



CCTV SCHEME BRITISH STANDARD 7958 EVALUATION REPORT

**1st April 2022
to
31st March 2023**

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

CONTENTS

	Page
1. Methodology	3
2. Introduction	4
3. Policy Statement and Scheme Description	5
4. Purpose and Scope of the CCTV Scheme	7
5. Changes in Operation, Management or Policy	11
6. Proposals for the scheme	12
7. Statistical Analysis and Evaluation	13
8. Conclusion and Recommendations	37
9. Appendix A – Camera Location	40

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

1.0 METHODOLOGY

In order to comply with the requirements of British Standard 7958, Closed Circuit Television (CCTV) Management and Operation – Code of Practice and the recommendations contained in the Biometrics and Surveillance Camera Commissioner's 'Surveillance Camera Code of Practice' 2021 and the Information Commissioners CCTV Code of Practice published in 2014. Coventry City Council commissioned Plass Solutions Ltd to undertake an independent evaluation of the Closed Circuit Television systems that are monitored in the dedicated Control Room.

Whilst the Information Commissioners CCTV Code of Practice and the Biometrics and Surveillance Camera Code of Practice mention that a review should be undertaken that assesses the effectiveness of the system, British Standards are specific in the criteria required to be covered by such an evaluation. However, the afore-mentioned Codes of Practice agree that the results of the evaluation should be publicly available.

The topics required to be covered by the British Standard are as follows:

- a) a description of the scheme and the geographical area(s) of operation the schemes policy statement
- b) the purpose and scope of the scheme
- c) any changes to the operation or management of the CCTV scheme
- d) any changes that have been made to the policy
- e) any proposals to expand or reduce the operation of the scheme
- f) the aims and objectives for the next 12 months.

The British Standard and Biometrics and Surveillance Camera Commissioner's 'Surveillance Camera Code of Practice' also requires the following information to be included within the evaluation:

- a) the number of incidents recorded by the scheme
- b) the number of incidents reported to the police and where appropriate other bodies
- c) an assessment of the CCTV scheme's impact on crime levels and types of crime in the area covered by the scheme.

As Coventry Communications Centre's Control Room is working towards the above-mentioned British Standard and Code of Practice, the following evaluation will focus on the content of that Standards as outlined above.

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

2.0 INTRODUCTION

2.1 Description of the scheme

The Coventry Communications Centre CCTV system consists of 392 public space cameras (including the UMTC cameras) that have been installed at strategically positioned locations in the City Centre.

The system is monitored by trained and dedicated staff.

2.2 System Operation

The system is monitored by dedicated staff that have achieved or are in the process of achieving the accredited training now required by the Private Security Industry Act 2001. The system is operated and managed in accordance with current legislation and detailed CCTV Code of Practice and Operational Procedural Manual.

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

3.0 POLICY STATEMENT AND SCHEME DESCRIPTION

3.1 CCTV

The scheme initially comprises of cameras located in specific external and internal locations with control, monitoring and recording facilities at a dedicated location. A problem orientated process was utilised to assess the appropriateness of CCTV in the area subject of this evaluation. The cameras have therefore been sited to capture images that are relevant to the purposes for which the scheme has been established. The purposes of the CCTV scheme are outlined later in this report.

3.2 Ownership

The scheme is owned by Coventry City Council who is responsible for the management, administration and security of the system. The owners manage the system and ensure the protection of individuals and the public by complying with the Code of Practice.

Should the public wish to make contact with the owners of the scheme they may write to:

The CCTV & Community Safety Manager
Coventry City Council
Coventry Communication Centre
Whitley Depot
London Road
Coventry
CV3 4AR

The above contact point will be available to members of the public during office hours. Enquirers will be provided with the relevant documentation on request.

3.3 Quality Policy Statement

The Management of the Coventry Communications Centre is dedicated to providing all Clients with services that meet or exceed their expectations and which meet the requirements of BS.EN.ISO 9001:2015, BS7958:2015 and the Biometrics and Surveillance Camera Commissioner's 'Surveillance Camera Code of Practice' 2021 that are relevant to our service, including maintaining the standards of the building itself.

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

Our commitment to each of our clients is to provide a high quality level of service and commit to continual improvement. We are confident that in doing so we enhance the security of their premises, thereby providing them and their employees with the safest practicable working environment.

Implementation of the Quality Policy is the responsibility of every member of staff starting with the Chief Executive who provides inspirational leadership to all areas of the Council.

The Quality Policy has the full support of senior management together with Quality Procedures to ensure that activities are controlled in a manner compatible with achieving required service levels and obligations effectively. It is mandatory that all staff adhere to the procedures in order to achieve a consistent approach to quality within the Communications Centre. This is supported by business objectives which are discussed during the management reviews of the Quality management System.

The Management accepts responsibility for communicating to all employees the Coventry Communications Centre's commitment to quality and ensuring the Quality Policy is understood, implemented and maintained at all levels. All members of staff are encouraged and motivated to carry out their business with integrity and in an ethical manner, demonstrating respect for others within a diverse cultural environment that does not tolerate prejudice or discrimination.

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

4.0 THE PURPOSE AND SCOPE OF THE SCHEME

4.1 Purposes of the scheme

The following are the objectives for which the Coventry City Council - Communications Centre CCTV system was established:

The following objectives have been established for the Coventry City Council - Communications Centre CCTV and associated systems:

- (a) reducing the fear of crime/offences
- (b) deterring and preventing crime/offences
- (c) improve the safety and security of residents, visitors and the business community who use the facilities within the areas covered
- (d) assisting in the maintenance of public order and reducing offences involving vandalism and nuisance
- (e) providing high quality evidence which may assist in the detection of crime and the apprehension and prosecution of offenders
- (f) protecting property
- (g) providing assistance with civil claims
- (h) providing assistance with issues relating to public safety and health
- (i) providing assistance and reassurance to the public in emergency situations

4.2 Scope of the scheme

The cameras have been sited to capture images that are relevant to the purpose for which the scheme has been established.

The scheme will be operated fairly, within the applicable law and only for the purposes for which it is established or which are subsequently agreed in accordance with the Code of Practice.

Operators are aware of the purpose for which the scheme has been established and that the CCTV equipment is only used to achieve the identified purposes. The scheme will be operated with due regard for the privacy of the individual.

Before cameras are placed in residential areas the residents in that area will be consulted concerning the proposed system. The results of the consultation will be taken into account.

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

The public interest in the operation of the scheme will be recognised by ensuring the security and integrity of operational procedures. The system will only be operated by trained and authorised personnel.

An evaluation of the scheme will be made annually and this will be available to the public at specified locations.

Coventry City Council and partners support the individual's right to privacy and will insist that all agencies involved in the provision and use of Public CCTV systems connected to the Council's Communication Centre's CCTV Control Room accept this fundamental principle as being paramount.

The scheme aims to provide surveillance of the public areas in order to fulfill the purposes of the scheme. The area protected by CCTV is indicated by the presence of signs. The signs are placed so that the public are aware that they are entering a zone which is covered by surveillance equipment. The signs state the organisation responsible for the scheme, the purposes of the scheme and a contact telephone number. Data will not be held for longer than necessary and disposal of information will be regulated.

The scheme is registered with the Information Commissioner. The registration number is Z6007528. The scheme will be managed in accordance with the principles of the Data Protection Act 2018, Human Rights Act 1998 and all other relevant legislation including the Surveillance Camera Code of Practice. Reviews of Data Protection and Legal requirements are taken annually.

4.3 Personnel

All personnel involved with the monitoring of CCTV have or are in the process of being security screened in accordance with British Standard 7858.

4.4 Training

All employees engaged in the monitoring and operation of CCTV have received or are in the process of receiving training to the standards required by the Private Security Industry Act 2001. As a further requirement of the above Act all operators will be licensed by the Security Industry Authority.

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

4.5 Operation of the scheme

The system is operated in accordance with a Code of Practice, a Procedural Manual and the requirements of the Data Protection Act 2018, Human Rights Act 1998 and relevant legislation. The scheme is registered with the Information Commissioner; details of which can be obtained from the Information Commissioners website.

4.6 Audit

As mentioned in the introduction to this report, the scheme is required to be independently monitored. This includes a review of the scheme's operation and working practices. Audits have been undertaken on 24th and 25th April 2023 and 6th June 2023 prior to this evaluation report, which considered the following:

a) The level of attainment of objectives and procedures:

The level of attainment of objectives is covered in the main evaluation. The statistics relate to the 2022/23 period. Procedures are governed by the Code of Practice and Procedural Manual; these were reviewed and comply with relevant processes and legislation in particular the Data Protection Act 2018 and Human Rights Act 1998.

b) Random audits of the data log and the release of information:

All administrative documentation, which incorporate the release of information and incident reports in connection with this scheme were examined and all appear to be completed in accordance with the Procedural Manual.

c) The review policy:

The review policy is outlined within the Code of Practice. Procedures are reviewed on an ongoing basis in order to comply with procedures and legislation.

d) Standard of costs for the release or viewing of material:

The Information Commissioner states that requests are free of charge to the Data Subject. However, Coventry City Council may charge reasonable fees when responding to manifestly unfounded or excessive requests. There have been two Subject Access Requests during 2022/2023 resulting in one release of evidence.

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

e) Legislation:

At the time of the above audit all legislative requirements appear compliant.

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

5.0 CHANGES IN OPERATION, MANAGEMENT OR POLICY

As reflected in the Code of Practice, any major changes to the Code of Practice take place only after consultation with the relevant management group and upon agreement of the organisations with a participatory role in the operation of the system.

5.1 Major changes to the code are defined as changes which affect its fundamental principles and shall be deemed to include:

- additions and omissions of cameras to the matters which have privacy
- implications
- additions to permitted uses criteria e.g. purposes of the scheme
- changes in the right of access to personal data, except statutory requirements
- significant legal implications.

5.2 Minor changes to this Code of Practice are defined as operational and procedural matters which do not affect the fundamental principles and purposes; these include:

- additions and omissions of contractors
- additional clarifications, explanations and corrections to the existing code
- additions to the code of practice in order to conform to the requirements of
- any statutory Acts and changes in criminal legislation

A minor change may be agreed between the manager and the owner of the system.

The Code of Practice is subject to annual review. A copy of the Code of Practice can be obtained on the Council's website or by writing to:

The CCTV & Community Safety Manager
Coventry City Council
Coventry Communication Centre
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Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

6.0 PROPOSALS FOR THE SCHEMES INCLUDING AIMS AND OBJECTIVES

The Coventry City Council – Communications Centre CCTV Control Room utilises the latest technology in CCTV. This is seen as being beneficial to all those who visit, reside and work in the area and in particular to those with special needs.

The aims and objectives remain the same and these are the prevention and detection of crime, to reduce the fear of crime and make the area safe environment.

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

7.0 STATISTICAL ANALYSIS AND EVALUATION

In order to achieve meaningful evaluation, the CCTV scheme must be assessed against specific performance indicators which are relevant to the objectives of the scheme. This can be achieved by utilising baskets of indicators which are divided into the categories of Contextual, Key and Support Indicators.

7.1 Contextual Indicators

Contextual Indicators relate to the circumstances or background surrounding the particular initiative. In this case the purposes of the CCTV are mainly to prevent and detect crime. Indicators will include both British Crime Statistics and Police Recorded statistics for this type of crime.

7.2 Key Indicators

Key Indicators are closely related to the actual objectives of the particular initiative and attempt to measure its effect. This will include the total crime for the police area. Also included in this category will be the number of incidents reported by the Coventry Communications Centre's CCTV Control Room to police and other agencies.

7.3 Support Indicators

Support Indicators are used to refute or verify the key indicators. The measurements will include the number of media seized by police which contain evidential value.

7.4 EVALUATION

7.4.1 Contextual Indicators

The responsibility for the publication of crime statistics transferred from the Home Office to Office of National Statistics (ONS) in April 2012, with the year starting on 1st July and finishing on 30th June. The following information has been taken from the ONS website.

This is the first Crime Survey for England and Wales (CSEW) to use a full 12 months of data from face-to-face interviews since the coronavirus (COVID-19) pandemic. Comparing it with the year ending March 2020 gives a comparable estimate to the period before the coronavirus pandemic. It is important to note that because of the Crime Survey methodology, the latest figures include some experiences of crime that took place during social restrictions.

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

The latest figures from the CSEW for the year ending September 2022 showed that compared with the pre coronavirus pandemic year ending March 2020, total crime decreased by 10%. Focusing on individual crime types:

- The year ending September 2022 estimates showed that overall theft decreased by 20% compared with year ending March 2020.
- The year ending September 2022 estimates showed that fraud has now returned to pre-coronavirus pandemic levels (no significant change compared with the year ending March 2020); this suggests increases may have been specific to the coronavirus pandemic period, rather than a sustained change in trends.

While police recorded crime is not generally a good indicator of trends in crime, for some crime types, it can give more insight into lower-volume but higher-harm crimes, including those that the survey does not cover, or capture well. For such crimes, there have been increases in the last year (since the removal of social restrictions), though they remain below pre-coronavirus pandemic levels, for example:

- The number of homicides decreased by 8% to 663 offences compared with the year ending March 2020, where there were 719 offences; this compares with a 2% increase with the year ending September 2021.
- Police recorded offences involving knives or sharp instruments is down 8% to 50,434 offences compared with the year ending March 2020; this compares with an 11% increase with the year ending September 2021.
- The number of police recorded robbery offences also remained 21% lower (70,881 offences) than the year ending March 2020 (90,204 offences); more recently, robbery offences increased 15% compared with the year ending September 2021 (61,521 offences).

Police recorded sexual offences have risen by 22% compared with the pre-coronavirus pandemic year ending March 2020. This increase to 199,021 offences was the highest annual figure recorded in England and Wales. When interpreting police recorded sexual offences, it is important to note that these figures may reflect a number of factors, including the impact of high-profile cases and campaigns on victims' willingness to report both recent and historical incidents. For a subset of forces supplying data to the Home Office Data Hub, 22% of all sexual offences in the year to September 2022 had taken place over a year prior to the incident being recorded.

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

From data gathered by both police recorded crime and the CSEW to September 2022, it appears too early to say whether or not the decreases seen in most crime types occurring during the coronavirus pandemic will come to represent a sustained change in long-term trends. The CSEW remains the best estimate of long-term trends, although it is also important to note that additional caution must be taken when using these data. Both CSEW and police recorded crime are not designated as National Statistics.

The year ending September 2022 refers to 12 months of data collection between October 2021 and September 2022. Data collected during this period include experiences of crime in the 12 months before the interview month, and therefore includes crimes committed during the coronavirus pandemic and as early as October 2020.

According to Crime Survey for England and Wales (CSEW) estimates for the year ending September 2022, adults aged 16 years and over experienced 9.1 million offences. This was a statistically significant decrease (10%) compared with the year ending March 2020 survey data. This was predominantly because theft offences decreased by 20% (from 3.3 million to 2.6 million offences). The latest CSEW figures included in this release are based on interviews conducted between October 2021 and September 2022, measuring experiences of crime in the 12 months before the interview. This means crimes recorded on the survey could have occurred as far back as October 2020 and as recently as August 2022. Crime survey estimates for the year ending September 2022 are not National Statistics. Caution should be taken when using these data because of the impact of lower response rates in the first months of fieldwork on the quality of the estimates. Since the mid-1990s, there have been long-term falls in overall CSEW crime estimates. Long-term trends also vary by crime types.

Police recorded crime levels in England and Wales have been substantially affected by the coronavirus (COVID19) pandemic and restrictions on social contact. In line with CSEW comparisons, police recorded crime levels are compared with pre-coronavirus pandemic levels in the year ending March 2020.

Comparisons with the year ending September 2021 show patterns in crime since the easing of social restrictions. Improvements to recording processes and practices by the police, expansions of the recorded crime collection to include new offences, variations in police activity, more victims reporting crime, and genuine increases in some types of crime, have each made substantial contributions to rises in recorded crime over recent years. This effect has been more pronounced for some crime types. For some types of offence these figures do not provide reliable trends in crime.

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

Police recorded crime in England and Wales in the year ending September 2022 exceeded pre-coronavirus pandemic levels. The 6.6 million crimes recorded were 10% higher compared with the year ending March 2020 (6.1 million offences). This overall increase was largely driven by increases in the offence categories, which are most subject to changes in reporting and recording practices. Therefore, these estimates should be treated with caution as they may not reflect a genuine increase in crime. In the year ending September 2021, police recorded crime fell to 5.8 million offences, driven by national lockdowns and restrictions to social contact during this period. The impact that government public health restrictions had during the coronavirus pandemic on levels of police recorded crime can be clearly seen when looking at quarterly figures.

Since the year ending September 2021, police recorded crime has increased by 14% in the year ending September 2022. Police recorded crime includes crimes against people, households and businesses in both residential and non-residential settings, such as non-domestic burglary, societal crimes such as drug taking, and crimes against children. Police recorded crime volumes are higher than those committed against individuals only.

7.4.2 Key Indicators

West Midlands Police crime and offence statistics:

As previously mentioned, contextual performance indicators are closely related to the background and environment of the particular initiative, it is therefore advantageous to examine the context in which the cameras operate. This will include the total crime for the police area. There is an argument that the number of recorded offences would be reflected in the levels of incidents created by the CCTV operators.

During 2018 the recorded crime has increased by 4%. There was an increase in Violence (+27%), Other Crime (+15%), Drugs (+9%), Public Order (+27%), Vehicle (+3%), Theft from a Person (+11%), Weapons (+28%), Burglary (+8%), Other Theft (+6%) and Robbery (+12%). Decreases were recorded in Anti-Social Behaviour (-22%), Criminal Damage/Arson (-3%), Bike Theft (-10%), and Shoplifting (-5%).

During 2019 the recorded crime has decreased by -0.2%. There was an increase in Weapons (+28%), Drugs (+25%), Violence (+22%), Public Order (+19%), Other Crime (+17%) and Robbery (+8%). Decreases were recorded in Bike Theft (-18%), Anti-Social Behaviour (-17%), Burglary (-15%), Other Theft (-15%), Shoplifting (-11%), Vehicle (-11%), Theft from a Person (-4%) and Criminal Damage/Arson (-2%).

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

During 2020 the recorded crime has increased by 7.5%. There was an increase in Public Order (+41%), Anti-Social Behaviour (+40%), Violence (+25%), Other Crime (+25%), Weapons (+8%) and Drugs (+3%). Decreases were recorded in Theft from a Person (-33%), Shoplifting (-30%), Burglary (-22%), Robbery (-22%), Other Theft (-21%), Vehicle (-19%), Criminal Damage/Arson (-14%) and Bike Theft (-9%).

During 2021 the recorded crime has increased by 22%. There was an increase in Public Order (+66%), Weapons (+61%), Violence (+49%), Criminal Damage/Arson (+48%), Other Crime (+41%), Drugs (+24%), Other Theft (+7%), Bike Theft (+4%) and Robbery (+1%). Decreases were recorded in Burglary (-19%), Anti-Social Behaviour (-16%), Vehicle (-5%), Theft from a Person (-3%) and Shoplifting (-3%).

During 2022 the recorded crime has increased by 8%. There was an increase in Other Crime (+1043%), Shoplifting (+42%), Drugs (+29%). Public Order (+29%), Violence and Sexual (+19%), Criminal Damage/Arson (+13%), Vehicle (+2%) and Bike Theft (0%). Decreases were recorded in Other Theft (-14%), Weapons (-21%), Burglary (-36%), Robbery (-40%), Anti-Social Behaviour (-66%) and Theft from a Person (-67%).

7.4.3 Coventry crime statistics

The following table, taken from National website for Policing in England, Wales and Northern Ireland, depicts the number of notifiable offences recorded by West Midlands Police for area of Coventry.

Offence	2019/2020	2020/2021	2021/2022	2022/2023
Anti-social Behaviour	4,356	7,102	3,898	2738
Bicycle Theft	536	346	527	665
Burglary	2,731	1,743	1,692	2521
Criminal Damage / Arson	2,773	2,927	3,630	3501
Drugs	515	810	1,199	1264
Other Crime	458	632	738	775
Other Theft	2,147	1,804	2,736	3327
Possession of Weapons	326	392	409	810
Public Order	1,690	2,883	3,826	3650
Robbery	846	648	814	929
Shoplifting	1,625	1,203	1,714	1983
Theft from a Person	280	187	463	540
Vehicle Crime	3,973	3,008	3,725	5503
Violence and Sexual Offences	10,391	14,755	19,156	18084
Total	32,647	38,440	44,527	43571

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

During 2019/2020, there were 32,647 incidents recorded by the Police in the Coventry area. During 2020/2021 this increased to 38,440 and then in 2021/2022 it increased further to 44,527. In 2022/2023 this decreased to 43,571.

7.4.4 Incident Reports by CCTV Operators:

The table below shows the number of recorded incidents by CCTV operators. The most prominent recorded incidents were Theft, followed by ASB.

Type	2018/2019	2019/2020	2020/2021	2021/2022	2022/2023
Abandoned Vehicle	4	2	0	0	0
Abduction	1	1	0	0	0
Abusive Behaviour	0	0	26	48	9
Accident	0	0	0	0	1
Affray	9	17	1	5	68
Aggressive begging	0	0	0	0	6
Aggressive Behaviour	342	390	95	249	122
Alarm Activation	22	55	15	10	26
Alcohol	15	13	11	40	0
Alleged Assault	1	0	0	0	1
Alleged dangerous animal	0	0	0	0	1
Alleged Stabbing	0	0	0	0	1
Alleged Theft	4	2	0	0	0
Altercation	0	0	0	0	1
Altercation/domestic	0	0	0	0	58
Animal Cruelty	3	6	0	1	1
Ambulance	75	49	14	34	13
Anti Social Behaviour	149	291	76	175	261
Anti Social Drinking	0	25	5	6	52
Arrest	0	0	0	0	4
Arson	1	3	0	0	0
ASBO/Bail/CRASBO	0	0	0	0	5
Assault	107	151	46	103	153
Assault/Robbery	0	0	0	0	1
Assistance Call	102	131	32	72	0

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

Attempted Abduction	0	2	0	2	0
Attempted Burglary	3	3	2	0	0
Attempted Fraud	0	1	0	0	0
Attempted Murder	1	1	0	0	0
Attempted Rape	1	0	0	0	0
Attempted Robbery	1	3	0	3	0
Attempted Suicide	2	2	3	5	0
Attempted Theft	197	254	187	294	92
Ban Breach	1	2	2	0	1
Begging	148	72	67	0	46
Bike theft	0	0	0	0	1
Bollards	2	2	0	0	0
Bomb Threat	0	2	0	0	0
Break in	0	0	0	0	2
Busking	10	6	0	2	0
Burglary	14	30	25	17	0
Car Crime	3	0	0	1	0
Car Parks	7	1	2	3	1
Cash in Transit	1	1	0	0	0
Charity Collection	2	1	0	0	0
Concern Welfare	0	0	4	6	84
Counterfeit Goods	0	3	0	0	0
Crasbo Breach	3	1	0	0	0
Criminal Damage	47	56	22	22	45
Dangerous Animal	1	0	0	0	0
Dangerous Driving	13	14	7	8	6
Dangerous Behaviour	5	5	6	1	5
Dangerous Building	0	4	1	0	0
Dangerous riding	0	0	0	0	1
Dead bird	0	0	0	0	1
Detag	0	5	1	0	2
Detained	0	0	0	0	1
Disorder	211	319	50	176	85
Domestic Argument	33	51	8	22	2
Domestic Violence	0	0	0	0	1

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

Drink Driver	11	16	3	8	8
Drug Dealing	33	26	0	0	0
Drugs	69	112	19	45	115
Drunk	159	212	51	94	121
Ejection	0	0	0	0	2
Emergency Panic Button	29	16	2	13	14
Evading Police	0	0	0	0	1
Eviction	0	0	0	0	1
Environmental Health	4	1	0	0	0
False ID	6	5	0	0	2
Fighting	0	17	4	26	0
Fire	19	16	5	6	8
Fire Alarm	0	0	2	2	0
Fire Arms	3	9	16	4	63
Fireworks	0	0	1	0	2
First Aid	10	43	4	2	10
Flyposters	1	0	0	0	0
Fly Tipping	4	0	0	0	0
Follow	0	0	0	0	1
Found Property	4	6	0	0	0
Fraud	20	19	10	8	13
Going Equipped	0	0	0	0	1
Graffiti	8	9	5	4	2
Hammer	0	0	0	0	1
Harassment	9	9	6	11	8
Health and Safety	34	13	6	10	7
High Risk	1	1	3	10	0
Highways	0	5	1	1	0
Homeless	0	0	0	0	2
Illegal party	0	0	1	0	0
Illegal parking	0	0	0	2	0
Illegal street trading	0	0	0	2	0
Inappropriate Behaviour	0	0	1	1	0
Indecent Exposure	1	5	1	3	4
Incident out of town	0	0	2	0	4

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

Incident city centre	0	0	0	1	0
Injury	0	0	1	1	0
Insecure Building	0	0	1	1	2
Intelligence	44	57	11	10	18
Intruder	0	0	1	2	1
Erratic Behaviour	0	0	0	0	1
Joy Rider	0	1	0	0	0
Kidnap	0	4	3	3	0
Knife	0	0	0	0	1
Known Offender	516	639	310	278	291
Landscapes	70	27	0	2	0
Littering	2	2	0	0	0
Live incident	0	0	0	0	1
Lost Child	0	2	0	0	5
Lost Property	3	4	1	1	0
Lost Found	0	6	1	1	6
Medical	0	0	0	0	5
Mental Health	0	7	5	7	6
Missing Person	98	104	74	118	109
Missing Person Found	0	0	10	6	5
Monitoring	327	245	94	125	129
Mugging	0	0	0	0	1
Murder	1	3	12	0	2
Needles Found	0	2	0	1	1
Noise	2	0	1	0	1
Nuisance Calls	1	0	0	0	0
Observation	54	197	49	89	294
Obstruction	0	0	0	0	2
Open Door / Window	5	2	0	0	0
Other	0	143	11	19	3
Parking Services	24	17	8	15	0
Poaching	0	1	0	1	0
Police Assistance	9	1	4	10	10
Police Operation	16	7	0	0	0
Preaching	0	1	0	0	0

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

Protest	13	8	14	18	4
Prostitution	2	0	0	0	0
Public Order	0	0	1	0	24
Public Safety	0	0	0	0	1
Racial Abuse	8	7	3	6	8
Radio Misuse	1	0	0	0	1
Rape	0	1	1	0	0
Refuse	0	0	0	0	4
Refused Entry / To Leave	0	4	1	1	0
Road Traffic Collision	22	46	31	28	35
Robbery	25	75	28	33	58
Rough Sleeper	43	29	6	14	2
Search	0	0	0	0	2
Self Harm	7	2	0	0	1
Serious Incident	0	12	0	0	5
Sexual Activity / Assault	19	15	4	19	42
Shooting	0	0	0	3	0
Shoplifting	12	94	73	0	94
Smoke	0	0	0	0	1
Stabbing	0	12	10	11	1
Stolen Property	0	0	0	0	1
Stolen Vehicle	1	1	0	0	0
Strange Behaviour	0	0	0	0	1
Stray Dog	1	0	0	0	0
Street Services	5	0	0	1	4
Street Trading	22	9	4	1	0
Street Pride	76	45	13	27	3
Suicide	18	21	23	54	23
Suspect	0	0	0	0	49
Suspect Dealing	0	0	0	0	1
Suspect Package	8	8	5	5	12
Suspected drunk driver	0	0	0	0	1
Suspected Rave	0	0	1	0	0
Suspected Robbery	1	1	0	0	0
Suspected Theft	0	7	0	3	4

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

Suspicious Behaviour	399	503	152	161	164
Suspicious Vehicle	5	8	0	0	1
Tagging	0	0	0	0	2
Theft	636	664	173	315	468
Threat to Life	0	9	1	4	26
Threatening Behaviour	11	22	1	10	4
Trading Standards	2	1	0	0	0
Traffic Lights / Jam	1	0	0	2	3
Trespassing	1	0	5	17	9
Under Age Drinking	1	1	0	5	0
Unlawful Entry	1	0	0	0	0
Unsecured Building	1	0	0	0	0
Unsecured Vehicle	3	0	2	0	0
Vehicle/Parking	0	7	2	3	13
Vulnerable Person	16	76	1	28	6
Wanted Person/on Warrant	13	35	11	8	11
Water Leak	2	0	0	1	0
Weapons	59	78	28	58	9
Welfare Check	2	4	0	6	0
TOTAL	4575	5794	2042	3090	3542

During 2018/2019, there were 4,575 incidents recorded by the CCTV operators and this increased in 2019/2020 to 5,794. In 2020/2021, there were 2,042 incidents recorded by the CCTV operators, this equated to a decrease of 64.8% compared to the previous period. During 2021/2022, there were 3,090 incidents recorded by the CCTV operators, this equated to an increase of 51.3% compared to the previous period. In 2022/2023, there were 3,542 incidents recorded by the CCTV operators, this equates to an increase of 14.6% compared to the previous period.

7.4.5 Camera Use by CCTV Operators:

The table below shows the camera use for recording incidents. During 2022/2023 the CCTV operators used the cameras on 8,623 occasions; an increase of 78.6% over the previous period of 2021/2022 of 4,827.

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

Camera No:	Location	Incidents per camera 2018/2019	Incidents per camera 2019/2020	Incidents per camera 2020/2021	Incidents per camera 2021/2022	Incidents per camera 2022/2023
2	Shelton Square	330	277	102	144	247
3	New Union Street Subway into City	0	0	0	0	16
4	Jordan Well	112	202	43	37	165
6	Study Inn	0	2	0	107	343
7	Upper Precinct	353	405	89	120	189
8	Upper Precinct	337	428	74	156	238
9	Broadgate House	48	162	11	36	78
10	Broadgate House	400	539	37	210	269
11	Broadgate House	468	591	227	211	341
12	Broadgate House	101	147	8	24	173
14	Bull Yard	358	595	89	229	347
15	Precinct Cross	0	199	340	664	531
16	Warwick Row	0	33	9	17	78
17	Hertford Street	230	276	62	98	217
18	Much Park Street Out of City	0	0	0	0	95
18	Much Park Street Junction 5	0	0	0	0	1
19	Hertford Street	290	373	69	110	238
21	Burgess/Corporation St/Hales St	388	351	2	30	197
22	Sainsburys	378	403	147	281	378
23	Fairfax Street	0	0	0	0	299
33	High Street	166	231	34	98	143
35	Co-op	44	39	14	8	91
37	Gosford Street Flyover	0	0	0	0	32
39	Barracks Entry/Exit	75	27	7	64	48
40	Queen Victoria Road	167	328	38	44	113
41	City Arcade	141	149	3	144	53
43	Spon Street Subway	211	270	70	40	28
44	Co-op	0	0	0	0	4
45	Smithford Way	235	222	0	83	3
46	Smithford Way	293	309	55	0	158
47	Corporation Street	0	0	0	0	207
48	Hill Street	0	0	0	0	28

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

55	Chauntry Place	152	149	44	87	145
062	Longford Park	0	0	1	1	0
64	New Union St Car Park	14	110	5	1	21
68	Bayley Lane	0	0	0	0	62
69	Priory Place	0	58	1	256	29
70	Bishop Street / Tower Street	0	0	0	82	7
71	Silver Street Car Park	0	0	0	0	63
72	Barracks Car Park	0	0	0	0	0
73	Barracks Car Park	0	0	0	0	0
74	Barracks Car Park	0	0	0	0	0
75	Barracks Car Park	0	0	0	0	0
76	Barracks Car Park	0	0	0	0	0
77	Barracks Car Park	0	0	0	76	0
77	Jordan Well	0	0	0	0	43
78	Barracks Car Park	0	0	0	13	0
79	Spon Street	0	0	0	0	143
80	Spon Street Subway	0	0	0	0	1
81	Top Shop Broadgate	677	640	224	65	378
84	Trinity Street Bollards	0	0	0	0	20
85	West Orchards Iron Monger Row	227	243	55	34	99
86	Flying Standard	1	0	0	59	419
88	New Union Street Police Subway	0	0	0	0	1
89	Cook Street Gate	0	0	0	0	31
90	Hillfields Watch Building	0	0	0	0	6
92	Gosford Street Phoenix	0	0	0	0	64
93	Short Street	0	0	0	0	7
94	New Union Street Junction 5	0	0	0	0	25
96	Grosvenor Road Subway	0	0	0	0	11
97	White Friars Junction 4	0	0	0	0	0
98	Far Gosford Street	0	0	0	0	29
99	Cox Street	0	0	0	0	110
100	Burges Middle/Cross Cheaping	384	404	82	38	127
101	Fargo Jnc Sky Blue Wy Walsgrave Rd	0	0	11	3	0
101	Lady Herberts Gardens	0	0	0	0	27
102	Lady Herberts Gardens	32	26	8	0	40

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

103	Priory Place	27	25	1	10	21
104	Priory Place	23	16	2	0	18
105	Priory Gardens	40	33	6	3	52
106	White Street	97	71	9	21	66
107	Fargo Jnc of Sky Blue Way/Oxford St	0	0	2	1	0
111	Ikea Roof	198	291	27	0	44
111	Holbrooks Pavilion	0	0	1	0	0
112	Spon Street	148	213	17	17	70
112	Holbrooks Pavilion	0	0	1	1	0
114	Memorial Park Path from Car Park	0	0	0	0	1
116	City Arcade Birdcage End	296	485	67	45	186
117	Ham Bar Alley	0	0	0	0	69
118	Precinct Cross	828	585	33	18	0
119	New Union Street	60	54	7	21	46
121	Much Park Street Junction 15	0	0	0	0	0
122	Memorial Park car park	2	23	0	0	0
123	Stoney Stanton Road	0	0	0	0	19
124	Primrose Hill Street/Cox Street	35	104	13	18	59
126	Rear of Sainsburys	20	11	5	0	11
127	Swanswell Park	0	0	0	0	74
128	Grove Street Car Park	2	1	3	2	5
129	Lower Ford Street	0	0	0	0	28
135	Greyfriars Green	0	0	0	0	7
138	Albert Street	0	0	0	0	1
140	Phillip Building	0	0	0	0	2
141	White Street Subway J2	0	0	0	0	1
145	Magistrates Car Park	0	0	0	0	6
149	Memorial Park Play Area	0	0	0	0	0
150	Memorial Park Skate Park	0	0	0	1	0
156	Broadgate House	0	0	0	0	0
157	Broadgate House	0	0	0	0	0
158	Broadgate House	0	0	0	0	0
159	Broadgate House	0	0	0	0	0
160	Broadgate House	0	0	0	0	0
161	Broadgate House	0	0	0	0	0
162	Broadgate House	0	0	0	0	0
163	Broadgate House	0	0	0	0	0

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

164	Broadgate House	0	0	0	0	0
165	Broadgate House	0	0	0	0	0
166	Broadgate House	0	0	0	0	0
167	Broadgate House	0	0	0	0	0
168	Broadgate House	0	0	0	0	0
169	Broadgate House	0	0	0	0	0
170	Broadgate House	0	0	0	0	0
171	Canal Basin	0	0	0	0	0
172	Canal Basin	0	18	25	0	0
172	Whitefriars Little Park	0	0	16	13	53
173	Canal Basin	0	0	0	0	0
174	Canal Basin	0	0	0	0	0
174	Bishop Street / Tower Street	0	0	0	0	45
175	Canal Basin	0	0	0	0	0
175	Hillfields Phillips Building	0	0	0	0	10
176	Canal Basin	0	0	0	0	0
176	Hillfields Watch Building	0	0	0	0	17
177	Canal Basin	0	0	0	0	0
178	Canal Basin	0	0	0	0	0
179	Canal Basin	0	0	0	0	0
180	Canal Basin	0	0	0	0	0
181	Hillfields Village Phillips Building	2	1	6	0	0
182	Hillfields Village Watch Building	1	1	6	0	0
183	Hillfields Village Square	0	1	5	0	0
184	Longfield Park	0	0	0	0	0
185	Longfield Park	0	0	0	0	0
186	Longfield Park	0	0	0	0	0
187	Longfield Park	0	0	0	0	0
188	Longfield Park	0	0	0	0	0
189	Longfield Park	0	0	0	0	0
190	Longfield Park	0	0	0	0	0
191	Longfield Park	0	0	0	0	0
198	Foleshill Rd Halfords	0	0	0	0	0
199	Westwood House	0	0	0	0	0
201	Fairfax St/Hales St/Trinity Bus Gate	0	0	1	1	0
201	Spon Street Subway into City	0	0	0	0	3
202	Prior Deram Shops	0	268	65	0	0
202	Ironmonger Row / Flying Standard	0	0	117	2	0

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

202	Spon Street Subway Cycle Ramp	0	0	0	0	1
203	Westwood House	0	0	0	0	0
203	Grosvenor Road Subway	0	0	0	0	1
204	Westwood House	0	16	0	0	0
204	A44 / Arena Park	0	0	1	5	0
204	Grosvenor Road Subway	0	0	0	0	1
205	Westwood House	0	0	0	0	0
206	Westwood House	0	5	0	0	0
206	Ansty Road / BM	0	0	1	1	0
206	Much Park Street Subway Out of City	0	0	0	0	1
207	Westwood House	0	0	0	0	0
207	Holyhead Road / Holyhead Pub	0	0	2	0	0
207	New Union St Police Station Subway	0	0	0	0	3
208	Westwood House	0	12	0	0	0
208	Radford Rd/Above Junc 9 of Ring Rd	0	0	27	14	0
208	New Union St Subway into City	0	0	0	0	2
209	Binley Road	0	0	0	1	0
209	New Union St Subway Out of City	0	0	0	0	2
210	Central Library	0	0	0	0	0
210	Whitefriars Street Subway	0	0	0	0	1
211	Central Library	0	0	0	0	0
212	Central Library	0	0	0	0	0
213	Central Library	0	0	0	0	0
214	Central Library	0	0	0	0	0
215	Central Library	0	0	0	1	0
216	Central Library	0	0	0	1	0
217	Central Library	0	0	0	0	0
218	Central Library	0	0	0	0	0
219	Central Library	0	0	0	0	0
220	Central Library	0	0	0	0	0
298	Friargate External	1	5	1	1	2
299	Friargate External	1	12	2	0	9
301	Memorial Park	0	12	3	0	0
302	War Memorial Park and Ride	1	1	0	0	0
302	A444/R'about with Holbrook Way	0	0	2	1	0
303	Memorial Park Bottom Pathway	0	2	7	1	4
304	War Memorial Park and Ride	2	8	2	6	0
304	Junc of Holyhead Road / Barras Lane	0	0	1	0	0

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

305	Memorial Park	1	0	0	8	1
305	Junc of Foleshill Rd/St Lawrences Rd	0	0	3	0	0
306	Memorial Park	1	0	0	0	0
306	Memorial Park	0	0	0	2	0
307	Memorial Park Visitor Centre	1	0	2	18	7
308	Memorial Park Centre Rear	1	10	11	8	5
309	Memorial Visitor Centre	0	1	0	2	0
310	Memorial Visitor Centre	0	1	0	0	0
311	Memorial Park Toilets	0	0	0	0	0
311	Junc of Stoney Stanton Rd/Cross Rd	0	0	1	3	0
312	Memorial Centre Side	1	0	0	0	0
312	Longford Road Taxi Rank	0	0	4	0	0
313	Memorial Park Play Park	0	11	1	1	5
314	Memorial Skateboard Park	0	3	1	0	2
315	Memorial Tennis Pavilion	1	4	0	0	1
315	Junc of Stoney Stanton Rd / Broad St	0	0	4	2	0
316	Memorial Side Wall	0	1	0	0	0
317	Warwick Row	0	12	0	0	0
319	A45 Police & Fire Station R'about	0	0	3	1	0
321	Primrose Hill Park	10	12	6	7	3
324	Junc of Friargate/Warwick Road	0	0	2	1	0
325	Ring Rd Junc 6 Exit Slip Rd/Friargate	0	0	1	0	0
326	Junc of Allesley Old Rd/Hearsall Rd	0	0	1	0	0
330	Junc of Fairfax Street / Cox Street	0	0	7	0	0
336	Junc of Hinkley Road / Park Way	0	0	1	2	0
340	Junc Foleshill Rd/Harnell Lane	0	0	2	0	0
342	Ring Road Junction 3	0	0	2	0	0
344	Junc of Bedworth Road – Ibstock Rd	0	0	2	0	0
347	A444/Bell Grn Rd/Stoney Station Rd	0	0	3	29	0
350	Westminster Car Park	0	0	1	91	0
351	Westminster Car Park	0	2	1	3	0
352	Westminster Car Park	0	4	0	0	0
353	Ramada	0	13	8	4	6
354	Friargate Boulevard	25	37	9	2	11
358	Junc of Foleshill Rd/Lockhurst Lane	0	0	3	1	0
368	Coombe Car Park	0	0	0	0	0
369	Coombe Car Park	0	0	0	0	0
370	Coombe Car Park	0	0	0	0	0

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

371	Coombe Fisheries	0	0	0	0	0
372	Coombe Disabled Parking	0	0	0	0	0
373	Coombe Visitors Centre	0	0	0	0	0
374	Coombe Visitors Centre	0	0	0	0	0
375	Coombe Visitors Centre	0	0	0	0	0
376	Coombe Visitors Centre	0	0	0	0	0
377	Coombe Visitors Centre	0	0	0	0	0
378	Coombe Visitors Centre	0	0	0	0	0
379	Coombe Visitors Centre	0	0	0	0	0
380	Coombe Visitors Centre	0	0	0	0	0
381	Coombe Visitors Centre	0	0	0	1	0
382	Coombe Visitors Centre	0	0	0	0	0
384	Coombe Country Park	2	6	0	23	0
401	Salt Lane Car Park	0	0	0	0	4
402	Salt Lane Car Park	0	0	0	0	0
403	Salt Lane Car Park	0	0	0	0	1
404	Salt Lane Car Park	0	0	0	0	1
405	Salt Lane Car Park	0	0	0	0	0
406	Salt Lane Car Park	0	0	0	0	2
407	Salt Lane Car Park	0	0	0	0	0
408	Salt Lane Car Park	0	0	4	2	11
409	Salt Lane Car Park	0	2	7	1	32
409	Council House	0	0	0	1	0
410	Salt Lane Car Park	0	0	0	0	1
411	Salt Lane Car Park	0	0	0	0	2
412	Salt Lane Car Park	0	0	1	0	0
413	Salt Lane Car Park	0	0	0	0	0
414	Salt Lane Car Park	0	1	7	2	12
415	Salt Lane Car Park	0	1	3	6	17
416	Salt Lane Car Park	0	0	0	0	0
417	Salt Lane Car Park	0	0	0	0	0
418	Salt Lane Car Park	0	0	0	0	0
419	Salt Lane Car Park	0	0	0	0	0
420	Salt Lane Car Park	0	0	0	0	0
421	Salt Lane Car Park	0	0	0	0	0
422	Salt Lane Car Park	0	0	0	0	1
423	Salt Lane Car Park	0	0	0	0	0
424	Salt Lane Car Park	0	0	0	0	0

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

425	Salt Lane Car Park	0	0	0	0	0
426	Salt Lane Car Park	0	0	0	0	0
427	Salt Lane Car Park	0	0	0	0	0
428	Salt Lane Car Park	0	0	0	0	1
429	Salt Lane Car Park	0	0	0	0	0
430	Salt Lane Car Park	0	0	0	0	0
431	Salt Lane Car Park	0	0	0	0	0
432	Salt Lane Car Park	0	0	0	0	1
433	Salt Lane Car Park	0	0	0	0	2
434	Salt Lane Car Park	0	0	0	0	1
435	Salt Lane Car Park	0	0	0	0	0
436	Salt Lane Car Park	0	0	0	0	0
437	Salt Lane Car Park	0	0	0	0	1
438	Salt Lane Car Park	0	0	0	0	0
439	Salt Lane Car Park	0	0	0	0	0
440	Salt Lane Car Park	0	0	0	0	5
442	Salt Lane Car Park	0	0	0	0	0
443	Salt Lane Car Park	0	0	0	0	0
444	Salt Lane Car Park	0	0	0	0	0
445	Salt Lane Car Park	0	0	0	0	0
446	Salt Lane Car Park	0	0	0	0	0
447	Salt Lane Car Park	0	0	0	0	1
448	Salt Lane Car Park	0	0	0	0	0
449	Salt Lane Car Park	0	0	0	0	0
450	Salt Lane Car Park	0	0	0	0	2
485	Walsgrave Rd/Longfellow Rd R'abt	0	0	1	1	0
701	Transport Hub	0	0	0	0	19
702	Transport Hub	0	0	0	0	1
704	Transport Hub	0	0	0	0	2
706	Transport Hub	0	0	0	0	1
708	Transport Hub	0	0	0	0	2
709	Transport Hub	0	0	0	0	2
710	Transport Hub	0	0	0	0	1
712	Transport Hub	0	0	0	0	2
713	Transport Hub	0	0	0	0	1
715	Magistrates Car Park	0	0	0	0	9
716	Co-op	0	0	0	0	23
801	Ring Road Junction 1	0	0	3	4	3

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

804	Ring Road Junction 5	0	0	2	1	1
805	Ring Road Junction 5	0	0	0	0	5
806	Friargate / Warwick Road	0	0	0	0	1
809	Ring Road Junction 8	0	0	0	0	5
810	Ring Road Junc 9 / Upper Wells St	0	0	69	2	31
812	Corporation Street	0	0	0	0	2
818	Walsgrave Road / Longfellow Road	0	0	0	0	1
822	Ansty Road / Clifford Bridge Road	0	0	0	0	2
823	Ansty Road / Woodway Lane	0	0	1	0	2
842	London Road / Quarryfield	0	0	0	0	2
843	Charterhouse / Gulson Road	0	0	0	0	2
860	Radford Road / Light Lane	0	0	1	1	1
865	Holbrook Lane / Burnaby Road	0	0	0	0	2
871	Holyhead Road / Four Pounds Ave	0	0	0	0	1
872	Holyhead Road / Grayswood Ave	0	0	2	0	1
875	Pickford Way / Coundon Wedge	0	0	0	0	1
901	Stoney Street Road / Harnall Lane	0	0	0	0	1
903	Stoney Street Road / Broad Street	0	0	0	0	3
904	Stoney Street Road / Cross Road	0	0	0	0	4
910	A444 / Rowleys Green RBT	0	0	0	0	3
913	A444 layby	0	0	0	0	1
917	A444 / Bell Green RBT	0	0	0	0	1
918	Blue Ribbon Island	0	0	3	0	1
1001	Abbots Lane	0	0	0	0	23
1002	Abbots Lane	0	0	0	0	9
1003	Abbots Lane	0	0	0	0	1
1004	Abbots Lane	0	0	0	0	4
1005	Abbots Lane	0	0	0	0	4
C94	Central Library	0	0	0	0	1
C95	Earlsdon City Arms	2	1	5	0	1
T101	Fargo	0	0	0	0	12
T107	Sky Blue Way	0	0	0	0	5
T111	Holbrooks Park	0	0	0	0	6
T112	Holsbrooks Park	0	0	0	0	17
T203	Donchurch Highway	0	0	0	0	1
T208	Radford Road	0	0	0	0	3
T308	Winding House Lane	0	0	1	6	1
T311	Stoney Stanton Road / Cross Road	0	0	0	0	1

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

T316	Foleshill Road / Broad Street	0	0	0	0	3
T318	Walsgrave Road / Clay Lane	0	0	0	0	1
T322	Ring Road Junction 4	0	0	0	0	2
T324	Friargate / Warwick Road	0	0	0	0	1
T340	Foleshill Road / Station Street	0	0	2	0	1
T350	Warwick Road / Leamington Road	0	0	0	0	1
T356	Ansty Road / Woodway Lane	0	0	0	0	1
T360	Radford Road / Beake Avenue	0	0	0	0	1

There is a total of 340 cameras included within the Coventry Communications Centre's CCTV Scheme. All cameras are monitored by the CCTV Control Room.

During 2022/23 the cameras were used on 8,623 occasions. This equates to an average of 25 usages per camera for all the CCTV scheme.

Taking the above averages for each camera system and using a similar principle to that previously adopted with other Local Authorities, all cameras registering lower than 12 incidents, this being half the average for each location, will fall into the category of being 'at risk'. During 2022/23, 267 cameras fell below the above criteria. Further investigations into the performance of cameras and continued availability will need to be assessed especially if those cameras have been faulty for extended periods. This analysis does not mean that the 'at risk cameras' should automatically be decommissioned, as further investigation should be made.

7.4.6 Viewing and Seizure of evidence

The viewing and subsequent copying/seizure of recorded images can act as an indicator to support or refute the effectiveness of the scheme in obtaining meaningful evidence. However, it is difficult, if not impossible to ascertain from police records whether the images viewed have been used as evidence to obtain a conviction at court, assisted in any other clearance process or been used for intelligence purposes. Whilst officers complete a log when they receive copy DVDs, the audit trail is difficult to trace from this point and this is the case with most CCTV schemes.

The following table records how many DVDs/portable storage devices (USB) or still images have been reviewed by the Police and seized as evidence:

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

Year	Viewings	DVDs issued	Stills issued	TOTAL ISSUED
2018/2019	163	186	0	186
2019/2020	285	236	0	236
2020/2021	23	23	0	23
2021/2022	5	4	0	4
2022/2023	271	244	2	246

There have been no RIPA requests.

The following table records how many DVDs/portable storage devices (USB) or still images have been issues as evidence to third parties:

Year	Insurance Requests	DVDs issued	Council Requests	DVDs issued	Stills issued
2019/2020	0	0	5	5	0
2021/2021	0	0	70	0	12
2021/2022	0	0	46	6	1
2022/2023	4	1	15	12	4

7.4.7 Complaints

A member of the public wishing to make a complaint about the system may do so through Coventry City Council's complaint procedure. A copy of the complaint procedure is available by writing to:

The CCTV & Community Safety Manager
Coventry City Council
Coventry Communication Centre
Whitley Depot
London Road
Coventry
CV3 4AR

A complaints procedure has been documented. A record of the number of complaints or enquiries received will be maintained together with an outline of the action taken.

During the period of evaluation there has been no complaints received concerning the schemes in question. There has, however, been one compliment received on 15.2.23 from West Midlands Police regarding the assistance given and the level of service provided by the staff.

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

8.0 CONCLUSION AND RECOMMENDATIONS

8.1 Retrieval of Statistics

The retrieval of crime and offence statistics has proved difficult as resources have been reduced. The statistics have therefore been obtained from the Government websites and West Midlands Police website.

8.2 The CCTV Scheme

Whilst it is inadvisable to rely solely on Police statistics to evaluate the effectiveness of CCTV as they are notoriously unreliable due to the complexity of the reporting procedures, it is all that is required to comply with accreditation with the British Standard. More in-depth research would need to be undertaken for a reliable conclusion to be made.

During 2022 the recorded crime has increased by 8%. There was an increase in Other Crime (+1043%), Shoplifting (+42%), Drugs (+29%). Public Order (+29%), Violence and Sexual (+19%), Criminal Damage/Arson (+13%), Vehicle (+2%) and Bike Theft (0%). Decreases were recorded in Other Theft (-14%), Weapons (-21%), Burglary (-36%), Robbery (-40%), Anti-Social Behaviour (-66%) and Theft from a Person (-67%).

During 2021/2022, there were 44,527 incidents recorded by the Police in the Coventry area. In 2022/2023 this decreased to 43,571. This equates to a decrease of 2.1%.

This is the six time the Evaluation Report has reviewed the number of incidents recorded in detail by the CCTV operators. The most prominent recorded incidents were Theft, followed by ASB.

During 2018/2019, there were 4,575 incidents recorded by the CCTV operators, this equated to an increase of 27.8%. During 2019/2020, there were 5,794 incidents recorded by the CCTV operators, this equated to an increase of 26.6%. During 2020/2021, there were 2,042 incidents recorded by the CCTV operators, this equated to a decrease of 64.8%. During 2021/2022, there were 3,090 incidents recorded by the CCTV operators, this equated to an increase of 51.3% compared to the previous period. In 2022/2023, there were 3,542 incidents recorded by the CCTV operators, this equates to an increase of 14.6% compared to the previous period.

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

During 2022/2023 the CCTV operators used the cameras on 8,623 occasions; an increase of 78.6% over the previous period of 2021/2022 of 4,827.

During 2018/2019 there were 163 reviews by the Police, resulting in 186 DVDs released as evidence. This is a decrease of 67 compared to the previous year. During 2019/20 there were 285 reviews by the Police, resulting in 236 DVDs issued. During 2020/21 the number of requests to view reduced significantly to 23, resulting in 23 DVDs being released. During 2021/22 the number of requests to view reduced significantly to 5, resulting in 4 DVDs being released. In 2022/23 the number of requests to view increased significantly to 271, resulting in 244 DVD/CD/USBs and 2 stills being released.

For other third-party requests, there were 4 requests received from insurance companies resulting in 1 DVD and 2 stills issued and 15 requests by Information Governance and from internal Council Departments resulting in 12 DVDs and 2 stills being released, compared to 6 DVDs and 1 still in 2021/2022. There were 2 Subject Access Requests in 2022/2023, resulting in 1 Still being issued.

Year	Insurance Requests	DVDs issued	Council Requests	DVDs issued	Stills issued
2019/2020	0	0	5	5	0
2021/2021	0	0	70	0	12
2021/2022	0	0	46	6	1
2022/2023	4	1	15	12	4

The above is an indication that the CCTV system is having a positive impact.

The Information Commissioner's CCTV Code of Practice requires makes the following requirements:

"You should review regularly whether the use of CCTV continues to be justified. You will have to renew your notification yearly, so this would be an appropriate time to consider the ongoing use of CCTV

...there should be a periodic review (at least annually) of the systems effectiveness to ensure that it is still doing what it was intended to do. If it does not achieve its purpose, it should be stopped or modified."

Information Commissioners Code of Practice

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

The purposes and scope of the scheme are detailed in Section Four of this report and these include the prevention and detection of offences. Whilst it is not possible to make an assumption that the CCTV system is actually preventing offences it is a component part of the preventative package.

To remove or modify the use of the CCTV system may also detract from a further identified purpose, this being to reduce the fear of crime. It is therefore recommended that at present the system is effective in achieving its purpose, however, there appears to be no current research available which indicates the perceptions of the public, residents and those working in the area covered by the cameras.

8.3 Future Evaluations

It is recommended that Coventry City Council – Communications Centre's CCTV scheme be evaluated on an annual basis. This will ensure continued compliance with the British Standard, which is assessed each year; it will also provide compliance with legislation and the Surveillance Camera Codes.

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

Appendix A

Camera No:	Location
2	Shelton Square
3	New Union Street Subway into City
4	Jordan Well
6	Study Inn
7	Upper Precinct
8	Upper Precinct
9	Broadgate House
10	Broadgate House
11	Broadgate House
12	Broadgate House
14	Bull Yard
15	Precinct Cross
16	Warwick Row
17	Hertford Street
18	Much Park Street Out of City
18	Much Park Street Junction 5
19	Hertford Street
21	Burgess/Corporation St/Hales St
22	Sainsburys
23	Fairfax Street
33	High Street
35	Co-op
37	Gosford Street Flyover
39	Barracks Entry/Exit
40	Queen Victoria Road
41	City Arcade
43	Spon Street Subway
44	Co-op
45	Smithford Way
46	Smithford Way
47	Corporation Street
48	Hill Street

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

55	Chauntry Place
062	Longford Park
64	New Union St Car Park
68	Bayley Lane
69	Priory Place
70	Bishop Street / Tower Street
71	Silver Street Car Park
72	Barracks Car Park
73	Barracks Car Park
74	Barracks Car Park
75	Barracks Car Park
76	Barracks Car Park
77	Barracks Car Park
77	Jordan Well
78	Barracks Car Park
79	Spon Street
80	Spon Street Subway
81	Top Shop Broadgate
84	Trinity Street Bollards
85	West Orchards Iron Monger Row
86	Flying Standard
88	New Union Street Police Subway
89	Cook Street Gate
90	Hillfields Watch Building
92	Gosford Street Phoenix
93	Short Street
94	New Union Street Junction 5
96	Grosvenor Road Subway
97	White Friars Junction 4
98	Far Gosford Street
99	Cox Street
100	Burges Middle/Cross Cheaping
101	Fargo Jnc Sky Blue Wy Walsgrave Rd
101	Lady Herberts Gardens
102	Lady Herberts Gardens

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

103	Priory Place
104	Priory Place
105	Priory Gardens
106	White Street
107	Fargo Jnc of Sky Blue Way/Oxford St
111	Ikea Roof
111	Holbrooks Pavilion
112	Spon Street
112	Holbrooks Pavilion
114	Memorial Park Path from Car Park
116	City Arcade Birdcage End
117	Ham Bar Alley
118	Precinct Cross
119	New Union Street
121	Much Park Street Junction 15
122	Memorial Park car park
123	Stoney Stanton Road
124	Primrose Hill Street/Cox Street
126	Rear of Sainsburys
127	Swanswell Park
128	Grove Street Car Park
129	Lower Ford Street
135	Greyfriars Green
138	Albert Street
140	Phillip Building
141	White Street Subway J2
145	Magistrates Car Park
149	Memorial Park Play Area
150	Memorial Park Skate Park
156	Broadgate House
157	Broadgate House
158	Broadgate House
159	Broadgate House
160	Broadgate House
161	Broadgate House
162	Broadgate House
163	Broadgate House

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

164	Broadgate House
165	Broadgate House
166	Broadgate House
167	Broadgate House
168	Broadgate House
169	Broadgate House
170	Broadgate House
171	Canal Basin
172	Canal Basin
172	Whitefriars Little Park
173	Canal Basin
174	Canal Basin
174	Bishop Street / Tower Street
175	Canal Basin
175	Hillfields Phillips Building
176	Canal Basin
176	Hillfields Watch Building
177	Canal Basin
178	Canal Basin
179	Canal Basin
180	Canal Basin
181	Hillfields Village Phillips Building
182	Hillfields Village Watch Building
183	Hillfields Village Square
184	Longfield Park
185	Longfield Park
186	Longfield Park
187	Longfield Park
188	Longfield Park
189	Longfield Park
190	Longfield Park
191	Longfield Park
198	Foleshill Rd Halfords
199	Westwood House
201	Fairfax St/Hales St/Trinity Bus Gate
201	Spon Street Subway into City
202	Prior Deram Shops
202	Ironmonger Row / Flying Standard

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

202	Spon Street Subway Cycle Ramp
203	Westwood House
203	Grosvenor Road Subway
204	Westwood House
204	A44 / Arena Park
204	Grosvenor Road Subway
205	Westwood House
206	Westwood House
206	Ansty Road / BM
206	Much Park Street Subway Out of City
207	Westwood House
207	Holyhead Road / Holyhead Pub
207	New Union St Police Station Subway
208	Westwood House
208	Radford Rd/Above Junc 9 of Ring Rd
208	New Union St Subway into City
209	Binley Road
209	New Union St Subway Out of City
210	Central Library
210	Whitefriars Street Subway
211	Central Library
212	Central Library
213	Central Library
214	Central Library
215	Central Library
216	Central Library
217	Central Library
218	Central Library
219	Central Library
220	Central Library
298	Friargate External
299	Friargate External
301	Memorial Park
302	War Memorial Park and Ride
302	A444/R'about with Holbrook Way
303	Memorial Park Bottom Pathway
304	War Memorial Park and Ride
304	Junc of Holyhead Road / Barras Lane

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

305	Memorial Park
305	Junc of Foleshill Rd/St Lawrences Rd
306	Memorial Park
306	Memorial Park
307	Memorial Park Visitor Centre
308	Memorial Park Centre Rear
309	Memorial Visitor Centre
310	Memorial Visitor Centre
311	Memorial Park Toilets
311	Junc of Stoney Stanton Rd/Cross Rd
312	Memorial Centre Side
312	Longford Road Taxi Rank
313	Memorial Park Play Park
314	Memorial Skateboard Park
315	Memorial Tennis Pavilion
315	Junc of Stoney Stanton Rd / Broad St
316	Memorial Side Wall
317	Warwick Row
319	A45 Police & Fire Station R'about
321	Primrose Hill Park
324	Junc of Friargate/Warwick Road
325	Ring Rd Junc 6 Exit Slip Rd/Friargate
326	Junc of Allesley Old Rd/Hearsall Rd
330	Junc of Fairfax Street / Cox Street
336	Junc of Hinkley Road / Park Way
340	Junc Foleshill Rd/Harnell Lane
342	Ring Road Junction 3
344	Junc of Bedworth Road – Ibstock Rd
347	A444/Bell Grn Rd/Stoney Station Rd
350	Westminster Car Park
351	Westminster Car Park
352	Westminster Car Park
353	Ramada
354	Friargate Boulevard
358	Junc of Foleshill Rd/Lockhurst Lane
368	Coombe Car Park
369	Coombe Car Park
370	Coombe Car Park

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

371	Coombe Fisheries
372	Coombe Disabled Parking
373	Coombe Visitors Centre
374	Coombe Visitors Centre
375	Coombe Visitors Centre
376	Coombe Visitors Centre
377	Coombe Visitors Centre
378	Coombe Visitors Centre
379	Coombe Visitors Centre
380	Coombe Visitors Centre
381	Coombe Visitors Centre
382	Coombe Visitors Centre
384	Coombe Country Park
401	Salt Lane Car Park
402	Salt Lane Car Park
403	Salt Lane Car Park
404	Salt Lane Car Park
405	Salt Lane Car Park
406	Salt Lane Car Park
407	Salt Lane Car Park
408	Salt Lane Car Park
409	Salt Lane Car Park
409	Council House
410	Salt Lane Car Park
411	Salt Lane Car Park
412	Salt Lane Car Park
413	Salt Lane Car Park
414	Salt Lane Car Park
415	Salt Lane Car Park
416	Salt Lane Car Park
417	Salt Lane Car Park
418	Salt Lane Car Park
419	Salt Lane Car Park
420	Salt Lane Car Park
421	Salt Lane Car Park
422	Salt Lane Car Park
423	Salt Lane Car Park
424	Salt Lane Car Park

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

425	Salt Lane Car Park
426	Salt Lane Car Park
427	Salt Lane Car Park
428	Salt Lane Car Park
429	Salt Lane Car Park
430	Salt Lane Car Park
431	Salt Lane Car Park
432	Salt Lane Car Park
433	Salt Lane Car Park
434	Salt Lane Car Park
435	Salt Lane Car Park
436	Salt Lane Car Park
437	Salt Lane Car Park
438	Salt Lane Car Park
439	Salt Lane Car Park
440	Salt Lane Car Park
442	Salt Lane Car Park
443	Salt Lane Car Park
444	Salt Lane Car Park
445	Salt Lane Car Park
446	Salt Lane Car Park
447	Salt Lane Car Park
448	Salt Lane Car Park
449	Salt Lane Car Park
450	Salt Lane Car Park
485	Walsgrave Rd/Longfellow Rd R'abt
701	Transport Hub
702	Transport Hub
704	Transport Hub
706	Transport Hub
708	Transport Hub
709	Transport Hub
710	Transport Hub
712	Transport Hub
713	Transport Hub
715	Magistrates Car Park
716	Co-op
801	Ring Road Junction 1

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

804	Ring Road Junction 5
805	Ring Road Junction 5
806	Friargate / Warwick Road
809	Ring Road Junction 8
810	Ring Road Junc 9 / Upper Wells St
812	Corporation Street
818	Walsgrave Road / Longfellow Road
822	Ansty Road / Clifford Bridge Road
823	Ansty Road / Woodway Lane
842	London Road / Quarryfield
843	Charterhouse / Gulson Road
860	Radford Road / Light Lane
865	Holbrook Lane / Burnaby Road
871	Holyhead Road / Four Pounds Ave
872	Holyhead Road / Grayswood Ave
875	Pickford Way / Coundon Wedge
901	Stoney Street Road / Harnall Lane
903	Stoney Street Road / Broad Street
904	Stoney Street Road / Cross Road
910	A444 / Rowleys Green RBT
913	A444 layby
917	A444 / Bell Green RBT
918	Blue Ribbon Island
1001	Abbots Lane
1002	Abbots Lane
1003	Abbots Lane
1004	Abbots Lane
1005	Abbots Lane
C94	Central Library
C95	Earlsdon City Arms
T101	Fargo
T107	Sky Blue Way
T111	Holbrooks Park
T112	Holsbrooks Park
T203	Donchurch Highway
T208	Radford Road
T308	Winding House Lane
T311	Stoney Stanton Road / Cross Road

Coventry City Council - Communications Centre
CCTV Evaluation Report
1st April 2022 to 31st March 2023
British Standard 7958 and the Biometrics and Surveillance Camera Commissioner's
'Surveillance Camera Code of Practice'

T316	Foleshill Road / Broad Street
T318	Walsgrave Road / Clay Lane
T322	Ring Road Junction 4
T324	Friargate / Warwick Road
T340	Foleshill Road / Station Street
T350	Warwick Road / Leamington Road
T356	Ansty Road / Woodway Lane
T360	Radford Road / Beake Avenue