

1. INTRODUCTION

As part of the Department of Justice and Community Safety audit requirements, Council established an evaluation framework to ensure good governance and compliance of the public safety CCTV systems.

Council developed a CCTV Policy for all current and future public safety projects. The Policy was developed under the guidance of Audit and Risk Committee and was adopted by Council on 1 March 2021 following public consultation from 14 December 2020 to 22 January 2021.

Council developed the MOU, Code of Practice and Standard Operating Procedures (SOP) in conjunction with VicPol. The SOP and Code of Practice were approved by Director City Infrastructure on 2 February 2021 and endorsed by the CCTV Steering Committee on 16 April 2021. A base MOU was developed for all Public Safety CCTV projects across Warrnambool, the MOU allows for additional schedules to be added as future projects are completed.

The CCTV Steering Committee was appointed and the Terms of Reference were approved by Council on 7 December 2021. According to the Terms of Reference the Committee will meet at least two times a year, with authority to convene additional meetings as circumstances require. The first meeting for 2021 was conducted on 16 April 2021 and the Committee agreed on the success of the current Public Safety CCTV systems and discussed future projects.

The highlighted objectives of the current and future programs are:

- Improving public perceptions of safety,
- assisting Police in the detection and prosecution of offenders;
- deterring of unlawful behaviour; and
- reducing maintenance costs.

Throughout the evaluation, the data and community feedback demonstrate the objectives are consistently being achieved.

2. OVERVIEW OF PROGRAM & SYSTEMS

Councils CCTV Public Safety program contains a Policy, Code of Practice, Standard Operating Procedures and relevant Memorandum of Understanding for Warrnambool. All current documents have been approved by the CCTV Steering Committee.

The CCTV program was introduced in a staged rollout commencing in the main blocks of the CBD, progressing to the Foreshore Precinct, Victrack Car Park, Artillery Crescent and Crammond and Dickson car park.

Ref	Precinct	Camera Location & Number of Cameras
1	CBD Precinct	<ol style="list-style-type: none">1. Raglan Parade and Liebig Street Intersection2. Liebig Street and Lava Street Intersection3. Liebig Street mid-block pedestrian crossing between Koroit Street and Lava Street4. Liebig Street and Koroit Street Intersection x2

		5. Liebig Street and Timor Street Intersection 6. Timor Street and Gilles Street Intersection 7. Gilles Street mid-block at public amenities 8. Timor Street and Kepler Street Intersection 9. Kepler Street and Koroit Street Intersection 10. Ozone car park
2	Foreshore Precinct	1. Pertobe Road at the entrance to McGennans car park / in front of Beach Kiosk 2. Viaduct Road at pedestrian crossing out the front of the public amenities 3. Breakwater car park adjacent to Pavilion café (end of Viaduct Road)
3	Railway Precinct	11 cameras positioned throughout VicTrack car park on Merri Street.
4	Artillery Crescent	1. Liebig Street and Merri Street Intersection 2. Part way along Artillery Crescent 3. Artillery Crescent roundabout x2
5	Crammond and Dickson car park	1. 2x cameras are installed at the Koroit Street entrance of the Crammond & Dickson Car Park with one camera facing the entrance and the other into the car park. 2. Middle of the Crammond & Dickson car park. 3. Timor Street entrance facing into the car park.
6	Levys Point Beach (due for installation late 2021)	1. Opposite to the entrance of Levy's Point Beach car park.

All camera footage is linked back to the Warrnambool Police Station with access governed by the Code of Practice and Standard Operating Procedures. Council is responsible for the ongoing maintenance.

This report does not cover the corporate CCTV systems.

3. EVALUATION FRAMEWORK

Council and Warrnambool Police have jointly evaluated the current CCTV system. The results of the evaluation are shown in the following tables.

More detailed information in support of the outcomes for 'Achievement of Objectives' is provided in the attachment.

ATTACHMENT 5 - CCTV EVALUATION FRAMEWORK – REPORT 2020/2021

PART A – ACHIEVEMENT of OBJECTIVES

For * items further information is provided in the attachment.

No.	Key Objective	Measures	Source	Responsibility	Response
1	Reducing Crime	Trend in crime statistics for camera locations.	Crime Statistics Agency data	Council – Local Laws Unit	<p>Crime Statistics were sought from Crime Statistics Agency for the period from April 2016 to March 2021.</p> <p>A Crimes against the person April 2016 to March 2020 = 1 April 2020 to March 2021 = 1</p> <p>B Property and deception offences From: April 2016 to March 2020 = 9 April 2020 to March 2021 = 0</p> <p>These are the reported incidents, however it is noted that hoorn behaviour is not always reported to VicPol.* Whilst the results are inconclusive, the incidents appear to be higher before the installation of CCTV. Out of the 9 Property and deception offences, 5 incidents occurred in the year of April 2017 – March 2018 and 3 were report from April 2018 – March 2019.</p>

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2	Reducing anti-social behaviour, including <ul style="list-style-type: none"> • Hoon Behaviour • Vandalism • Graffiti • Drug & alcohol consumption • General property damage 	Trend in vehicle speed near camera locations.	Traffic counters (Council)	Council - Assets Unit	The Traffic Count Summary* for one of the precincts, Artillery Crescent, is provided as an example of the information that can be made available. Whilst it highlights the variances in speed, the data is inconclusive in relation to anti-social behaviour.
		Reports on vandalism, graffiti & property damage – made by Council inspectors and external parties.	Reports/requests lodged in Council Customer Request System	Council – Coordinator Customer Service	Officers carry out immediate repairs from customer request reports of vandalism and graffiti. Council also conduct a regular maintenance program at all Council owned facilities.
3	Assisting Police in detection of offenders suspected of criminal activity and anti-social behaviour.	Use of camera recordings and success rate in identifying offenders.	CCTV recordings	Police	<p>There has been a reduction in offending in the areas of CCTV. Police have been able to monitor, identify and intervene in hoorn related behaviour, damages to property and anti-social behaviour.</p> <p>Police have utilised CCTV to aid in investigating offences committed in the Warrnambool. The use of this CCTV has directly led to the identification and prosecution of offenders who have committed a range of offences, including those that have committed criminal damage to council property (arson committed at the Gilles Street Public Toilets - \$198 in damages).</p>

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					<p>During COVID 19 CHO directions enforcement, Police have successfully used CCTV to identify breaches and respond appropriately. CCTV was used to good effect during the recent COVID protest activities. The CCTV was utilised to monitor and identify potential anti-social activity and provide real time updates to patrolling members.</p> <p>CCTV has been utilised in current times in monitoring and identifying people who have considered suicide with successful outcomes.</p> <p>Other recent examples involve CCTV footage being reviewed after complaints made by members of the public regarding the concerning behaviour of a member of the public. Identification of this person was made partially with the aid of CCTV which identified their vehicle registration.</p>
4	Enhancing public safety	Feedback from community on actual and perceived sense of safety and confidence in public areas.	Annual community survey	Council – Coordinator Local Laws	Council conduct community surveys pre and post installation of CCTV for most projects to determine perception of safety. The most recent survey was conducted for the Artillery Crescent. The evaluated questions all highlight a positive response to safety in the precinct.

					<p>The concern surrounding hoorn behaviour has decreased. Survey respondents now indicate satisfaction with the level of lighting and CCTV in the area.</p>
5	Reducing cost & impact of crime on the community	Annual cost to Council in repairs and replacements resulting from criminal & anti-social behaviour.	Council cost ledgers	Council – Assets Unit	<p>Officers carry out immediate repairs reported through the customer request system. Council also conduct a regular maintenance program at all Council owned facilities.</p> <p>There are occasionally reports of damage to the bins and seats in the Artillery Crescent precinct where 4WD vehicles mount the kerb and ram the bins and seats, etc.</p> <p>There have been no recent reported occurrences which may be due to the CCTV camera at the Padrao.</p> <p>The cost to replace or straighten a damaged bin can cost approximately \$1,000 to \$2,500.</p>

PART B – COMPLIANCE with GOOD GOVERNANCE

No.	Key Component	Key Requirements	Source	Responsibility	Response
1	CCTV Policy	Up-to-date policy that governs the installation, use and oversight of surveillance technologies. Policy addresses the key Information Privacy Principles relevant to surveillance activities.	CCTV Policy	Council - Manager City Amenity	Council developed a CCTV Policy for all current and future public safety projects. The Policy was developed under the guidance of Audit and Risk Committee and was adopted by Council on 1 March 2021 following public consultation from 14 December 2020 to 22 January 2021.
2	CCTV Procedures	Up-to-date procedures that reflect the requirements of the <i>Privacy and Data Protection Act 2014</i> and the CCTV policy.	CCTV Procedure	Council – Manager City Amenity	Council developed Standard Operating Procedures (SOP) in conjunction with VicPol. The SOP was approved by Director City Infrastructure on 2 February 2021 and endorsed by the CCTV Steering Committee on 16 April 2021.
3	CCTV System Steering Committee	Committee that is active and fulfilling its function.	Steering Committee meeting minutes	CCTV Steering Committee	The Terms of Reference for the CCTV Steering Committee were approved by Council on 7 December 2021. According to the Terms of Reference the Committee will meet at least two times a year, with authority to convene

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No.	Key Component	Key Requirements	Source	Responsibility	Response
					additional meetings as circumstances require. The first meeting for 2021 was conducted on 16 April 2021.
4	Audit	Review the management of the CCTV System and ensure adherence to this MOU, the CCTV Policy and applicable Law.	Internal Audit program report	Council Audit & Risk Committee	The 2019-2020 Audit and Evaluation Report was presented at Councils Audit and Risk Committee Meeting on Tuesday 9 March 2021.
5	Program Review	Report on, and make recommendations to rectify, any divergence from the purposes and objectives of the program.	Steering Committee meeting minutes	CCTV Steering Committee	The latest review was conducted by the Steering Committee on 16 April 2021.
		Review and recommend any changes/improvements to CCTV program, including camera locations.	Steering Committee meeting minutes	CCTV Steering Committee	The latest review was conducted by the Steering Committee on 16 April 2021.

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PART C - COMPLIANCE with OPERATING PROCEDURES

No.	Key Component	Key Requirements	Source	Responsibility	Response
1	Camera Network	Camera network is operated transparently and ethically, and that self-regulatory codes and protocols are being observed.	Internal Audit program report	Council Audit & Risk Committee	Camera locations are listed on the Council website with visible signage on site. Subject to annual review by Audit & Risk Committee.
		Camera network is operational and fully compliant with all relevant policies and Standard Operating Procedures	Monthly inspections conducted by Police.	Police	Through Monthly inspections the CCTV register is checked and audited. All recordings are secured in Senior Sergeants office and locked cabinet to comply with security requirements.
		Outages and maintenance requests or other technical difficulties encountered with the CCTV System are properly recorded in a Register.	Fault Reporting Sheet	Police	Maintained.
		Maintenance on the camera network in completed in a timely manner.	Quarterly Maintenance reports	Council - Manager, City Amenity	All maintenance requests were attended to by Councils CCTV Contractor in a timely manner. Maintenance details are documented in quarterly reports provided by the contractor.
		Only trained and authorised personnel will operate any of the equipment (or equipment associated with the CCTV system).	Training records	Police	Instructions and training to all general duty uniform members. Cameras are in a secured watch house and Sergeants office with limited access.
2	Data Collection & Use	An up-to-date log of data downloads from the CCTV system is maintained.	CCTV Log book	Police	Via register
		Where Victoria Police determines that images or recordings generated from the CCTV System are no longer required it may destroy them in accordance with Victoria Police policy.	CCTV Log book	Police	Via register and if used as evidence for court then retained with brief of evidence until destruction

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No.	Key Component	Key Requirements	Source	Responsibility	Response
3	Community information	Signage identifying all sites under surveillance is in place and well maintained.	Half yearly inspections by Council	Council – Asset Inspection Officers/ Construction Inspectors	The last inspection occurred on 7/7/2020. All CCTV locations have been included on the Asset Inspection program.
4	Training	Regular training is provided to all relevant Police members around the operation of the CCTV System.	Training records	Police	Training provided on a needs basis - eg new member arrives – simplified “how to operate” guide provided to members
5	Public Requests for Camera Footage	Requests for camera network imagery support relating to non-criminal matters to be made through Freedom of Information process.	FOI Requests	Council - Manager City Amenity	Council's customer requests system have no requests for imagery support relating to non-criminal matters through the FOI process. Other requests for criminal matters were referred to Police.
6	Complaints	Public complaints regarding the network must be referred to the Council in the first instance for investigation.	Council Customer Request System	Council – Coordinator Customer Service	No public complaints received.

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4. FUTURE OF PROGRAM

Council have budgeted to install solar powered CCTV cameras at Levy's Point to deter littering and assist Police to detect hoon and unlawful behaviour in the coastal reserve.

Ref	Precinct	Camera Location & Number of Cameras
1	Levys Point Beach	1. Entrance to Levys car park

ATTACHMENT – ADDITIONAL INFORMATION TO SUPPORT OUTCOMES FOR ACHIEVEMENT of OBJECTIVES

Reducing Crime

Crime Statistics were sought from Crime Statistics Agency for the period from April 2016 to March 2021.

A Crimes against the person

April 2016 to March 2020 = 1

April 2020 to March 2021 = 1

B Property and deception offences

From:

April 2016 to March 2020 = 9

April 2020 to March 2021 = 0

These are the reported incidents, however it is noted that hoon behaviour is not always reported to VicPol. Whilst the results are inconclusive, the incidents appear to be higher before the installation of CCTV. Out of the 9 Property and deception offences, 5 incidents occurred in the year of April 2017 – March 2018 and 3 were report from April 2018 – March 2019.



[Explanatory notes in relation to the data can be found on the Notes tab of this workbook](#)

Data extracted from LEAP on 18th April 2021 and is subject to change

Table 1. Offences recorded near Artillery Crescent Warrnambool¹ by offence type - April 2016 to March 2021

Offence Division	Apr 2016 - Mar 2017	Apr 2017 - Mar 2018	Apr 2018 - Mar 2019	Apr 2019 - Mar 2020	Apr 2020 - Mar 2021
A Crimes against the person	0	0	1	0	1
B Property and deception offences	1	5	3	0	0
D Public order and security offences	0	0	0	1	0
Grand Total	1	5	4	1	1

¹ See the tab labelled 'Map' for specific map boundaries.

CCTV Camera Locations

Artillery Crescent / War Memorial Precinct



Reducing anti-social behaviour

Vehicle speed

The Traffic Count Summary for one of the precincts, Artillery Crescent, is provided as an example of the information that can be made available. Whilst it highlights the variances in speed, the data is inconclusive in relation to anti-social behaviour.

Prior Installation:

18 June 2020 – 2 July 2020

- 85% of vehicles were travelling at 37.1km/h with a maximum speed of 106.4km/h. This data was captured before the installation of CCTV and lighting.

Post Installation:

15 July 2021 – 29 July 2021

- 85% of vehicles were travelling at 37.3km/h with a maximum speed of 73.5km/h. This data was captured after the installation of CCTV and lighting.



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Traffic Summary Report

Survey Site – Artillery Crescent, at second light pole

GPS - Cannon Hill, *PSL = 0 km/h*

Date - 0:00 Thursday, 18 June 2020 to 0:00 Thursday, 2 July 2020 (14 days of data)

Volume						
	Total	Weekday	Weekend	ADT	AWDT	AWET
Combined	16980	10865	6115	1213	1087	1529
West	8421	5377	3044	602	538	761
East	8559	5488	3071	611	549	768
Days	14	10	4	14	10	4

Speed				
	All Days	Weekdays	Weekend	
Avg Speed	29.6	29.8	29.3	km/h
85% speed	37.1	37.3	36.5	km/h
85% speed West	34.8	35.0	34.4	km/h
85% speed East	38.4	38.8	38.1	km/h
Max Speed	106.4	106.4	71.8	km/h

Traffic Summary Report

Survey Site - ARTILLERY CRESCENT

GPS - , PSL = 0 km/h

Date - 0:00 Thursday, 15 July 2021 to 0:00 Thursday, 29 July 2021 (14 days of data)

Volume						
	Total	Weekday	Weekend	ADT	AWDT	AWET
Combined	14533	10424	4109	1038	1042	1027
East	7256	5204	2052	518	520	513
West	7277	5220	2057	520	522	514
Days	14	10	4	14	10	4

Speed				
	All Days	Weekdays	Weekend	
Avg Speed	30.0	29.9	30.1	km/h
85% speed	37.3	37.1	37.6	km/h
85% speed East	39.1	39.1	39.4	km/h
85% speed West	34.4	34.2	34.8	km/h
Max Speed	73.5	73.5	68.8	km/h

Vandalism, Graffiti and Property Damage

Officers carry out immediate repairs from reported through the customer request system. Council also conduct a regular maintenance program at all Council owned facilities.

There are occasionally reports of damage to the bins and seats in the Artillery Crescent precinct where 4WD vehicles mount the kerb and ram the bins and seats, etc.

There have been no recent reported occurrences which may be due to the CCTV camera at the Padrao.

The cost to replace or straighten a damaged bin can cost approximately \$1,000 to \$2,500.



Pedestrian Counts

Possible variances or low numbers in post installation counts could be attributed to Covid 19 restrictions and inclement weather noted on certain days.

Prior Installation of CCTV & Lighting at Artillery Crescent

Date	Time	Before/ After CCTV & Lighting Installation	Number of Pedestrians
Thursday 26 March 2020	7.00am – 8.00am	Before	15 total. 6 of these recorded in the last ten minutes.
Thursday 26 March 2020	5.00pm-6.00pm	Before	12 total. Only one recorded in the first half hour.
Friday 19 June 2020	7.00am- 8.00am	Before	13 total. 5 in the first 15 minutes, then nothing for over 20 minutes.
Friday 19 June 2020	5.00pm-6.00pm	Before	27 Total. Evenly spread.

Post Installation of CCTV & Lighting at Artillery Crescent

Date	Time	Before/ After CCTV & Lighting Installation	Number of Pedestrians
Thursday 25 March 2021	7.00am – 8.00am	After	16 total.
Thursday 25 March 2021	5.00pm-6.00pm	After	18 total.
Friday 18 June 2021	7.00am- 8.00am	After	9 total. Weather: Cold, windy.
Friday 18 June 2021	5.00pm-6.00pm	After	11 (10 of the 11 were before 5.30. Heavy rain from 5.30-6.00)

Public Safety

Below is a selection of the most relevant results from community surveys gathered from Residents in Merri Street adjacent to Artillery Crescent regarding the safety and use of Artillery Crescent (Cannon Hill). The two surveys were conducted pre-installation of CCTV in June 2020 and post-installation in July 2021.

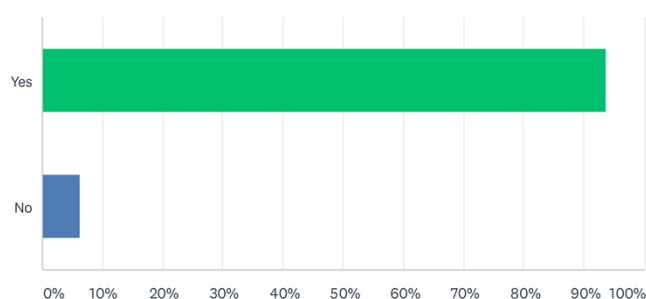
Question 7 Evaluation:

Over 90% of survey respondents felt safe occupying the area during the day time both pre and post installation.

Question 7) Pre CCTV

Q7 Do you feel safe occupying the area during the day?

Answered: 16 Skipped: 1



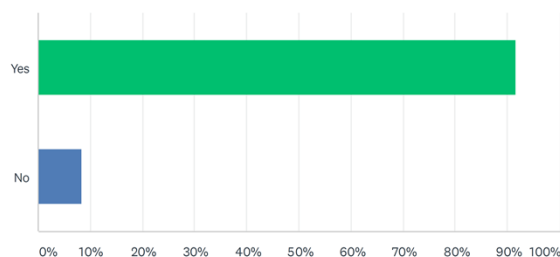
ANSWER CHOICES	RESPONSES	
Yes	93.75%	15
No	6.25%	1
TOTAL		16

Question 7) Post CCTV

Artillery Crescent CCTV and Lighting - Merri St Residents

Q7 Do you feel safe occupying the area during the day?

Answered: 12 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	91.67%	11
No	8.33%	1
TOTAL		12

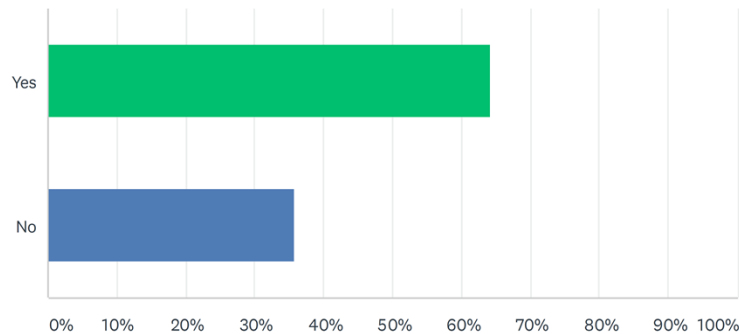
Question 8 Evaluation:

Before the installation 35.71% felt unsafe occupying the area at night. Post install, there has been a 10% decrease in respondents feeling unsafe.

Question 8) Pre CCTV

Q8 Do you feel safe occupying the area at night?

Answered: 14 Skipped: 3

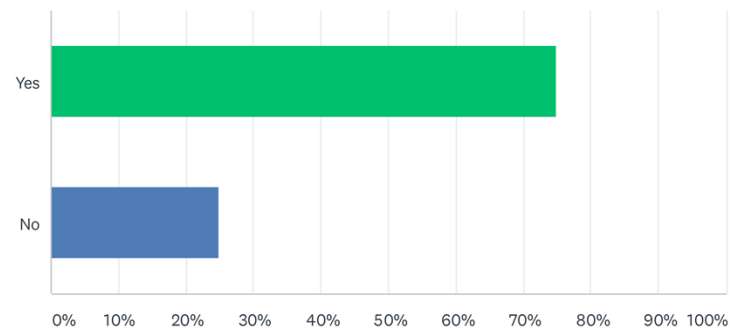


ANSWER CHOICES	RESPONSES	
Yes	64.29%	9
No	35.71%	5
TOTAL		14

Question 8) Post CCTV

Q8 Do you feel safe occupying the area at night?

Answered: 8 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	75.00%	6
No	25.00%	2
TOTAL		8

Question 9 Evaluation:

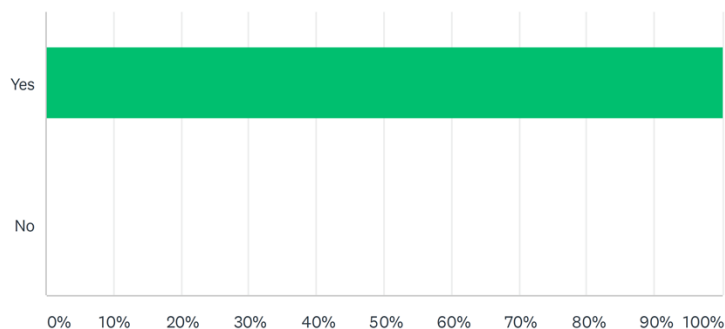
Before the install, 100% of survey respondents believed there was an issue with hoon behaviour. This figure has now reduced to 63.64%.

Question 9) Pre CCTV

Artillery Crescent survey

Q9 Do you believe there is an issue with hoon behaviour in the area?

Answered: 15 Skipped: 2



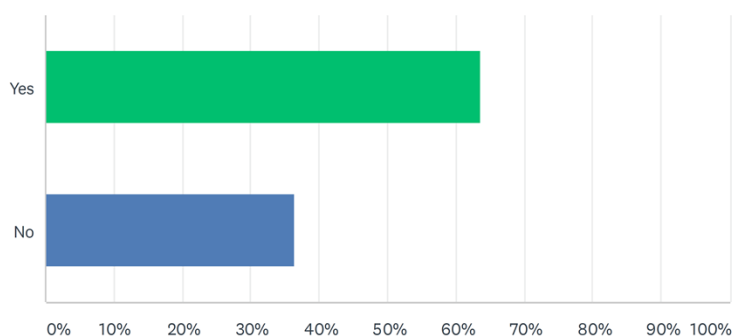
ANSWER CHOICES	RESPONSES
Yes	100.00% 15
No	0.00% 0
TOTAL	15

Question 9) Post CCTV

Q9 Do you believe there is an issue with hoon behaviour in the area?

Answered: 11 Skipped: 2

Artillery Crescent CCTV and Lighting - Merri St Residents



ANSWER CHOICES	RESPONSES
Yes	63.64% 7
No	36.36% 4
TOTAL	11

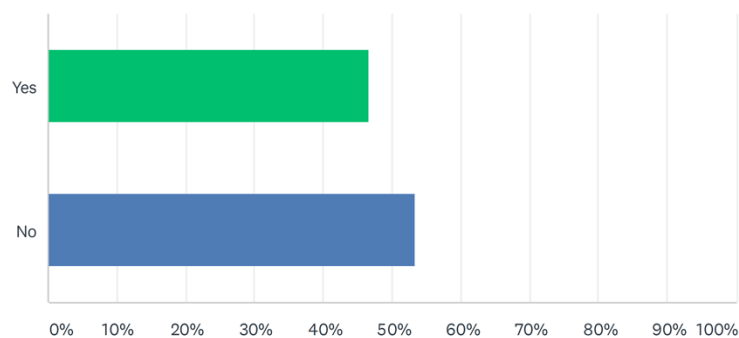
Question 10 Evaluation:

Before the install, 46.67% of survey respondents believed there was an issue with vandalism. This figure has now reduced to 25.00%.

Question 10) Pre Install

Q10 Do you believe there is an issue with vandalism in the area?

Answered: 15 Skipped: 2

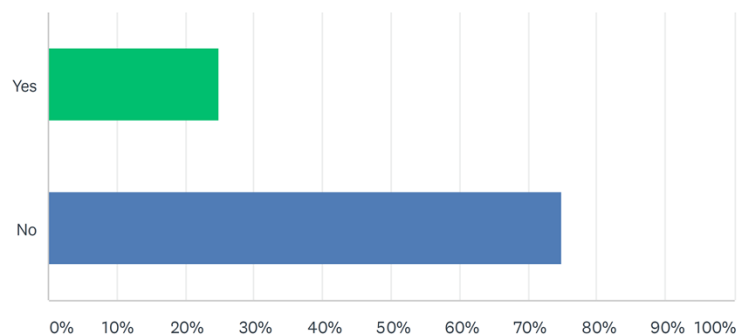


ANSWER CHOICES		RESPONSES	
Yes		46.67%	7
No		53.33%	8
TOTAL			15

Question 10) Post Install

Q10 Do you believe there is an issue with vandalism in the area?

Answered: 12 Skipped: 1



ANSWER CHOICES		RESPONSES	
Yes		25.00%	3
No		75.00%	9
TOTAL			12

Question 11 Evaluation:

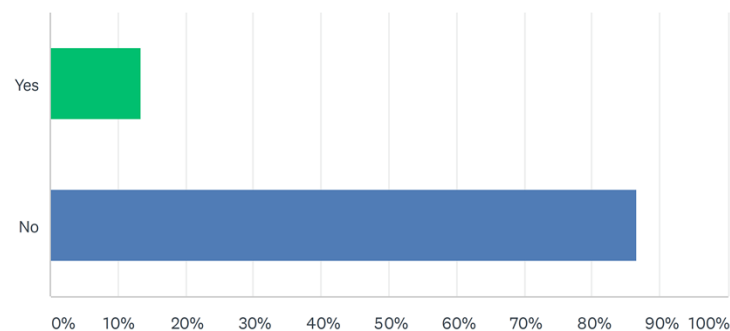
Before install, only 13.33% of survey respondents believed there was adequate lighting in the precinct. Following install, this figure has increased to 80%.

Question 11) Pre Install

Artillery Crescent survey

Q11 Do you believe there is currently adequate lighting?

Answered: 15 Skipped: 2



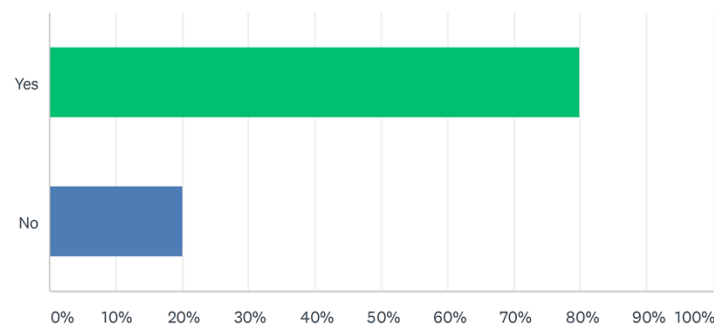
ANSWER CHOICES	RESPONSES	
Yes	13.33%	2
No	86.67%	13
TOTAL		15

Question 11) Post Install

Q11 Do you believe there is currently adequate lighting?

Answered: 10 Skipped: 3

Artillery Crescent CCTV and Lighting - Merri St Residents



ANSWER CHOICES	RESPONSES	
Yes	80.00%	8
No	20.00%	2
TOTAL		10

Question 12 Evaluation:

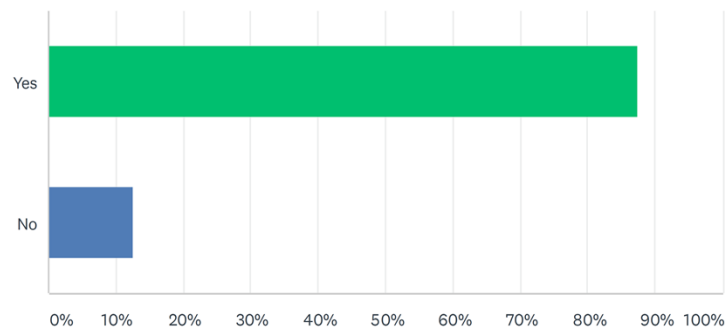
Before install, 87.50% believed the area would benefit from the introduction of CCTV. Since the introduction has occurred, positive responses have increased to 91.67%.

Question 12) Pre Install

Artillery Crescent survey

Q12 Do you believe the area would benefit from the introduction of CCTV?

Answered: 16 Skipped: 1

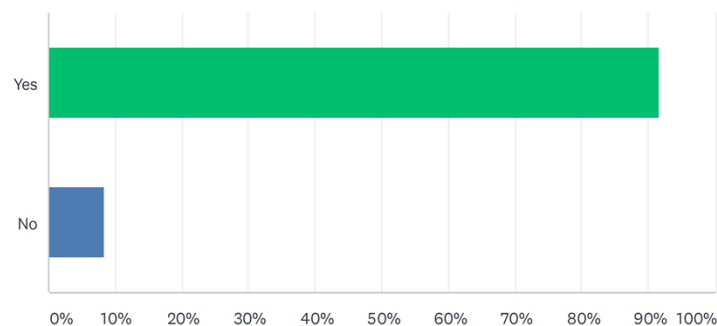


ANSWER CHOICES	RESPONSES	
Yes	87.50%	14
No	12.50%	2
TOTAL		16

Question 12) Post Install

Q12 Do you believe the area has benefited from the introduction of CCTV?

Answered: 12 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	91.67%	11
No	8.33%	1
TOTAL		12