# Inverclyde
## council

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| **Report To:** | **Safe, Sustainable Communities Committee** | **Date**: 9 March 2010 |
| **Report By:** | **Corporate Director Environment & Community Protection** | **Report No:** ECP/SCS/MM/10/034 |
| **Contact Officer:** | **Martin McNab** | **Contact No**: **01475 714246** |
| **Subject:** | **Public Space CCTV Review** | |

## 1.0  PURPOSE

1.1  To inform members of developments in the Council's Public Space CCTV system and to seek approval for the development of a full CCTV Strategy.

## 2.0  SUMMARY

2.1  Safer Communities is currently engaged with partners in reviewing the effectiveness of the Public Space CCTV system and in the preliminary stages of developing a strategy to take the system forward.

2.2  As part of the process there has been substantial investment in the CCTV control equipment in the past year and there is currently work ongoing on overhauling the majority of the older cameras.

2.3  An evaluation of public attitudes to CCTV in Inverclyde (Appendix 1) has also recently been completed and this will inform the development of the Strategy.

## 3.0  RECOMMENDATIONS

3.1  That members note the progress made thus far on progressing to a sustainable future for Public Space CCTV in Inverclyde and approve the development of a long term CCTV Strategy.

John Arthur
Head of Safer Communities

**4.0 Background**

4.1 Inverclyde's Public Space CCTV system (Invervision) was developed in three main stages, 35 cameras in 1999/2000, 7 in 2005/06 and 7 in 2006/07. The current configuration of the system is a total of 49 cameras; 32 in Greenock; 12 cameras in Port Glasgow; 4 cameras in Gourock; and 1 camera in Kilmacolm.

4.2 The current system was installed following various evaluations of the best locations to site cameras but the overall evidence base for the effectiveness of public space CCTV has developed significantly since the three waves of installation. Current thinking tends to suggest that cameras in town centres provide a valuable resource, primarily for the detection of crime, but away from town centres more flexible provision e.g. redeployable cameras sited in "hot spots" for limited periods may be more effective.

4.3 The situation is further complicated by a Code of Practice from the Information Commissioner which requires authorities to carry out impact assessments to decide whether new cameras are appropriate and also whether there is continuing justification for existing cameras.

4.4 In addition to the fixed cameras, three mobile CCTV units are operated by the Wardens service. These consist of the original large mobile CCTV unit which is largely used as a control room for events and operations and two smaller Wardens' vans equipped with CCTV. These extend the coverage of public space CCTV to areas where there is no provision and also provide a valuable "reactive" resource.

4.5 The CCTV control room has been situated in Greenock Police Office since its inception. CCTV operators in the control room are employed by Inverclyde Council. The day to day on site management of the system has been by the police CCTV Liaison Officer. This is a valuable resource which has been removed in many other areas and would be unlikely to be replaced by the police should the present incumbent retire. As the current liaison officer has achieved the minimum service for retirement this is a strong possibility.

4.6 Prior to 2009/10 the control room infrastructure including recorders, control software etc. was of varying ages but virtually across the board the infrastructure required updating. The age of some of the equipment was both leading to regular maintenance issues and ran the risk of complete failure of the system.

4.7 There are moves from the Scottish Government to form a working group to look at CCTV provision across Scotland. This is likely to take some time to report however and it is difficult to see any significant finance being released to address some of the current issues around public space CCTV in the medium term. The primary issue affecting CCTV operation is the lack of a sustainable funding model from the outset. CCTV systems across the UK were set up with grant funding for the capital costs but no provision was made for replacement and revenue funding only addresses ongoing, minor, maintenance and repair.

4.8 Taking all of the above into account it was decided that Safer Communities and our partners would embark on the development of a longer term strategy for CCTV in Inverclyde. This would cover maintenance and development of the system, an evaluation of public attitudes to CCTV in Inverclyde and investigation of alternative funding and operational models. This report is to inform members of the early stages in this process.

**5.0 CCTV Maintenance**

5.1 A new maintenance contractor for the system, RACAM Security & Communications Limited, was appointed in 2009/10. One of the first tasks for the contractor was to provide a detailed breakdown of the current condition of the system, both in the control room and the condition of the cameras.

5.2 A number of issues were identified, the software operating the system was substantially out of date, the recorders were in need of overhaul, encoders and decoders were nearing the end of their useful life and the control matrix, being 11 years old was no longer supported by the manufacturers. Advice was sought from ICT on all these matters, as there is insufficient technical expertise within Safer Communities, and they have been consulted and involved throughout the process.

5.3 Over the course of 2009/10 a number of reports have been made on individual items, with, where necessary, tenders sought with the overall effect that the majority of the control equipment has been, or is in the process of being, renewed. This has been at a total cost of approximately £29K funded from within Safer Communities budget with an additional £12-15K from the Police to renew the control matrix. The latter is required to enable the system to communicate with the Police central control room.

5.4 This investment has meant that, with the exception of the screens, all of the control room equipment has been renewed or overhauled in the last year. Care was taken to ensure that any equipment purchased could be relocated should the control room move in the future.

5.6 In addition to the work on the control equipment there is ongoing work to rewire the majority of the cameras and therefore extend their effective lifespans. This together with the control room work means that we can develop a longer term strategy without immediate concerns regarding the operational capability of the existing equipment.

**6.0 Evaluation**

6.1 CGL Associates Ltd. was appointed in 2009 to carry out a public consultation on the perceptions of Inverclyde citizens and other stakeholders of public space CCTV. A preliminary copy of the report is attached at Appendix 1.

6.2 The consultation covered town centre interviews, door to door interviews in two areas with public space CCTV and one without, interviews with businesses in Greenock, Gourock and Port Glasgow town centres and with two community councils.

6.3 The findings were, in the main, very positive about public space CCTV. There were surprisingly low levels of concern about whether CCTV infringes privacy and overall respondents were in favour of greater, rather than reduced provision, although there was recognition that there were issues of affordability.

6.4 Some concerns were expressed over the perceived condition of the infrastructure, any such issues should have been addressed by the investment over 2009/10. There were also some concerns that the operation is not 24/7, an issue which we will be looking into as part of our review.

6.5 Overall the consultation gives us some valuable insights into the opinions of the people of Inverclyde on CCTV which will be drawn upon as the review progresses.

**7.0 Next Steps**

7.1 Now that the infrastructure issues have been addressed for the medium term and we have background information from the public consultation it is our intention to bring forward a longer term strategy, part of which may be an options appraisal of different models for the continuing provision of public space CCTV in Inverclyde.

7.2 The following is not a comprehensive list but areas for consideration will include
- Future funding and alternative income sources
- Widening the scope of monitoring to include for example
  - Alarms
  - Other CCTV
- Hours of operation

- Future technology including wireless systems
- Processes for evaluating individual cameras
- Possible use of redeployable cameras
- Out of hours contact integration

## 8.0  IMPLICATIONS

8.1  <u>Financial</u>

None

8.2  <u>Legal</u>
None

8.3  <u>Personnel</u>
None

8.4  <u>Equalities</u>
None

## 9.0  CONSULTATION

9.1  All partners have been consulted. This process will continue during development of the strategy.

# Inverclyde CCTV Consultation

# Final Report

8th February 2009
Version 1.0

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# Contents

# 1. Management Summary

## 1.1 Purpose and Objectives

This document is the final deliverable from the Public CCTV Consultation, commissioned by Inverclyde Council in October 2009, to determine the perceptions of Inverclyde citizens and other stakeholders in Inverclyde regarding public CCTV.

## 1.2 Methodology

A set of questions was provided by Inverclyde at the start of the assignment and these were used to prepare questionnaires for groups of citizens, with slightly different consultation methods adopted for different groups of stakeholders:

- Inverclyde residents using town centres which have CCTV installed were interviewed
- Residents of residential areas with CCTV installed (3 areas) were in surveyed door to door.
- Residents of a residential area with no CCTV were interviewed door to door.
- Inverclyde staff and Elected Members using the same questionnaire on-line.

In addition,

- Businesses in Greenock, Gourock and Port Glasgow were contacted by phone using a similar questionnaire to determine their perceptions of CCTV
- Meetings of 2 community councils were attended to determine their views of CCTV (a third meeting was arranged but cancelled by the community council on the night)
- Strathclyde Police were contacted to discuss their use and experience of using public CCTV.

The key outputs from these consultations are a set of quantitative and qualitative data forming the responses to the questionnaire for both citizens and businesses, and reports from the meetings attended.

## 1.3 Key Findings

A range of Inverclyde stakeholders have been consulted about their perceptions of CCTV within Inverclyde. In general, residents, businesses and town centre users

- Believe that CCTV does have a role in helping to make the town centre and their residential areas safer and that it helps to reduce the incidence of crime and helps with the detection of crime.
- Feel that a greater police presence on the street would more greatly improve their feelings of safety
- Do not feel that their privacy is being infringed by the existence of CCTV cameras
- The businesses that have installed their own CCTV feel it has achieved the aims they had for it
- Where people have experienced CCTV working with a positive result (incident responded to quickly or prosecution of a crime achieved), they are keen to keep it.

However, there is some anecdotal evidence that some people believe

- CCTV does not seem to work since the cameras "never move" or are "never on" and that the CCTV cameras are not monitored for long enough each day.
- When a crime is captured on CCTV the quality of the image is not sufficient for the person to be prosecuted

## 2. Background and Objectives

Inverclyde council required to carry out a review of their provision of public space CTV with Inverclyde. As part of this review, Inverclyde citizens were to be consulted on their perceptions of CCTV within Inverclyde and this work was contracted to CGL Associates Ltd. The primary objectives of the assignment were to

- Consult with a range of Inverclyde citizens as to their perceptions of the effectiveness of CCTV within Inverclyde
- Consult with a range of other Inverclyde stakeholders, including Elected Members, local businesses, Strathclyde Police, local community focus groups and Council staff, to obtain their views of current and future CCTV facilities and direction.

The results of this consultation will contribute to decisions about the future provision of public space CCTV within Inverclyde.

## 3. Methodology Used

A four stage approach was used by the consultants to conduct this consultation, being

**Stage 1 – Project Initiation:** during which we agreed with Inverclyde the different groups of stakeholders who would be consulted together with the consultation methods to be used with each, the areas where the consultations would be carried out, and the details of the questionnaire to be used, based on a set of questions provided by Inverclyde.

**Stage 2 – Consultation Information Gathering:** during which the information gathering was carried out. The stakeholders consulted and the methods used were:

- Face to Face interviews in Greenock, Gourock and Port Glasgow Town Centres

- Door to Door interviews in 3 residential areas where public CCTV has been installed
  - Slaemuir/Bardrainney Port Glasgow,
  - Larkfield East/Branchton Greenock,
  - Strone Farm/Maukinhall Greenock
- Door to Door interviews in 1 residential area where public CCTV in not installed
  - Broomhill
- Attending 3 community council meetings
  - Kilmacolm
  - Holefarm/Cowdenknowes
  - Greenock Central/Cartsdyke (this meeting was cancelled at the time of the meeting since the key holder for the meeting room was unavailable)
- Contacting businesses by phone in Greenock, Gourock and Pt Glasgow town centres
- Providing the consultation questionnaire online for completion by Inverclyde Council Staff and Elected Members
- Meeting with Strathclyde Police about the operation of CCTV within Inverclyde.

The output from this stage was raw quantitative and qualitative information.

**Stage 3 – Information Analysis:** during which the raw data from the face to face and telephone surveys was input to a spreadsheet and combined with the results from the on-line survey. The numerical findings of the questionnaire were calculated and a review of the comments made to determine any consistent messages that support or explain the numerical information. The draft report was completed during this stage.

**Stage 4 – Reporting, Review and Sign-Off:** during which the draft report was issued and any further views of the data analysed. Any comments from Inverclyde were incorporated prior to issue of the final report.


## 5. Analysis of Results

### 5.1 Quantitative Analysis of Face to Face Interviews and On-line Survey

The full analysis of the questionnaire responses is included at Appendix A. Below is a description of the results with additional explanation from the anecdotal evidence gathered during the interviews.

A total of 553 surveys were completed, although 12 of these have been excluded from the analysis due to in sufficient information contained within them. All questions have been analysed for the whole survey and then for 3 groups – town centre responses, residential areas with CCTV and residential areas without CCTV.

The tables in Appendix A show the 95% confidence interval (CI) for each of the responses. This provides a measure of the certainty of the answers correctly representing the whole population. Where the whole sample is used, the confidence interval is good, with slightly less confidence as the 3 difference groups are specified (since each group is only a portion of the whole).

Question 1: *Do you know that CCTV is in operation in Inverclyde?*
The majority of people interviewed (91%) were aware that CCTV is in operation in Inverclyde.

Question 2: *Are you aware of CCTV in your home community/Town Centre?*
The values here are less conclusive – 73% of town centre responses and 50% of residential responses knew they had CCTV installed in their area, with 65% of responses in the area without CCTV knowing that they did not have CCTV. As a whole, 64% knew correctly the local CCTV situation. While citizens are aware of CCTV in principle, they do not seem so clear on actually where it is located, even when they live in areas with CCTV.

Respondents who knew that CCTV was in operation were asked if they know why it had been installed. Of those people who knew that CCTV was installed, just over 30% gave a reason, with the main ones being
- reduction or prevention of crime and
- public safety.
The other categories are shown in the table in Appendix A.


Question 3: *Does having/Would having CCTV in your community make you feel any safer?*
A small majority overall (59%) think that having CCTV makes them feel safer for the whole population and for the different groups (town centres 54%, with CCTV 62%, without CCTV 63%). The differences in % between the residents with and without CCTV are very minimal, suggesting the experience of having and not having CCTV has not made much difference in what people believe about feeling safer with CCTV. There was some anecdotal evidence (comments made during the interviews) here that some people did not believe the cameras worked properly, were repositioned enough or were monitored for enough hours in the day. The responses to question 5 might also help to explain this result.

Question 4: *Do you think having CCTV in your community has any impact on community safety for example reducing vandalism, drinking in public places, hazardous driving, break-ins?*

A small majority of the whole population think that having CCTV improves community safety (60%), with the residents without CCTV having the highest proportion (73%) believing that it would improve community safety. The difference between the residential groups with CCTV (50%) and without CCTV (73%) is quite marked with the non-CCTV population believing that it would improve community safety. This may indicate the belief that the presence of cameras can help what would be a worse picture were they not there.

Question 5: *Do you think there are more effective ways than CCTV to improve the feeling of safety in the community?*

A small majority of the whole sample (55%) felt that there were more effective ways of making them feel safer. It is difficult to know whether the "Don't Knows" (19%) in this question really did not know, or could not think of an alternative quickly. Of those that commented on what this might be (64% of the yes answers), the majority (59% of the yes answers) thought that more police or community wardens on the street would improve their feelings of safety. Other suggestions (but occurring far less frequently) were better lighting, a nicer environment, developing communities, door entry systems and better education. The numbers making these comments is included in Appendix A,

Question 6: *Do you think CCTV helps to reduce crime in the community?*

A majority of the whole sample believes that CCTV helps to reduce crime (67%), with the areas without CCTV believing this more strongly (76%). This question may link to Q4, where there is an acknowledgement that cameras do help, where present e.g. if in the town centre, then by default will help reduce crime; similarly if CCTV is present in the community. In other words, people appear to believe that CCTV presence should result in an overall reduction in crime. However, there were some comments during interviews and at Community Council Meetings that the presence of CCTV may just move trouble to other areas.

Question 7: *Do you think CCTV helps to detect crime in the community?*

This shows a clear belief (80% for whole sample) that CCTV helps to detect crime i.e. if it can be caught on camera then the person can be identified and caught. However, some comments acknowledged that this was only the case if the cameras were pointing the right direction and that they were working (and there was some scepticism about this).

Question 8: *Do you think there should be more or less CCTV installed in your community?*

A small majority (63%) would like more CCTV installed in their community/the town centre. The greatest percentage asking for more CCTV were the responses from the areas without CCTV (73%). Very few people indicated that they would like a smaller CCTV presence (7% overall). Some people recognised in their comments that more might not be affordable and felt that if it is not being monitored properly then it is not worth installing it.

Question 9: *Do you think CCTV in your community infringes on your privacy?*

For the whole sample and all sub samples, the majority (80% or over) don't think CCTV has any impact on their privacy. Any comments made while answering this question usually related to the view that if you were not doing anything wrong, there was not a problem.

## 5.2 Analysis of Business Surveys

The views of 30 businesses in Greenock, Gourock and Port Glasgow were gathered by phone using the same questions as the other groups, together with additional questions

about whether the premises have their own CCTV. The detail of these results is contained in Appendix C. Once again confidence intervals have been calculated for these results, but are much larger than previously due to the small sample size.

Broadly, the results show business responders to be slightly more convinced that CCTV makes the town centre feel safer, reduces the incidence of crime and helps detect crime than the town centre users, although because of the small sample size, the difference in values is less reliable. This could be explained by the fact that the managers and staff in businesses in the town centre spend longer in the town centre and may see the effectiveness of the use of CCTV in incidents. One anecdotal comment was that an incident outside a particular business was spotted and dealt with by the police before a call had been made to the police. This interviewee felt that CCTV was very effective in their part of the town.

In the use of private CCTV, 40% of the businesses asked have private CCTV. This has been installed for customer and staff safety, to reduce and detect shoplifting and to reduce and detect staff dishonesty. All but one respondent felt that their CCTV had been successful in this. The detail of these reasons is contained in Appendix C.

## 5.3 Views of Community Council Consultations

Attendance at 3 community meetings was arranged, Kilmacolm, Holefarm/Cowdenknowes and Greenock Central/Cartsdyke, although this meeting was cancelled at the time of the meeting since the key holder for the meeting room was unavailable.

Kilmacolm as one CCTV camera at the centre of the village, while the Holefarm /Cowdenknowes area has no CCTV installed. The local councillor was present at the Kilmacolm meeting.

At the Kilmacolm meeting it was felt that one CCTV camera was insufficient for a village of that size and that there would be better places for it to be sited, for example outside the public house where most of the trouble might occur. The meeting discussed whether a mobile camera might be a deterrent over a wider area and thus more economic. In general members of the meeting were unsure about the effectiveness of CCTV and asked whether it had been proved that crime was reduced or better detected with CCTV in place since if it did have those benefits this would make the potential infringement of privacy acceptable. There was a concern that if CCTV were more widely available, the police presence would reduce (as a cost cutting measure) and this would be unacceptable. One member of meeting had had an experience in Port Glasgow where CCTV although apparently in operation and in the area where their car was parked had not prevented its vandalism and had not helped to identify the vandal. In general the meeting felt that more CCTV could help people feel safer, but in Kilmacolm it might be better sited than at present.

A the Holefarm/Cowdenknowes Community Council, residents felt that CCTV could be useful at Overtoun Park and where there tended to be problems with older teenagers drinking and causing trouble. They also felt that the Broomhill area should definitely get CCTV. The Community Council had previously asked for CCTV to be installed, but had been told that there was not enough capacity on the system to install any further camera. It was felt that if the area had CCTV, it might be able to save police time since police could be sent quickly to incidents when they occurred, rather than having to find the incident in the first place. There were questions with how long CCTV was monitored during the day and a feeling that it was not long enough. If CCTV were to be installed they felt that the community wardens should be involved in where it would be sited since they felt they knew where the trouble spots were. It was noted that the Community Warden service was available and

could be called out until 3am at weekends if trouble occurred. They also wondered if newer technology would improve the effectiveness of CCTV for identification purposes. One member of the meeting had a relative, who had her bag stolen in the town centre, but the CCTV had been pointing the wrong way and the incident was not detected on the CCTV. There is no concern that CCTV would infringe on privacy with the overall view being that if you were not doing anything wrong, it was not a problem. On the whole, the Community Council felt it would be a good thing to have in their area.

In conclusion, both these meetings felt that more CCTV could be beneficial to their areas, but that it had its limitations, in particular if it was not monitored 24 hours a day and where it was sited. There was a little concern about privacy (Kilmacolm) but this would be offset if there was clear benefit in terms of crime reduction and detection. Members of both councils recognised that there would be cost implications in the provision of more CCTV and that it should be considered in relation to its effectiveness.

## 5.4    Views from Strathclyde Police.

The consultation with Strathclyde Police was with the CCTV Liaison Officer. His main job activities are to:

- monitor the CCTV system in order to ensure its efficient and effective operation as an aid to patrol officers in the reduction of crime and disorder.
- review incidents from the system and those supplied by outside agencies with a view to the detection of offenders.
- prepare video evidence for production in court.
- supervise the Council Operators and ensure that the guidelines regarding the management and control of data is being complied with.
- produce statistics giving a breakdown of incidents / detections recorded by the system.
- liaise with Council and System Contractors to ensure that the system is kept running at optimum performance.
- carry out all administration in connection with the system and Council Operators.

### Main Purpose and Benefits to Police of CCTV

The main purpose of CCTV from the police point of view is to increase public safety and the perception of public safety. In terms of the reduction and detection of crime, CCTV is good for a group of quite specific crimes, such as shop lifting, alcohol related offenses and vandalism. There is a perception that installing CCTV will make crimes move on – many of these crimes will only take place in a town centre, for example alcohol related offenses are most likely to occur outside public houses and shop lifting requires shops. These crimes are likely to occur in town centres whether or not there are cameras. Vandalism is more of a problem on estates and while cameras have been placed on some estates, the Officer was not clear that vandalism had been greatly reduced on these estates.

Another benefit of CCTV is in terms of saving police time – for example officers can be sent directly to an incident (no hunting for where it is). In addition, it can be used "live" after an incident so that the officer on the street can ask the control room to help identify those that were involved rather than taking statements from everyone in the area.

The CCTV cameras on the outlying estates indicate when incidents happen, but there is not always the police resource to respond as quickly as they would like. This is particularly true on Friday and Saturday nights.

Inverclyde has 3 mobile CCTV vehicles. When these are spotted crime can sometimes be seen to move on (for example drug dealing on the streets), but they have the advantage of being able to cover areas where fixed CCTV is not available.

Since 1999 when CCTV was first installed, about 39,750 incidents have been recorded by CCTV leading to 8,765 arrests. These figures do not include any crimes where CCTV was examined later to help provide evidence for prosecuting the crime.

### Operation of CCTV

The Liaison Officer advises the best location for new CCTV and has to take into account strict guidelines on personnel privacy and the rules of evidence. Hence they cannot always be positioned where the public might think is best. In addition, there are restrictions in the technology - for example the current system runs on the cable network and if the cable does not run to where a camera is required it cannot be placed there without large expense. For example, a camera on the main road out of Wemyss Bay would be desirable, but the cable network does not run to there. Cameras are generally positioned at choke points with the aim of being able to identify people if necessary.

CCTV operators are well trained and have to have a good knowledge of the data protection act and understand the images that the police need for evidence. They are also trained in spotting and reacting to incidents seen on the cameras and when to be pro-active in their use of the cameras. They have to follow strict rules to ensure the privacy of individuals is protected.

### Technology Improvements

Use of a wireless network would allow cameras to be placed in optimum positions without connectivity restrictions. In addition, newer cameras can react to movement, alerting the control room to potential incidents. This could improve reaction time when monitoring a large number of cameras.

### Future development of CCTV in Inverclyde

At some time in the future it is planned to move the CCTV control room. The officer felt it was most useful if the CCTV control room and local police control room were near each other – thus knowledge of the local area could be used to best effect by police officers and CCTV operators to spot and respond to incidents.

In addition, if someone was arrested based on CCTV and taken to the police station, at present, the officer can show them the evidence immediately (since the CCTV is in the same office) saving time moving people around.

To be most effective, CCTV needs to be planned taking into consideration how the police use it (not just in monitoring and responding to incidents, but later in the process of gathering evidence and prosecuting crime), the evidence that they need to collect and the rules surrounding that evidence, in addition to the rules to protect the rights and privacy of the public in general. All these considerations affect where CCTV cameras are located to be most effective.

## 6.    Conclusions

A range of Inverclyde stakeholders have been consulted about their perceptions of CCTV within Inverclyde.  In general, residents, businesses and town centre users

- Believe that CCTV does have a role in helping to make the town centre and their residential areas safer

- Feel that a greater police presence on the street would more greatly improve their feelings of safety

- Believe that CCTV helps to reduce the incidence of crime and helps with the detection of crime

- Do not feel that their privacy is being infringed by the existence of CCTV cameras

- The businesses that have installed their own CCTV feel it has achieved the aims they had for it

- Where people have experienced CCTV working with a positive result (incident responded to quickly or prosecution of a crime achieved), they are keen to keep it.

However, there is some anecdotal evidence that some people believe

- CCTV does not seem to work since the cameras "never move" or are "never on"

- The hours of monitoring the CCTV cameras are not long enough to be effective

- When a crime is captured on CCTV the quality of the image is not sufficient for the person to be prosecuted

## Appendix A: Questionnaire used for Consultation

The questionnaire below was used for the town centre face to face surveys. The same questions were used for all face to face interviews, with the wording changed slightly for the door to door interviews to take into account that the interviewer was asking about their home community rather than the town centre.

# Inverclyde Public CCTV Consultation

Hello, Do you live in Inverclyde?

If the answer is YES

I am doing a survey for Inverclyde Council about how people feel about CCTV. Would you answer a few questions – it will take a few minutes of your time?

If the answer is NO, thank them and

| | For Town Centre Interviews | | | |
|---|---|---|---|---|
| 1. | Do you know that CCTV is in operation in Inverclyde? | Yes | No | |
| 2. | Are you aware of CCTV in this town centre? | Yes | No | |
| 2a. | If yes to 2, do you know why this CCTV was installed? | Yes | No | |
| 2b. | If yes to 2, can you remember when it was installed? | Yes | No | |
| 3. | Does having CCTV in the town centre make you feel any safer? | Yes | No | No difference |
| 4. | Do you think that having CCTV has any impact on town centre safety for example reducing vandalism, drinking in public places, hazardous driving, break ins? | Yes | No | No difference |
| 5. | Do you think there could be more effective ways than CCTV to improve the feeling of safety in the town centre? | Yes | No | Don't Know |
| 6. | Do you think that having CCTV helps to reduce crime in the town centre? | Yes | No | No difference |
| 7. | Do you think that having CCTV helps to detect crime in the town centre? | Yes | No | Don't Know |
| 8. | Do you think that there should be more/less CCTV in the town centre? | More | Less | The same |
| 9. | Do you think CCTV in the town centre infringes on your privacy? | Yes | No | Don't Know |
| 10. | Which age range you are in? | 18-35 | 35-55 | 55+ |
| 11. | Male or Female | M | F | |
| | Do you have any other comments about CCTV? | | | |

Thank you very much for your time.

If you would like further information about this survey, you can phone Louise McVey of Inverclyde Council on 01475 714200.

Businesses were asked questions 1 to 9 of the questionnaire above followed by a question about whether their own premises has its own CCTV, as shown below

| 10. | Does your property have CCTV monitoring it? | Yes | No | |
|---|---|---|---|---|
| 10a | If yes to 10 - When did you install CCTV? | date | | |
| 10b. | If yes to 10 - Why did you install CCTV in your property? | | | |
| 10c. | If yes to 10 - Has it achieved this? | Yes | No | |
| | Do you have any other comments about CCTV? | | | |

## Appendix B: Results from the Face to Face and On-Line Questionnaires

The raw numbers of surveys are tabulated showing the split between face to face surveys and those collected using the Survey Monkey Tool and including the location of the survey. The face to face and survey monkey results have been combined for the analysis, although in the raw data the collection type is indicated.

| Overall Numbers | | | |
|---|---|---|---|
| Area | Face to Face | Survey Monkey | Total |
| Greenock Town Centre | 56 | 16 | 72 |
| Gourock Town Centre | 51 | 12 | 63 |
| Port Glasgow Town Centre | 73 | 6 | 79 |
| Kilmacolm | 8 | | 8 |
| Slaemuir/Bardrainney Port Glasgow | 50 | 6 | 56 |
| Larkfield East/Branchton Greenock | 48 | 12 | 60 |
| Strone Farm/Maukinhall Greenock | 39 | 1 | 40 |
| Broomhill | 51 | 7 | 58 |
| Other  (assume no CCTV) | 5 | 100 | 105 |
| **Total Surveys** | **381** | **160** | **541** |

| Surveys attempted but excluded from analysis because too much information missing | |
|---|---|
| | 12 |

| Summary | | | |
|---|---|---|---|
| Area | Face to Face | Survey Monkey | Totals |
| Town Centres with CCTV | 188 | 34 | 222 |
| Residential Areas with CCTV | 137 | 19 | 156 |
| Residential Areas without CCTV | 56 | 107 | 163 |
| **Total Surveys** | **381** | **160** | **541** |

## Question 1

**Do you know that CCTV is in operation in Inverclyde?**

| | Whole Population | | | Town Centres | | | Residential with CCTV | | | Residential without CCTV | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Num | % | 95% Confidence Interval | Num | % | 95% Confidence Interval | Num | % | 95% Confidence Interval | Num | % | 95% Confidence Interval |
| Yes | 495 | 91.50 | 2.35 | 203 | 91.44 | 3.68 | 135 | 86.54 | 5.36 | 157 | 96.32 | 2.89 |
| No | 46 | 8.50 | | 19 | 8.56 | | 21 | 13.46 | | 6 | 3.68 | |
| unanswered | 0 | | | | | | | | | | | |

## Question 2

**Are you aware of CCTV in your home community/Town Centre?**

| | Town Centres | | | Residential with CCTV | | | Residential without CCTV | | |
|---|---|---|---|---|---|---|---|---|---|
| | Num | % | 95% Confidence Interval | Num | % | 95% Confidence Interval | Num | % | 95% Confidence Interval |
| Yes | 163 | 73.42 | 5.81 | 78 | 50.00 | 7.85 | 57 | 34.97 | 7.32 |
| No | 59 | 37.82 | | 78 | 50.00 | | 106 | 65.03 | |
| Unanswered | 0 | | | | | | | | |

**How Many people correctly knew their own situation? (ie knew correctly whether they had CCTV or not?)**

| | Num | % | 95% Confidence Interval | |
|---|---|---|---|---|
| Total number with correct answer | 347 | 64.14 | 4.04 | sum of all the yes in town centres, yes in residential with CCTV and no in residential without CCTV |

**Question 2a:** If you knew the area had CCTV, do you know why this CCTV was installed?

**Whole Population**

| | Num | % | |
|---|---|---|---|
| Yes | 183 | 61.41 | % of people who knew about CCTV in the area who know why installed |
| No | 71 | 23.83 | % of people who knew about CCTV in the area who did not know why installed |
| unanswered | 43 | 14.43 | |

**Reasons Why**

| | Num | % | |
|---|---|---|---|
| No. Of people who gave a reason | 77 | 31.95 | % of those who knew correctly that CCTV had been installed. |
| Crime prevention/reduction/ detection | 36 | 38.71 | % of answers in this category |
| Safety of public | 27 | 29.03 | |
| Security | 9 | 9.68 | |
| Monitor/reduce anti-social behaviour | 7 | 7.53 | |
| Reduce fear of crime/public reassurance | 6 | 6.45 | |
| Monitoring behaviour of Young People | 5 | 5.38 | |
| Reduce Violence | 2 | 2.15 | |
| Traffic | 1 | 1.08 | |
| **Total reasons** | **93** | | some people give more than one reason. |

**Question 2b:** If you knew the area had CCTV, do you know when this CCTV was installed?

| | Num | % |
|---|---|---|
| Yes | 89 | 29.87 |
| No | 168 | 56.38 |
| unanswered | 41 | 13.76 |

| **CCTV installed when** | Num | % | |
|---|---|---|---|
| No. of people who said roughly when | 41 | 46.07 | range of answers from 1 year ago to 15 years ago. |

## Question 5

**Do you think there are more effective ways than CCTV to improve the feeling of safety in the community?**

| | Whole Population | | | Town Centres | | | Residential with CCTV | | | Residential without CCTV | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Num | % | 95% Confidence Interval | Num | % | 95% Confidence Interval | Num | % | 95% Confidence Interval | Num | % | 95% Confidence Interval |
| Yes | 299 | 55.27 | 4.19 | 119 | 53.60 | 6.56 | 81 | 51.92 | 7.84 | 99 | 60.74 | 7.50 |
| No | 128 | 23.66 | | 59 | 26.58 | | 40 | 25.64 | | 29 | 17.79 | |
| Don't Know | 104 | 19.22 | | 39 | 17.57 | | 32 | 20.51 | | 33 | 20.25 | |
| unanswered | 10 | 1.85 | | 5 | 2.25 | | 3 | 1.92 | | 2 | 1.23 | |

**Of those that said yes, who thought increased police or community warden presence would improve the feelings of safety?**

| | Num | % | |
|---|---|---|---|
| Total no. of Yes to Q5 | 299 | | |
| No. of Comments from Yes | 194 | 64.88 | % of yes responses making a comment on what would improve feelings of safety |
| No. of comments indicating more police or wardens | 178 | 59.53 | % of people who said yes, saying more police or wardens |
| % of commenters who thought more police/wardens would improve safety | | 91.75 | % of the people who commented who said that police/wardens would improve safety |
| Better Education | 3 | | |
| Better Lighting | 5 | | |
| Building better communities | 5 | | |
| More awareness of CCTV | 1 | | |
| Improving the environment | 2 | | |
| Door entry | 1 | | |
| More activities for young people | 4 | | |

## Question 6

**Do you think CCTV helps to reduce crime in the community?**

| | Whole Population | | | Town Centres | | | Residential with CCTV | | | Residential without CCTV | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Num | % | 95% Confidence Interval | Num | % | 95% Confidence Interval | Num | % | 95% Confidence Interval | Num | % | 95% Confidence Interval |
| Yes | 363 | 67.10 | 3.96 | 144 | 64.86 | 6.28 | 94 | 60.26 | 7.68 | 125 | 76.69 | 6.49 |
| No | 114 | 21.07 | | 49 | 22.07 | | 39 | 25.00 | | 26 | 15.95 | |
| No Difference | 58 | 10.72 | | 26 | 11.71 | | 20 | 12.82 | | 12 | 7.36 | |
| unanswered | 5 | 0.92 | | 2 | 0.90 | | 3 | 1.92 | | 0 | 0.00 | |

## Question 7

**Do you think CCTV helps to detect crime in the community?**

| | Whole Population | | | Town Centres | | | Residential with CCTV | | | Residential without CCTV | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Num | % | 95% Confidence Interval | Num | % | 95% Confidence Interval | Num | % | 95% Confidence Interval | Num | % | 95% Confidence Interval |
| Yes | 437 | 80.78 | 3.32 | 184 | 82.88 | 4.95 | 117 | 75.00 | 6.80 | 136 | 83.44 | 5.71 |
| No | 51 | 9.43 | | 18 | 8.11 | | 17 | 10.90 | | 16 | 9.82 | |
| Don't know | 47 | 8.69 | | 17 | 7.66 | | 19 | 12.18 | | 11 | 6.75 | |
| unanswered | 6 | 1.11 | | 3 | 1.35 | | 3 | 1.92 | | 0 | 0.00 | |

## Question 8

**Do you think there should be more or less CCTV installed in your community?**

| | Whole Population | | | Town Centres | | | Residential with CCTV | | | Residential without CCTV | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Num | % | 95% Confidence Interval | Num | % | 95% Confidence Interval | Num | % | 95% Confidence Interval | Num | % | 95% Confidence Interval |
| More | 346 | 63.96 | 4.05 | 127 | 57.21 | 6.51 | 99 | 63.46 | 7.56 | 120 | 73.62 | 6.77 |
| Less | 37 | 6.84 | | 14 | 6.31 | | 5 | 3.21 | | 18 | 11.04 | |
| The Same | 115 | 21.26 | | 68 | 30.63 | | 41 | 26.28 | | 6 | 3.68 | |
| unanswered | 11 | 2.03 | | 3 | 1.35 | | 6 | 3.85 | | 2 | 1.23 | |

## Question 9 — Do you think CCTV in your community infringes on your privacy?

| | Whole Population | | | Town Centres | | | Residential with CCTV | | | Residential without CCTV | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | Num | % | 95% Confidence Interval | Num | % | 95% Confidence Interval | Num | % | 95% Confidence Interval | Num | % | 95% Confidence Interval |
| Yes | 68 | 12.57 | | 23 | 10.36 | | 20 | 12.82 | | 25 | 15.34 | |
| No | 442 | 81.70 | 3.26 | 185 | 83.33 | 4.90 | 127 | 81.41 | 6.10 | 131 | 80.37 | 6.23 |
| Don't Know | 27 | 4.99 | | 12 | 5.41 | | 8 | 5.13 | | 7 | 4.29 | |
| unanswered | 4 | 0.74 | | 2 | 0.90 | | 2 | 1.28 | | 0 | 0.00 | |

## Appendix C – Results of the Business Interviews

| Overall Numbers Area | | | |
|---|---|---|---|
| Greenock Town Centre | 11 | | |
| Gourock Town Centre | 10 | | |
| Port Glasgow Town Centre | 9 | | |
| **Total** | 30 | | |
| Total Population | 168 | Total number of businesses listed | |

| Question 1 | Do you know that CCTV is in operation in Inverclyde? Whole Population | | |
|---|---|---|---|
| | **Num** | **%** | **95% Confidence Interval** |
| Yes | 29 | 96.67 | 5.84 |
| No | 1 | 3.33 | |

| Question 2 | Are you aware of CCTV in your home community/Town Centre? Whole Population | | |
|---|---|---|---|
| | **Num** | **%** | **95% Confidence Interval** |
| Yes | 27 | 90 | 9.76 |
| No | 3 | 10 | |

| Question 3 | Does having/Would having CCTV in your community / town cetnre make you feel any safer? Whole Population | | |
|---|---|---|---|
| | **Num** | **%** | **95% Confidence Interval** |
| Yes | 19 | 63.33 | 15.68 |
| No | 11 | 36.67 | |
| No Difference | 0 | | |

| Question 4 | Do you think having CCTV in your community has any impact on community safety for example reducing vandalism, drinking in public places, hazardous driving, breakins? Whole Population | | |
|---|---|---|---|
| | **Num** | **%** | **95% Confidence Interval** |
| Yes | 21 | 70.00 | 14.91 |
| No | 9 | 30.00 | |
| No Difference | 0 | | |

| Question 5 | Do you think there are more effective ways than CCTV to improve the feeling of safety in the community? **Whole Population** | | | |
|---|---|---|---|---|
| | **Num** | **%** | **95% Confidence Interval** | |
| Yes | 20 | 66.67 | 15.33 | |
| No | 7 | 23.33 | | |
| Don't Know | 3 | 10.00 | | |

**Of those that said yes, who thought increased police or community warden presence would improve the feelings of safety?**

| | **Num** | **%** | |
|---|---|---|---|
| Total number of Yes to Q5 | 20 | | |
| No. of Comments from Yes | 10 | 50 | % of yes responses making a comment on what would improve feelings of safety |
| No. of comments indicating more police or wardens | 9 | 45 | % of people who said yes, saying more police or wardens |
| % of commenters who thought more police/wardens would improve safety | | 90 | % of the people who commented who said that police/wardens would improve safety |

| Question 6 | Do you think CCTV helps to reduce crime in the community? **Whole Population** | | | |
|---|---|---|---|---|
| | **Num** | **%** | **95% Confidence Interval** | |
| Yes | 21 | 70.00 | 14.91 | |
| No | 6 | 20.00 | | |
| No Difference | 3 | 10.00 | | |

| Question 7 | Do you think CCTV helps to detect crime in the community? **Whole Population** | | | |
|---|---|---|---|---|
| | **Num** | **%** | **95% Confidence Interval** | |
| Yes | 26 | 86.67 | 11.06 | |
| No | 3 | 10.00 | | |
| Don't know | 1 | 3.33 | | |

| Question 8 | Do you think there should be more or less CCTV installed in your community? | | |
|---|---|---|---|
| | **Whole Population** | | |
| | **Num** | **%** | **95% Confidence Interval** |
| More | 24 | 80.00 | 13.01 |
| Less | 0 | 0.00 | |
| The Same | 6 | 20.00 | |

| Question 9 | Do you think CCTV in your community infringes on your privacy? | | |
|---|---|---|---|
| | **Whole Population** | | |
| | **Num** | **%** | **95% Confidence Interval** |
| Yes | 4 | 13.33 | |
| No | 24 | 80.00 | 13.01 |
| Don't Know | 2 | 6.67 | |

| Question 10 | Does your property have CCTV monitoring it? | |
|---|---|---|
| | **Whole Population** | |
| | **Num** | **%** |
| Yes | 12 | 40.00 |
| No | 17 | 56.67 |
| unanswered | 1 | 3.33 |

| Question 10a | If yes 10 - when did you install CCTV |
|---|---|
| All Answers | Between 7 months and 10 years ago |

| Question 10b | If yes to 10 - why did you install CCTV in your property. |
|---|---|
| | **Num** |
| Staff Safety | 8 |
| Customer Safety | 6 |
| Deter/detect shoplifting | 5 |
| Deter/detect staff dishonesty | 2 |
| **Total Reasons** | **21** (often more than one reason given) |

| Question 10c | If yes to 10 - has it achieved this? |
|---|---|
| Yes | 11 |
| No | 1 |