Prevent or alleviating problems of an anti-social nature in the community

All Borough Council CCTV Cameras are overt, and their presence is clearly indicated with signs in the CCTV area. The signs conform to the requirements of the Home Office CCTV Code of Practice.

CCTV footage and recorded information will only be used by the Borough Council, Police, and other statutory law enforcement agencies for the conduct of their duties.

CCTV Operations

The Safer Runnymede Control systems continue to operate to the high standards envisaged in their original specification, with ongoing technical upgrades incorporated into the running costs, the system remains state-of-the-art.

The digital storage of 31 days enables incidents to be immediately reviewed. We are also able to archive footage and export for the Police via their digital portal and provide Council Officers with data on disks as required. This flexibility of the system provides an outstanding service for our partners. The quality of picture display, camera operation and picture retrieval are essential and used to its fullest extent.

We continue to provide operational support to Surrey and Hampshire police. Our transmission system utilises both Council and Police fibred cabling, which provides access to both Council and Police networks/IP telephony and radios. Operational staff are vetted (NPPV2) to authorise use of Police airwaves, ANPR and the incident handling system (STORM), which has increased the number of incidents which the operators have been able to assist with. Police management have visited our control room and continue to be satisfied with the security and operation of the room.

We operate as before, with dedicated operators monitoring the cameras in our Borough 24/7 and similarly, we provide CCTV operators to monitor the cameras in Spelthorne, Rushmore and Hart.

Two Supervisors assist the Safer Runnymede Manager in the undertaking of all operational obligations as well as the training of new staff, operational cover when required, and the day-to-day monitoring of the operation.

The current total number of accessible cameras accessed stands at 728 with cameras added throughout the year where a pressing need is established.

Live images are fed in real-time directly to the Police Station at Addlestone, Surrey Police Headquarters at Mount Browne, Guilford, and the Northern management incident center for Surrey County Council. BOSCH management terminals have been provided in Addlestone, Spelthorne and Farnborough police stations, this allows officers to review 31 days of recorded data for evidence gathering.

Our operations team also support CCTV partnerships with local partners such as Addlestone One and at the St. Peter's and Ashford NHS Trust Hospitals.

Monitoring for our partners from a single CCTV environment has continued to prove to be of considerable operational advantage to colleagues at Surrey Police, as an example, incidents starting in one area are often resolved by observations in another, across the CCTV network. This wide area network of cameras is unique in the County and is of great benefit to local people, businesses, and Surrey Police.

Providing CCTV Evidence

In 1998, the first full year of operation, operators recorded 784 incidents where cameras were used. By contrast, recent figures are as follows:

	2022	2023	2024
CCTV Incidents by Borough			
Runnymede	3648	2645	2496
Spelthorne	2424	1947	1989
Rushmoor	0	1165	1531
Hart	0	403	483
CCTV incident totals*	6072	6160	6499
Evidence produced			
DVD	20	24	44
Video Reviews (SR staff)**	64	98	103
Requests for video uploads (NICE)	n/a	n/a	571
Requests for video still uploads (NICE)	18	38	11
Complaints	0	0	0
Subject access requests	0	1	1
Freedom of Information Requests	0	9	5
Privacy Impact Assessments	0	8	9
<p>*A table of Runnymede / Spelthorne CCTV events from 2024 is attached as Appendix A / B. These tables demonstrate the broad range of activities the CCTV system is used to support.</p> <p>**These video searches are conducted on behalf of Police by authorised Safer Runnymede personnel.</p>			

````Additional CCTV services

Beyond our efforts to assist Police colleagues, the CCTV system and our Code of Practice also permits use of the cameras for a number of different purposes. The variety of events has been broad; however, any system use will always be undertaken within the Code of practice.

There have been many searches for missing people of all ages from the very young to the elderly or sick. It is often difficult to place a tangible result on these events but as well as possibly preventing a tragedy and reducing emotional stress for the relatives; there are also considerable known savings to Police and other Emergency Services resources.

The system is also used by a number of Sections within the Council in the performance of their duties. It helps (by identifying) Town Centre Management problems such as rubbish, graffiti, or broken street furniture and in consequence these issues are dealt with before reports are received from the public. We also assist other agencies, including Customs and Excise and Health and Social Care. The cameras provide evidence of many road traffic collisions and footage and stills are used in the investigations as to the cause.

Partners at the Network Management Information Centre (NMIC - Surrey County Council Highways) are also able to receive images of Public Space CCTV cameras via fibre links. These are generally used to assist in Traffic Management or Major Incident planning.

Redeployable CCTV (RD CCTV)

Safer Runnymede has two RD units leased to our partners at Spelthorne Borough Council. Rushmoor have leased one unit for 6 months, which has now been removed.

These cameras are designed to offer partners a direct link to the Safer Runnymede CCTV control room, seeking to assist them where they are engaged in efforts to prevent and detect crime.

The Redeployable cameras do not rely on traditional CCTV transmission, instead they use the telecoms network to send CCTV images to Safer Runnymede. The restrictions to deployment therefore are limited to power supply and the suitable street furniture to fix assets to.

Surrey County Council licence Runnymede to use Street Lighting Columns where appropriate and their partners Milestone provide the required power supply at each location.

Once these are in place, our CCTV engineers bracket the column and fix the CCTV asset to the bracket. The bracket/power supply remains in place once the issue has been resolved and the RD unit removed, allowing for reinstatement if the need arises.

During the year these assets contributed directly toward the reduction of Anti-Social Behavior, County-Lines drug dealing and supported house closures (Drugs related).

Directed Surveillance (RIPA – The Regulatory and Investigatory Powers Act 2000)

Use of the CCTV system under the Regulation of Investigatory Powers Act 2000 is recorded and during the last three years the legislation was used on 13 occasions. The necessary authorisation's were all provided by Surrey Police and authorised by a Police Superintendent.

In 2019, Runnymede CCTV Control Practices were audited by the Surveillance Commissioner's Office, where our RIPA usage and protocols were considered.

No issues were raised, and the audit report suggested Runnymede was a fine example of best practice.

The system continues to be maintained to the highest possible standards with the criteria always that the pictures must be of evidential quality.

Compliments and Complaints

We regularly receive thanks and compliments from colleagues at Surrey Police and from our partners across the CCTV network partnership.

The CCTV system is operated strictly in accordance with an agreed and published Code of Practice. This complies with the requirements of the Information Commissioner. This requires complaints about misuse of cameras or invasion of privacy to be investigated and reported.

There were no CCTV related complaints received in 2024.

Freedom of Information Requests

The Freedom of Information Act 2000 provides public access to information held by public authorities.

It does this in two ways:

Public authorities are obliged to publish certain information about their activities; and members of the public are entitled to request information from public authorities.

The Act covers any recorded information that is held by a public authority in England, Wales and Northern Ireland, and by UK-wide public authorities based in Scotland.

Information held by Scottish public authorities is covered by Scotland's own Freedom of Information (Scotland) Act 2002.

Public authorities include government departments, local authorities, the NHS, state schools and police forces. However, the Act does not necessarily cover every organisation that receives public money. For example, it does not cover some charities that receive grants and certain private sector organisations that perform public functions. The Act does not give people access to their own personal data (information about themselves) such as their health records or credit reference file. If a member of the public wants to see information that a public authority holds about them, they should make a data protection subject access request.

Subject Access Requests

A subject access request (SAR) is simply a written request made by or on behalf of an individual for the information which he or she is entitled to ask for under section 7 of the Data Protection Act 1998 (DPA). The request does not have to be in any particular format.

Privacy Impact Assessments (PIA)

A privacy impact assessment (PIA) is a tool for identifying and assessing privacy risks throughout the development life cycle of a program or system.

A PIA should identify: Whether the information being collected complies with privacy-related legal and regulatory compliance requirements.

Data Protection Impact Assessment (DPIA)

During 2020 the Biometrics and Surveillance Camera Commissioner (BSCC) asked all Local Authorities to conduct a system-wide privacy impact assessment.

The Safer Runnymede DPIA can be found on the Runnymede Borough Council website.

Further Information

For further information relating to the Council's CCTV systems please contact the report's author: -

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Appendix A

Runnymede Incidents

Banking Protocol	1	Burglary	13
Explosives	1	Shoplifters	14
Harassment	2	Traffic Related	16
Robbery	2	Drugs	16
Stop Check Person	2	Criminal Damage	17
Offensive Weapon	2	Domestic Incident	17
Building Alarm	2	Fight	19
Abandoned 999 calls	2	Advised to bear in mind	22
Vehicle Crime	4	Fire Alarm Activation	23
Knife Crime	7	Request to view	23
Sexual Offences	7	Mental Health	27
Fire	7	Stop Check Vehicle	30
Fly Tipping	8	Police stop	34
Public Order	10	Alarm Activation	36
Obstruction	11	Theft	51
Begging	11	Road Traffic Collison	78
Prohibited liquor Offence	11	Violence against the person	93
Wanted/Outstanding	11	Missing Person	100
Animals	11	Suspicious Incident	116
Traffic Offences	12	ASB	154
Other offences	13	Concern for Safety	188

Appendix B

Spelthorne Incidents

Harassment	1	Robbery	13
Explosives	1	Other offences	15
Accident	1	Mental Health	16
Graffiti	1	Suspicious Incident	16
Kidnap	1	Drugs	17
Fly Tipping	1	Burglary	18
Firearms	1	Alarm Activation	19
Hate Crime	2	Advised to bear in mind	21
Building Alarm	3	Domestic Incident	22
Vehicle Crime	5	Violence against the person	23
Knife Crime	6	Missing Person	24
Prohibited liquor Offence	7	Criminal Damage	25
Offensive Weapon	7	Police stop	29
Abandoned 999 calls	7	Request to view	29
Obstruction	7	Stop Check Person	31
Animals	7	Stop Check Vehicle	31
Sexual Offences	8	Traffic Offences	37
Traffic Related	9	Shoplifters	42
Fire	11	Road Traffic Collison	66
Public Order	11	Theft	136
Wanted/Outstanding	11	Concern for Safety	168
Begging	12	ASB	280