

# Enfield Public Safety Centre (EPSC)

## Annual performance report

1<sup>st</sup> April 2024

To

31<sup>st</sup> March 2025

**CONFORMS WITH BRITISH STANDARD EVALUATION OF LONDON BOROUGH OF  
ENFIELD COUNCIL CCTV SCHEME TO BRITISH STANDARD BS 7958**



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## METHODOLOGY

This annual report is created in order to comply with:

1. the requirements of British Standard 7958, Video Surveillance System (VSS) Management and Operation – Code of Practice the EPSC system holds
2. The Surveillance Camera Commissioner’s VSS Code of practice code compliance accreditation the EPSC system holds
3. The Security contractor OCS requirements under their existing staffing contract to provide performance information of service delivery to the contract.

British Standards are specific in the criteria required to be covered by system evaluation reports and in addition to meet the requirements of “transparency” within the Surveillance Camera Code of Practice that Local Authorities are legally bound to have due regard to that the results of this annual evaluation once presented to the council’s management board should be publicly available.

The topics required to be covered by the British Standard 7958 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 VSS 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 also requires the following information to be included within the evaluation:

- 1) the number of incidents recorded by the scheme
- 2) the number of incidents reported to the police and where appropriate other bodies
- 3) An assessment of the VSS scheme’s impact on crime levels and types of crime in the area covered by the scheme.

As the Enfield, Public Safety Centre VSS Control room has achieved accreditations to the above-mentioned British Standard and Surveillance Camera Code compliance, the following annual report evaluation will focus on the content of that Standard as required to maintain its compliance.



## 2.0 INTRODUCTION

### 2.1 Description of the scheme

#### Introduction

OCS won a tendered contract with London Borough of Enfield to provide Public VSS, Alarm Receiving, Lone Worker and traffic enforcement monitoring services that started on 01<sup>st</sup> April 2022; traffic enforcement monitoring no longer in operation as of August 2023. This report is to evaluate the contract performance and highlight the successes and achievements from the period 1<sup>st</sup> April 2024 to 31<sup>st</sup> March 2025.

The annual report is intended to show compliance to the contract to senior management and be presented to the council's ECRIT (Enfield Crime Reduction Implementation Team) Board, and this report is also a requirement of the Centre's annual accreditation compliance by industry Inspectorate SSAIB to British Standard BS 7958 and the Surveillance Camera Code Compliance the Centre is also accredited to.

In order to comply with the "transparency" requirement of the Protection of Freedoms Act 2012 Surveillance Camera Code of Practice this report once approved by ECRIT Management board is intended to be suitable for publication on the council's website to provide comfort and reassurance to the public of the council's operation of public CCTV of its main system.

This report uses all available VSS incident and evidence records held by Enfield Borough Council from incidents which were recorded in the last year with some comparison data from previous years as a performance measure.

Public VSS is an established crime detection and evidence gathering tool as well as an essential operational tasking and incident assistance resource provided by Enfield Council who work in close partnership with the Metropolitan Police and other emergency services, agencies, and organisations to reduce crime and disorder and improve public safety.

The VSS system is monitored 24 hours a day by a team of CCTV licensed and trained operators who work a rotating shift pattern and the control room is currently staffed by 3 operators and a duty supervisor with enhanced shifts on peak periods. The operators are employed by OCS.

The current system has over the contract period gradually built access and linkage to many corporate buildings and depot sites to increase coverage of the borough to aid in ASB, Crime and public safety incident management.

The services are operated from the Enfield Public Safety Centre based in Edmonton which is an accredited Alarm Receiving Centre and in addition to public VSS monitoring carries out: the following services.



1. Lone Worker staff safety
2. Intruder Alarm Monitoring

There has also been a progressive community safety camera installation program carried out by Enfield Council that has enabled many areas of the borough to have cameras installed that has dramatically increased our coverage and usage by the police and other clients that needs to be taken into account when reviewing these statistics.

The Enfield Public Safety Centre (EPSC) system ensures high standards in operational procedures and security of data and protection of privacy with many safeguards including:

1. *Independent inspection scheme – lay visitors trained to inspect at random the system*
2. *External data protection audits carried out*
3. *Internal Audit and external audits of VSS service that are published.*
4. *Extensive staff training commitment including Human Rights and Privacy*
5. *The council's investment in obtaining professional accreditation from UKAS accredited Inspectorate SSAIB for the centre as an Alarm Receiving and VSS Monitoring Centre and operate to British Standards*
6. *All cameras have the ability to have privacy zones (areas that can be masked out) or if needed physical blanking plates fitted.*



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## 2.2 Communication

There are a number of dedicated communication links and systems in place to improve service delivery and partnership working and increase efficiency of operations with provision of either video data and or voice links, these include:

1. *VSS transmission links to the Metropolitan (MPS) central communications Command Centre – 4 video channels provided – no control*
2. *Local MPS Police control room on borough, 4 video channels provided – no control*
3. *Operation and monitoring of local Retail Radio Scheme (TurboNet)*
4. *Operation and Monitoring of MPS AIRWAVE radio system - for incident management*
5. *Operation and Monitoring of the council's AIRWAVE radio when in use for Civil emergency events*
6. *Remote access to images on sites where their own system cameras only are able to be viewed under strict compliance conditions*
7. *Text notification system for incident reporting to clients Out of Hours.*

## 2.3 System Operation

The system is monitored by dedicated contracted security staff from OCS Group who have received the accredited training and vetting required by the Private Security Industry Act 2001. The system is operated and managed in accordance with current legislation and detailed VSS Codes of Practice and Operational Procedures Manual.



### 3.0 POLICY STATEMENT AND SCHEME DESCRIPTION

#### 3.1 Video Surveillance Systems

The scheme initially comprises of cameras located in specific external locations in public streets, residential areas, parks, depots and civic buildings with control, monitoring and recording facilities locally or at the dedicated control room location and/or disaster recovery site. Other clients and partners systems may be connected into the main systems for the permitted purposes of enhancing.

A problem orientated process was utilised to assess the appropriateness of cameras 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 VSS scheme are outlined later in this report.

#### 3.2 Ownership

The scheme is owned by London Borough of Enfield Council who are 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 Codes of Practice and having their system externally accredited and audited through industry inspectorates and public Independent Inspection process.

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

The EPSC Manager,  
Enfield Public Safety Centre  
Centre Way  
Claverings Industrial Estate  
Edmonton N9 0AH

**Further information about the EPSC system is contained on the council website at the following address:**

<https://www.enfield.gov.uk/services/community-safety/enfield-public-safety-centre>



### 3.3 Policy Statement

#### Extract from the VSS Code of Practice

#### **Partnership statement in respect of The Human Rights Act 1998, criminal Justice and Public Order Act 1994 sect 163 and the Protection of Freedoms Act 2012 sect 30**

1.2.1 The partnership recognises that public authorities and those organisations carrying of the functions of a public service nature are required to observe the obligations imposed by the Human Rights Act 1998 and consider that the use of VSS in the London Borough of Enfield is a necessary, proportionate, and suitable tool to help reduce crime, reduce the fear of crime, and improve public safety.

1.2.2 This assessment is evidenced by an agreed 'operational requirement' document (and any survey or consultation if applicable). Section 163 of the Criminal Justice and Public Order Act 1994 creates the power for local authorities to provide closed circuit television coverage of any land within their area for the purposes of crime prevention or victim welfare and it is also considered a necessary initiative by the Partners for your system towards their duty under the Crime and Disorder Act 1998.

It is recognised that operation of the Enfield Public Safety Centre VSS may be considered to infringe on the privacy of individuals. The partnership recognises that it is their responsibility to ensure that the scheme should always comply with all relevant legislation, to ensure its legality and legitimacy. The scheme will only be used as a proportional response to identified problems and be used only in so far as it is necessary in a democratic society, in the interests of national security, public safety, the economic wellbeing of the area, for the prevention and detection of crime or disorder, for the protection of health and morals, or for the protection of the rights and freedoms of others.

1.2.4 The legislation concerning VSS in sect 30 of the Protection of Freedoms Act 2012 has produced a CCTV Code of Practice from the new Surveillance Camera Commissioner that has been approved by Parliament and as a relevant authority (as defined under section 33 of the 2012 Act) it must pay due regard to the new code.

1.2.5 Enfield Council in managing its VSS control room operations under this Code of practice will endorse and comply with all 12 guiding principles of the new Surveillance Camera Code of Practice June 2013.

1.2.6 The Codes of Practice and observance of the Operational Procedures contained in the manual shall ensure that evidence is secured, retained, and made available as required to ensure there is absolute respect for everyone's right to a free trial.

1.2.7 The EPSC VSS shall be operated with respect for all individuals, recognising the right to be free from inhumane or degrading treatment and avoiding discrimination on any ground such as sex, race, colour, language, religion, political or other opinion, national or social origin, association with a national minority, property, birth, or other status.



## 4.0 THE PURPOSE AND SCOPE OF THE SCHEME

### 4.1 Purposes of the scheme

#### Introduction

A Video Surveillance System (VSS) has been introduced to the London Borough of Enfield. This system, known as the 'Enfield Public Safety Centre VSS', comprises a number of cameras installed at strategic locations. All the cameras are fully operational, with most being pan, tilt, and zoom facility type. Others are fixed cameras, many located in buildings, and images from which are presented in the same room.

Secondary monitoring facilities are located at the local Metropolitan Police Control Rooms located at Edmonton Green and Police Patrol Site in Lincoln Rd as well as the centralised Police Control Room at Bow, but there are no live recording facilities at those police locations other than the Public Safety Centre (hereon referred to as "the Centre") and its disaster recovery (DR) site based at the Civic Centre.

For the purposes of this document, the 'owner' of the system is London Borough of Enfield. For the purposes of the General Data Protection Regulation the 'data controller' is London Borough of Enfield (Note 1.)

The 'system manager' is Darren Woods Dipl SS

The Enfield Public Safety Centre (EPSC) VSS has been notified to the information Commissioner and has been accredited in 2015 by a UKAS inspectorate SSAIB as an Alarm Receiving Centre (ARC) to BS 9518:2021 & BS 5979 cat 2 and also for Lone Worker services to BS 8484 and CCTV management and Operation BS 7958 and the Surveillance Camera Code Compliance accreditation.



## 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.

### Objectives of the System (extract from the VSS Code of Practice)

1.3.1 The objectives of the Enfield Public Safety Centre VSS as determined by the owners / partnership which form the lawful basis for the processing of data are: -

- 1 *To help reduce the fear of crime*
- 2 *To help deter crime*
- 3 *To help detect crime and disorder or other public safety issues and provide evidential material suitable for court proceedings*
- 4 *To assist in the overall management of Enfield Borough and other public areas within its client base*
- 5 *To enhance community safety, assist in developing the economic well-being of the London Borough of Enfield and encourage greater use of the Borough's facilities, University, shopping areas, car parks etc*
- 6 *To assist the Local Authority in its enforcement and regulatory functions within the London Borough of Enfield area*
- 7 *To assist in supporting civil proceedings which will help detect crime*
- 8 *Any other specific objective identified by the owners or partners of the scheme*

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(s) for which the scheme has been established and that the VSS 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.

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 appropriately licensed where necessary.

An evaluation report of the scheme will be made annually, and this will be available to the public and published on the council's website.



Enfield Council and partners support the individual's right to privacy and will insist that all agencies involved in the provision and use of Public VSS connected to the Council's VSS 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 VSS 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 scheme will be managed in accordance with the principles of the General Data Protection Regulation 2018, Human Rights Act 1998 and all other relevant legislation.

Regular reviews of Data Protection and Legal requirements are undertaken by the council.

### **4.3 Personnel**

All personnel involved with the monitoring of VSS have or are in the process of being Security screened in accordance with British Standard 7858, hold a PSIA PSS CCTV license and are vetted additionally by the Metropolitan Police.

### **4.4 Training**

All contracted employees engaged in the monitoring and operation of cameras have received training to the standards required by the Private Security Industry Act 2001 and holds a PSIA PSS CCTV license that is legally required of them to perform the services.

The current security monitoring contractor has a requirement to deliver under the contract a comprehensive personnel training package which is over and above the industry minimum requirements. Performance monitoring of this requirement is detailed later in this report.



## 4.5 Operation of the scheme

The system is operated in accordance with a recognised Code of Practice and Procedural manual of which the Procedures Manual is a restricted document under GDPR. The scheme is registered with the Information Commissioner, details of which can be obtained from the Information Commissioners web site. The scheme operates within the requirements of the General Data Protection Regulation 2018, Human Rights Act 1998, and relevant legislation.

<https://ico.org.uk/ESDWebPages/Entry/Z5492012>

**Registration Number: Z5492012**

**Date Registered:** 27 July 2001    **Registration Expires:** 26 July 2026

**Data Controller:** The London Borough of Enfield

**Address:**

Civic Centre  
Silver Street  
Enfield  
Middlesex  
EN1 3XF

## 4.6 Audit – external accreditation audits and Independent Inspection

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.

The EPSC systems is also annually externally accredited to several British Standards and compliance to the Surveillance Camera Code principals by a UKAS certified inspectorate, the SSAIB for several services it provides.

In addition to client performance measurements required of the contractor who performs the service to the council which are produced and contained within this annual report the council system adopts and encourages the public Independent Inspection process in operation to give comfort and reassurance to the public in the operation of its public VSS.



## 5.0 CHANGES IN OPERATION, MANAGEMENT OR POLICY

5.1 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.

Extract from current code of practice

### 2.8 Changes to the Code of Practice

2.8.1 Any major changes to either the Code of Practice or upon the operation of the system will take place only after consultation with and upon the agreement of the VSS Management within the Authority in the operation of the system.

2.8.2 A minor change, (i.e., such as may be required for clarification or that will not have such a significant impact) may be agreed by the Centre Manager and notified to those responsible for the Management of the system.

The Code of Practice is subject to annual review. A copy of the latest Code of Practice is available on the council website at:

<https://www.enfield.gov.uk/services/community-safety/closed-circuit-television-cctv>

1. **Operational changes**
2. This financial year the council expanded its system by the inclusion of additional sites and street cameras that are found on the council VSS webpage:
3. This year the system had the following additions to its service provision:
  - *Introduction of a remote APP for live streaming for authorised users*
  - *Introduction of remote access for MPS to review digital data by authorised users*
  - *Introduction of re-deployable connected cameras to the main VSS*
  - *Introduction of Body Worn Cameras for MPS connected to the main VSS*
  - *Roll out of radio sector aerials to improve coverage and use of connected re-deployable cameras across the borough, reduces the need for fixed site installations*

## 6.0 PROPOSALS FOR THE SCHEMES INCLUDING AIMS AND OBJECTIVES

The Enfield Public Safety VSS control room utilises the latest technology in Video Surveillance System with an IP and digital recording system and its own fibre and radio transmission networks. This is seen as being beneficial to all those who visit, reside and work in the area and in particular to those who are most vulnerable.

The aims and objectives remain the same as contained in the council's VSS code of Practice document and these include the prevention and detection of crime and disorder, to reduce the fear of crime and make the area a safe environment.



## 7.0 STATISTICAL ANALYSIS AND EVALUATION

In order to achieve meaningful evaluation, the VSS 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 cameras are mainly to prevent and detect crime. Indicators will include MPS 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 Enfield Council VSS 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 and or the systems own performance indicators.

## 7.4 EVALUATION

**7.4.1** The security staffing contractor must supply performance information to the information requirements of the British Standard and is contained in Appendix 1 to this report.

### 7.4.2 Contract performance measurement

The security staffing contractor must supply performance information in addition to the information requirements of the British Standard and is contained in Appendix 2 to this report.

### 7.4.3 Complaints and enquiries

#### Complaints & enquiries

A member of the public wishing to make a complaint or enquiry about the system may do so through Enfield Council's complaint procedure online at:

<https://new.enfield.gov.uk/contact-us/are-you-unhappy-with-something/>



You will need an Enfield Connected account in order to make a complaint online. This will allow you to track the progress of your complaint and make it easy for us to get in contact with you.

A record of the number of complaints or enquiries received is maintained centrally by the council together with an outline of the action taken.

*During the period of evaluation from 1<sup>st</sup> April 2024 to 31<sup>st</sup> March 2025 there have been no recorded complaints concerning the scheme.*

During this period of evaluation there has been an increase in the number of 3<sup>rd</sup> party enquiries listed below.

- 1 Insurance requests = 100
- 2 FOIA applications = 5
- 3 Evidence enquiries from solicitors = 39
- 4 Enquiries from other sources = 34

**Further information about the EPSC system is contained on the council website at the following address:**

<https://www.enfield.gov.uk/services/community-safety/enfield-public-safety-centre>



## 8.0 CONCLUSION AND RECOMMENDATIONS

### 8.1 The EPSC services provided

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 cameras are actually preventing offences it is an essential component part of the preventative package and of great operational benefit to the Metropolitan Police and the council.

To remove or reduce the use of the VSS may also detract from a further identified purpose, this being to reduce the fear of crime and the ability of the system to potentially gather evidence data and or assist in operational and emergency services response.

The VSS's continued success in capturing evidence for crime and ASB and offering operational incident management benefits to the MPS and its wider client base is clearly shown within the data contained in the statistical performance of the centre in the appendices, and in the Good News stories mentioned on the council VSS webpage.

In conclusion, its annual external accreditation to the highest British Standards of operation and management of all its services gives added comfort and security to the public that the system is operated and being externally audited to legislative framework requirements that protects and minimises privacy intrusion whilst protecting the public.

The system therefore is operating correctly and with external and public oversight and to a high proactive and operational effectiveness to the benefit of residents, businesses and visitors to the borough.

In order to offer better service, reduce overhead costs, and reduce the need to expand with fixed camera sites the system is to increase use of connected radio linked re-deployable cameras for more targeted and temporary use deployment of public cameras. This fits in with the biometric camera code around necessity and proportionality and allows more flexibility in deployment and ability to move to areas of most need.

The system is therefore expanding its capability to use re-deployable cameras by increasing area and sector radio coverage of the borough and use of its own radio network as installed.



## 9.0 Summary

During the period April 2024 to March 2025 the centre has undergone a progressive camera expansion and now has 360 street cameras; giving the operators increased capability to monitor and respond to incidents in other parts of the borough that were not previously covered by the system.

During the period April 2024 to March 2025 the centre also had an increase in other (usually fixed) cameras from connecting in a number of cameras at various sites, depots and other areas to the main systems for central monitoring and maintenance.

Operator reactive incident rates are currently up 14% compared to the previous year, when set against the increased system coverage.

The siting of these additional street cameras has resulted in VSS operators workloads increasing and assisting in the prevention and detection of crime within Enfield.

The Centre has also increased in supply other council services and links to other agencies within the Borough and has built up the infrastructure to support these services and other Councils outside of Enfield.

Currently the EPSC is monitors the following sites listed below

- **13 -Corporate buildings**
- **3- Council Depot**
- **16- Housing Estates**
- **5 -Recreation- Retail parks**
- **7-Carparks**
- **2-Industrial Estates**
- **4- Flood Defences locations**



## 9.1 3rd Agencies/Partners

Partnership working with other external agencies is an important part of the VSS service. The control room has assisted with various council teams and departments to obtain supporting VSS evidence, including fly tipping and Blue badge fraud investigations.

In 2024/25 incident totals recorded were 12,864 with associated arrest are recorded at 859 the systems growth over the years has now taken the cameras that are connected to the EPSC to 1,072.

Current clients and partners who currently use the centre for various types of monitoring or service requirements are listed below:

- **Corporate Health and Safety Unit**
- **Metropolitan Police**
- **Enfield Housing**
- **Facilities Management**
- **Cardiff Control Room**

Appendices 1 and 2 contain graphical examples of how the system and its effectiveness has grown over the lifetime of the contract, and this is during times of continual technical refresh and equipment upgrades to the system that make it one of the most technologically advanced systems in the UK.

Outsourced Client Services (OCS) has won the tender to continue to improve and enhance the effectiveness of the Enfield Public Safety Centre and in addition retain its British Standards accreditation of BS 7958, BS9518:2021, 5979 & 8484 as an Alarm Receiving Centre operating to the highest commercial standard.



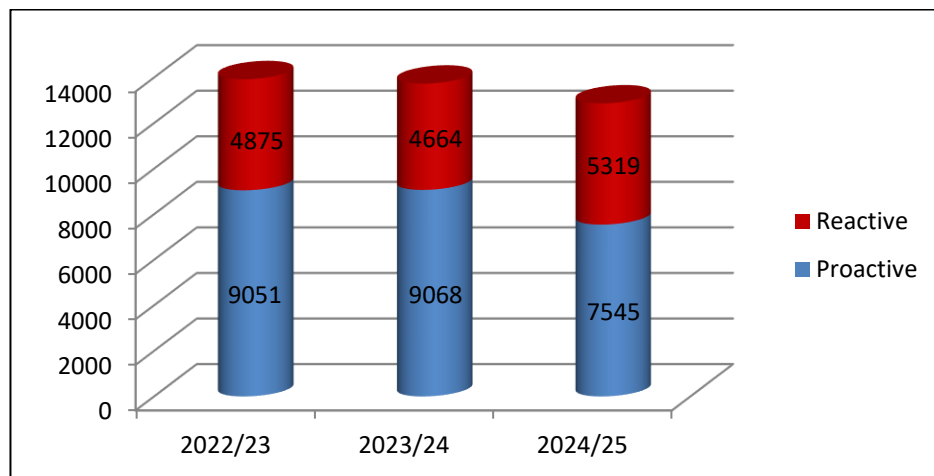
**10.0 APPENDIX 1 BS 7958 required performance measures**

**All statistics contained within this appendix are for a three-year period including the current 2024/25 required of this report and are from April to March reporting period unless otherwise stated.**

During 2024 FY CCTV operators recorded 12864 incidents. This is a decrease in overall numbers and due to the higher volume of calls received over the police radio has resulted in a higher rate of reactive recorded incidents by CCTV staff (compared to last year's ratio).

Incident data for Financial Year 2024-25	
Total Number of street cameras	360
Total incidents	12864
Average number of incidents per camera	36
Average number of incidents per day	35
Number of proactive incidents (operator generated)	7545
% Total proactive recorded incidents	59%
number of arrests recorded	859

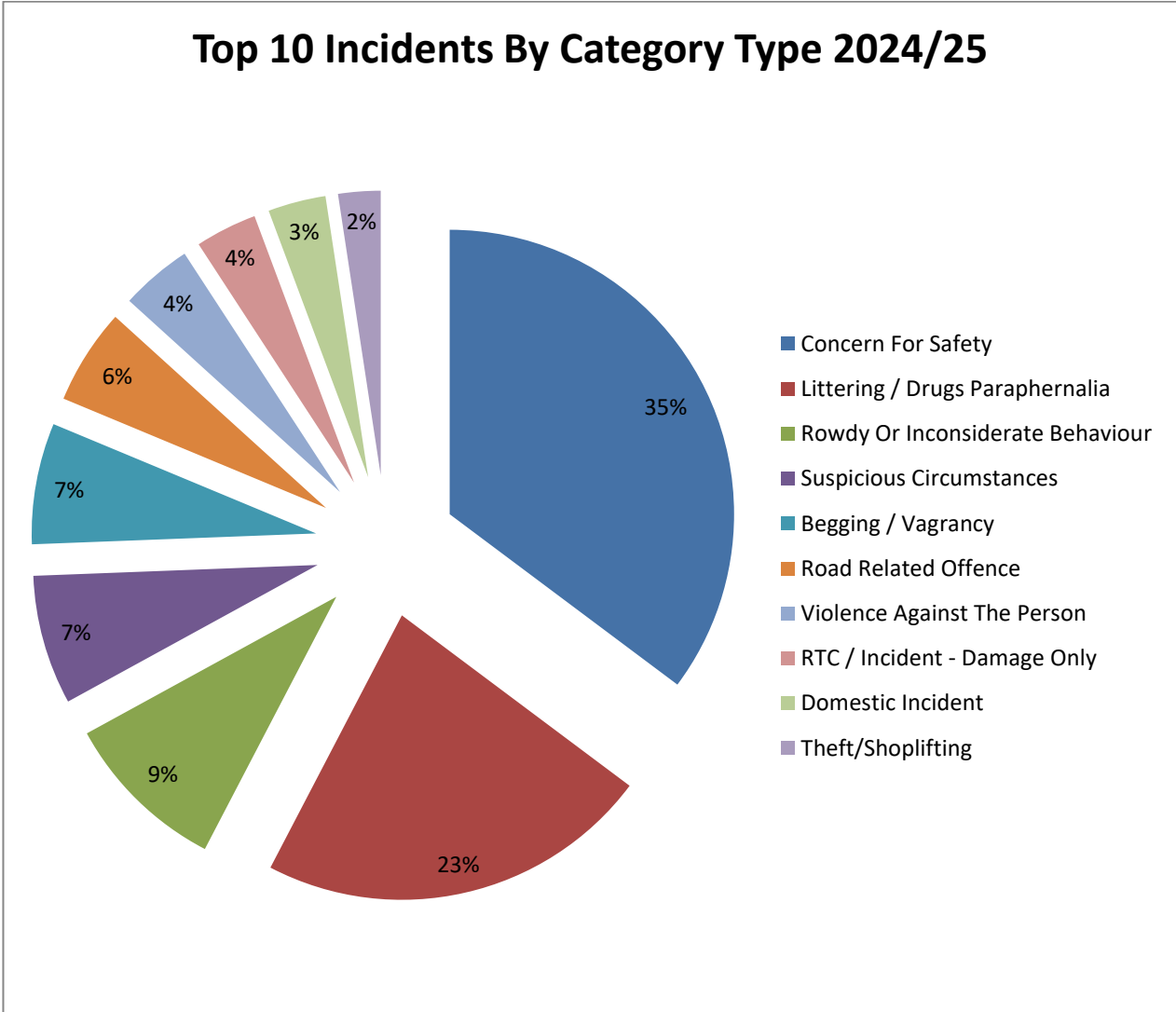
**Graph 1a Categories of Incidents created by Operators – 2024/25**



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Graph 2a – incidents recorded in top ten category types 2024/25 Financial Year

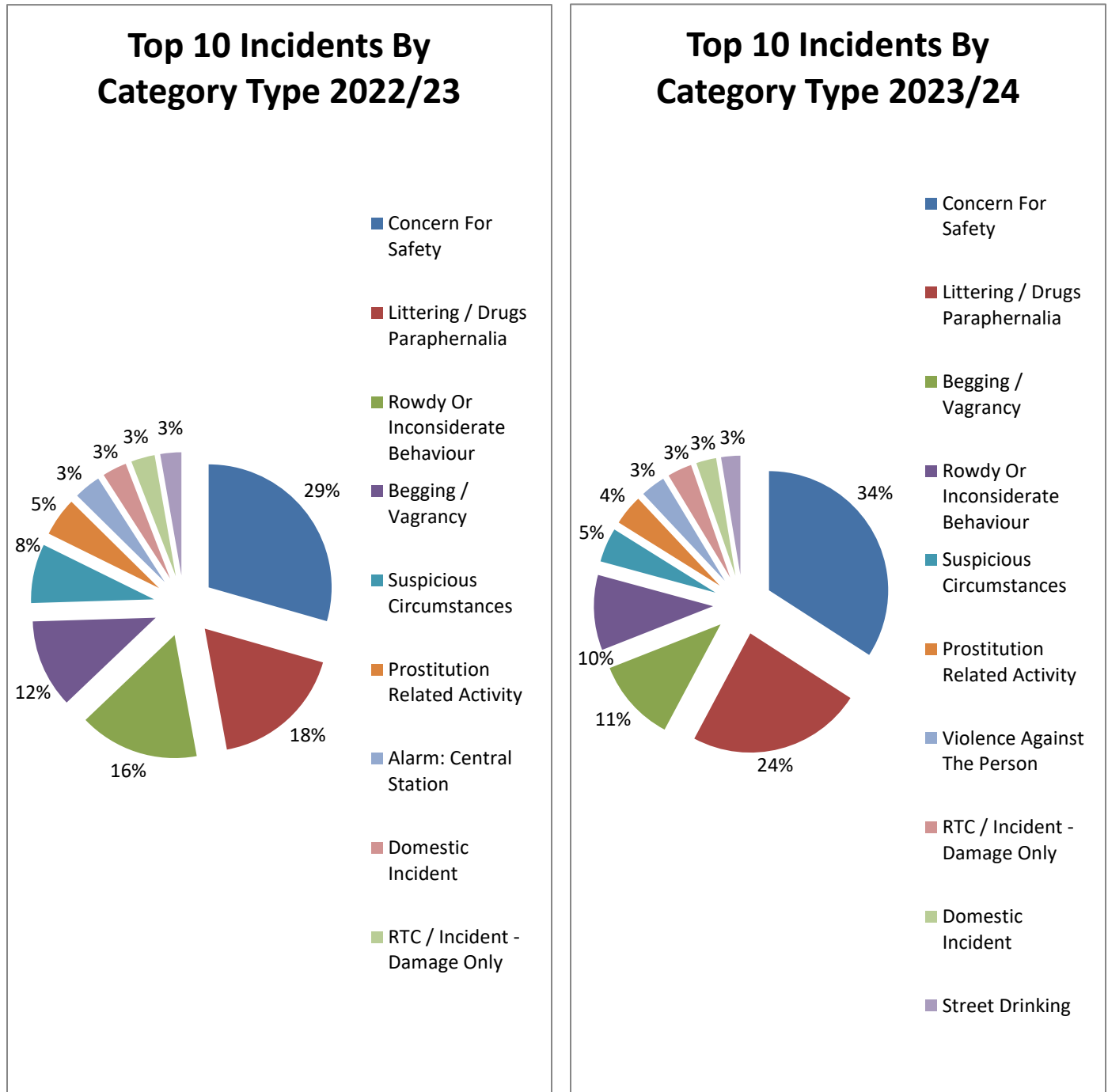


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**Graph 2b & 2c– incidents recorded in top ten category types 2022/23 & 2023/24 Financial Year for comparison**



Verify at [ssaib.org](http://ssaib.org)

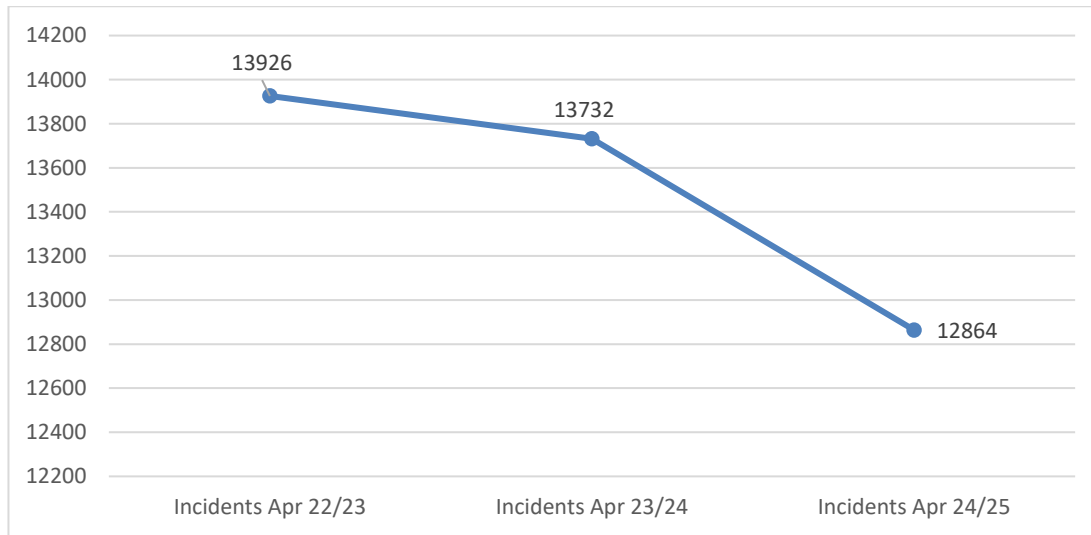


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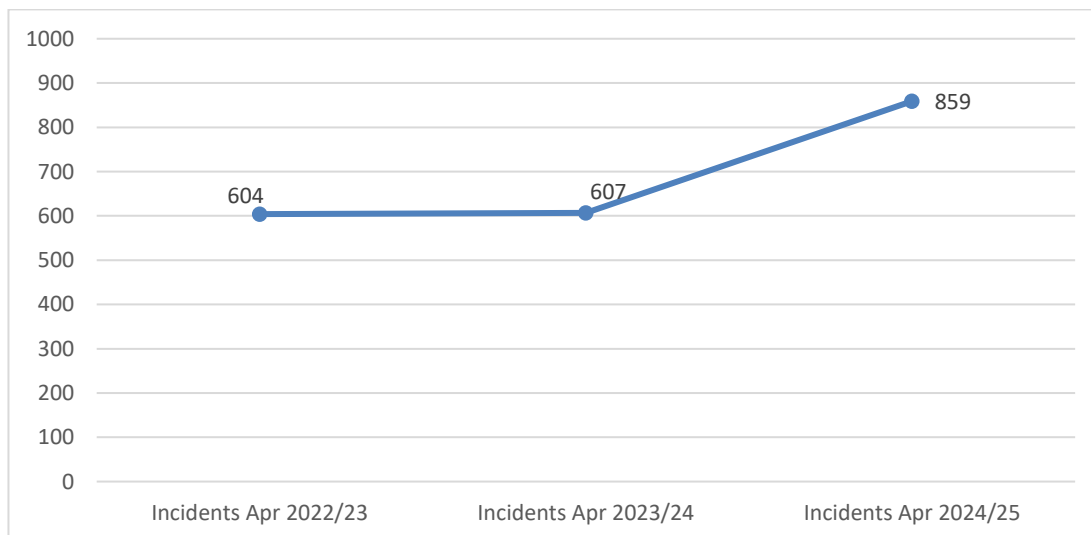
### 10.1 Police Arrests – 2024/25 with comparison data of previous two years

The following is an analysis of police attendance and arrests carried out and monitored on camera currently there isn't any further information available from the police for any arrests and convictions recorded by CCTV for the financial year of 2024/25 the table below shows comparisons with two previous years.

**Graph 3** Total system recorded incidents for Financial Years 2022, 2023, 2024



**Graph 4** Total system recorded incidents with arrests for Financial Years 2022, 2023, 2024



The above graphs show the performance measurement that can be used to determine the arrests that have been assisted by the use of CCTV and what has actually been monitored on camera. The above period shows a total of 604 on camera arrests were captured by the system operation during 2022/23, this rose to 607 (0.5% increase) on camera arrests during 2023/24. During 2024/25, there were 859 on camera arrests recorded resulting in a 41.5 % increase.

## 10.2 Viewing and Seizure of evidence

The viewing and subsequent download and evidential release of digital recorded images can act as an indicator to support the current effectiveness of the scheme in obtaining evidence of proactive use by Enfield Council its clients and other law enforcement agencies. However, it is difficult, to ascertain from the police records whether the images viewed have been used as evidence to gain a secure conviction at court or assisted in any other intelligence purpose.

Current performance results as attached in the table below:

**Table 1 Total Number of Police viewings:**

	22/23	23/24	24/25
<b>Negative</b>	281	266	224
<b>Positive</b>	414	429	498
<b>Total Request</b>	695	695	722
<b>Percentage of Positive Requests</b>	60%	62%	69%



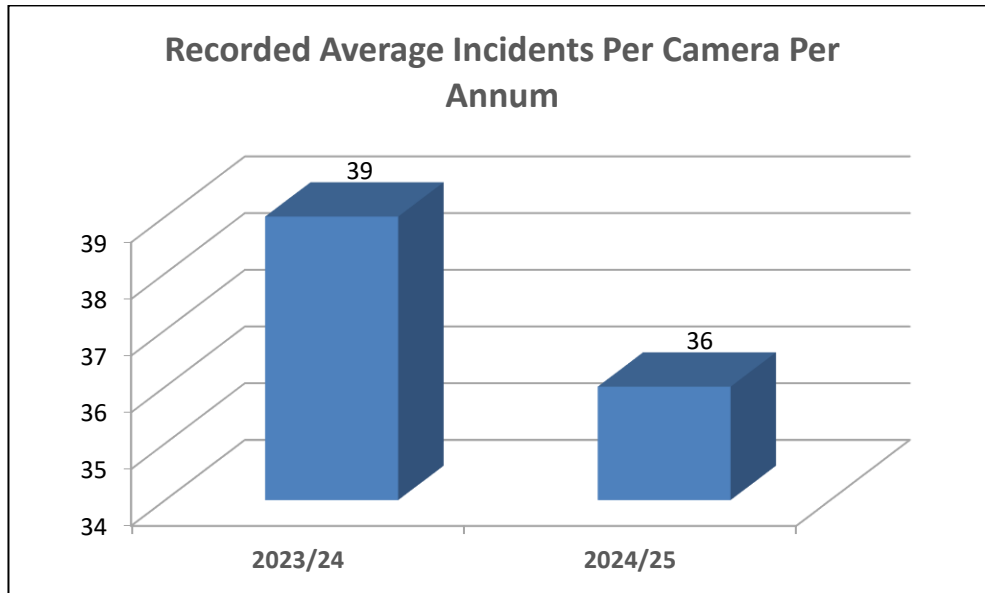
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### 10.3 Annual CCTV Performance statistics for 2024-2025

Performance records for the Enfield Public Safety Centre (EPSC) shows in respect of the financial year April 2024 to March 2025 with 360 LBE street cameras with an increase of 12 cameras over the previous year.

#### Cummalative Totals per camera 2024 / 2025



## 10.4

### London Borough of Enfield VSS Expenditure

	01.04.20 to 31.03.21		01.04.21 to 31.03.22		01.04.22 to 31.03.23		01.04.23 to 31.03.24		01.04.24 to 31.03.25	
<b>LBE VSS Revenue</b>	£649,120				£671,022		£671,022		£631,000	
<b>VSS Replacement Budget (Capital)</b>	£300,000		£300,000		£168,000		£150,000		£150,000	
<b>In Year Capital Spend</b>	£300,000		£168,000		£170,000		£150,000		£150,000	
<b>Purchase/ Lease of</b>	<b>Recording Equipment</b>	<b>Premises</b>	<b>Recording Equipment</b>	<b>Premises</b>	<b>Recording Equipment</b>	<b>Premises</b>	<b>Recording Equipment</b>	<b>Premises</b>	<b>Recording Equipment</b>	<b>Premises</b>
	N/A In Above	N/A Owned by LBE	N/A In Above	N/A Owned by LBE	N/A In Above	N/A Owned by LBE	N/A In Above	N/A Owned by LBE	N/A In Above	N/A Owned by LBE
<b>VSS Maintenance Costs</b>	<b>Fixed Cameras</b>	<b>Mobile Cameras</b>	<b>Fixed Cameras</b>	<b>Mobile Cameras</b>	<b>Fixed Cameras</b>	<b>Mobile Cameras</b>	<b>Fixed Cameras</b>	<b>Mobile Cameras</b>	<b>Fixed Cameras</b>	<b>Mobile Cameras</b>
	£275,802	N/A	£275,802	N/A	£275,802	N/A	£417,000	N/A	£397,972	N/A
<b>VSS Operator Costs</b>	£467,075		£467,075		£467,075		£578,000		£578,972	



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## 11.0 APPENDIX 2 Security contract required performance measures

### 11.1 Extract from the Monitoring contract

#### CONTRACT MANAGEMENT

The Contractor's performance in each of the following areas will be assessed on a regular basis alongside the overall delivery of the service and output measures.

The contractor is to create and complete an Annual Service Performance report on all services with detailed statistics, graphs and performance measures achieved and are to be completed by 1<sup>st</sup> July each year for the preceding financial year (Apr to Mar) and sectioned into service types and monthly with a cumulative final section. To include comprehensive operational (crimes/incidents/arrests/PR etc.), maintenance and staff contract performance running April 1<sup>st</sup> to 31<sup>st</sup> March and other contract management information in Microsoft word format provided in suitable graphical information for presentation to the Clients executives and to be published to the public.



**11.2** The Contractor will be responsible for the measurement and reporting of the set of key performance indicators [KPI] against targets for the current services as set out in 11.3 and others will be set if any optional services are taken up by the client.

**11.3** KPI Performance Table for 2024/25 FY.

Area/ Ref	Description of performance indicators	Measure	Frequency	Target
General Contract KPI 01	Number of shifts with full complement of appropriately trained and licensed security staff (and/or response vehicles*) on duty that are specifically trained for the contract services provided.	Audit	Monthly Incl. in Annual report	95% cover 100% licensed
Performance information KPI 02	Collation, audit (accuracy), production of performance data on all services – to enable public publication on council website/clients.	Monthly reports	Monthly	100%
KPI 02 b)	Evaluation of all services performance.	Monthly report	Monthly	100%
KPI 02 c)	Production of Annual System Performance Report.	Annual Report completion	Annually	100%
Staff Training & Development KPI 03 a)	Provision of details of all initial training (new staff) was conducted and completed according to agreed training programme on all systems and procedures.	Audit and provision of training records data	Monthly Incl. in Annual report	90%
KPI 03 b)	Provision of details of all and all continuous refresher training and completed according to agreed training programme on all systems and procedures.	Audit and provision of training records data	Monthly Incl. in Annual report	90%
Emergency	Provision of details of all		Monthly	95%



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Valid Until  
June 2026

<p>Procedures (incl. induction) Training KPI 04</p>	<p>induction training carried out (new and relief staff) and all continuous refresher training on emergency procedures was conducted according to agreed training Programme.</p>		<p>Incl. in Annual report</p>	
<p>Evidence production quality KPI 05</p>	<p>Carry out all evidence reviews received to procedure/ legal standards. Ensure no failures to review before data overwrites. Check &amp; quality control all evidence requests are to standard Complete all evidence documentation and procedures to PACE 84 standards. Security of data/ handover process.</p>	<p>Monthly report /stats  Audit/verify all reviews received &amp; processed are to PACE and EPSC standard</p>	<p>Monthly  Incl. in Annual Report</p>	<p>100%</p>
<p>Incident management &amp; (Proactive reactive performance) KPI 06</p>	<p>Carrying out of required proactive patrolling of all cameras (enforcement and crime) to planned intelligence or client priorities or instructions on times/locations. Recording accurately and in detail all information or incidents found or reported by others. Gathering of video media as required to evidential standards. Placements of all cameras back to pre-set or primary park positions and prompt reporting of all issues around privacy intrusion. Correct presentation of cameras onto monitor wall to meet client/operational priorities.</p>	<p>Production of monthly reports from data on Fusion Incident system  Daily random audit of quality control of data/staff workload performance  Daily random audit of recordings of spot monitors</p>	<p>Monthly Incl. in Annual report</p>	<p>90%</p>



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Communication & Reporting KPI 07	Listening and responding to police and other radios 24/7 and recording all information. Answering calls and assisting to the council's customer care standards Reporting of all incidents, occurrences and emergencies in accordance with procedure standards.	Incident logs & staff shift information Service complaints Incident logs	Monthly	100%
Fault Management KPI 08	The correct faulting and reporting of minor and major faults of equipment onto AyaNova system. The faulting of obstructions, lighting and other issues that affect quality of recorded media to clients.	Examination of handover log  AyaNova system reports	Monthly	90%
ARC Alarm Service to BS 5979 KPI 09	Performance to BS 5979 and or BS 8418 alarm response standards. No breaches or failures to respond/report incidents or faults. Documentation and processes current and to Inspectorate standards.	System report extracted from Bold/Geonova system Audit monthly of documentation	Monthly Incl. in Annual Report	100%
Tasking & feedback KPI 10	Correct and complete carrying out of all operational tasking or surveillance requests and completion of detailed information as requested. Correct orientation and placement of cameras at all times to ensure tasks are carried out effectively. Correct oversight of use of system for Directed Surveillance by others, verifying permission (DSA) documentation is in order and	Examine Logbook	Weekly	95%



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	client approvals. 24/7 logging in to police ANPR system and proactive reporting of all viable confirmed “hits” to the police and the recording of all hits on Fusion Incident.			
Systems audits KPI 11	Carrying out and accurately recording all shift, daily, weekly, full equipment checks on all systems. (Time, quality of recordings, camera functions, etc.). Carrying out of at least one service audit per day on different systems/staff and provision of evidence/findings at monthly meetings/ inclusion in Annual Report.	Provision of logs and admin Audit  Audit	Monthly Incl. in Annual Report	100%
Lone Worker service to BS 8484 KPI 12	Performance to BS 8484 alarm Lone Worker response standards. No breaches or failures to respond/report incidents or faults. Documentation and processes current and to Inspectorate standards.	System report extracted from Bold/Geonova system Audit monthly of documentatio n	Monthly Incl. in Annual Report	100%
Parking & Traffic Service to regulations & performance KPI 13 (no longer in operation as of August 2023)	Carry out all enforcement to client requirements / priorities. Capture contraventions to required levels of detail for compliance standard. Audit and quality Review of work conducted by supervisors. Provision of performance information and evaluation of staff/ camera/ contravention capture data.	Details direct from ZENCO system and from Parking Services Dept. Supv Audit	Monthly report  Daily Audit of quality of work  Monthly report	95%
Privacy, Personal Data,	Carry out of daily Privacy zone checks on all cameras and		Daily Checks/	100%



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<p>Security KPI 14</p>	<p>document issues found. Carry out full camera check in regard to optimum camera park positions by staff is carried out (direction and zoom level/focus.) Carry out daily random audit of spot monitor recordings for evidence of breaches in privacy or other process breaches.</p>		<p>report  Daily Checks/ report  Daily Audit</p>	
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