

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 the 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 2020. 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 2022 was conducted on Tuesday 8 March 2022 and the Committee agreed on the success of the current Public Safety CCTV systems and discussed future projects. The next meeting will be held before the end of 2022.

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 Cramond and Dickson car park. The most recent installation occurred at Levys Point Beach in July 2022.

Ref	Precinct	Camera Location & Number of Cameras
1	CBD Precinct	<ol style="list-style-type: none"> 1. Raglan Parade and Liebig Street Intersection 2. Liebig Street and Lava Street Intersection 3. Liebig Street mid-block pedestrian crossing between Koroit Street and Lava Street 4. 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	<ol style="list-style-type: none"> 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	<ol style="list-style-type: none"> 1. Liebig Street and Merri Street Intersection 2. Part way along Artillery Crescent 3. Artillery Crescent roundabout x2
5	Cramond and Dickson car park	<ol style="list-style-type: none"> 1. 2x cameras are installed at the Koroit Street entrance of the Cramond & Dickson Car Park with one camera facing the entrance and the other into the car park. 2. Middle of the Cramond & Dickson car park. 3. Timor Street entrance facing into the car park.
6	Levys Point Beach	<ol style="list-style-type: none"> 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 2022

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	Offences recorded near Cramond & Dickson Car Park Warrnambool have decreased in total from April 2017 to March 2022.* In the year April 2020 – March 2021, there were 44 offences recorded. Following the installation of CCTV, the number of incidents recorded in April 2021-March 2022 was 35. Of particular note, Crimes against person including assault, threatening behaviour and related offences decreased over the 5 year period by more than 50 percent. The overall reduction could be contributed to the installation of lighting and CCTV deterring potential offenders.
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 Cramond & Dickson Car Park highlights consistent use with 468 vehicles on average per weekday and 303 vehicles on average during the weekend. The data demonstrates that most vehicles using this space are travelling at low speed, however is inconclusive in relation to anti-social behaviour.

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		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	Since the installation, there have been no customer requests recorded for vandalism, graffiti and property damage in Cramond & Dickson Car Park.
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	The objectives of the CCTV System include: reducing crime; reducing anti-social behaviour; improving public perceptions of safety and confidence in public areas, in particular walking at night; assisting Victoria Police investigations and prosecutions relating to crime; and improving Victoria Police's response to criminal and anti-social behaviour in the city of Warrnambool.
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	A survey* was conducted with adjoining businesses to Cramond and Dickson car park 12 months after the installation. From the 125 surveys distributed, 37 responses were received. When asked "Do you feel safe occupying the area during the day since the installation of CCTV & Lighting?", 100 percent of the respondents answered "Yes". 94.59% also indicated they felt safe at night. Overall, over 94% agreed the installation of CCTV and lighting has been beneficial. 13 respondents also provided further comments that were generally supportive of further developments.

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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	There has been no recorded repairs or replacements to ticket machines, signage and public lighting since the installation of CCTV & lighting in Cramond & Dickson Car Park.
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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.

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No.	Key Component	Key Requirements	Source	Responsibility	Response
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 additional meetings as circumstances require. The first meeting for 2022 was conducted on Tuesday 8 March 2022.
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 2020-2021 Audit and Evaluation Report was presented at Councils Audit and Risk Committee Meeting on Tuesday 8 March 2022.
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 Tuesday 8 March 2022.
		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 Tuesday 8 March 2022.

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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	Regular checked conducted by the Sergeant in charge of the CCTV Portfolio is updated and reviewed monthly.
		Outages and maintenance requests or other technical difficulties encountered with the CCTV System are properly recorded in a Register.	Fault Reporting Sheet	Police	The police will maintain a register to record any outages and maintenance requests, or other technical difficulties encountered with the CCTV System and will convey information to the Warrnambool City Council.
		Maintenance on the camera network is 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	Training records	Police	The Officer in Charge, Warrnambool Police Station, will ensure that all Victoria

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No.	Key Component	Key Requirements	Source	Responsibility	Response
		equipment associated with the CCTV system).			Police members under their command receive training or instruction in the use and operation of the Hardware and Software prior to operating the CCTV System
2	Data Collection & Use	An up-to-date log of data downloads from the CCTV system is maintained.	CCTV Log book	Police	Managed by Warrnambool Police Custody Officers (PCO).
		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	Managed by Warrnambool Police Custody Officers (PCO) and the Officer in Charge, Warrnambool Police station as per the MOU.
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	CCTV signage scheduled to be inspected in September 2022. 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	Providing regular training to all relevant Victoria Police members around the operation of the CCTV System, including CCTV Policies.
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 continue to investigate funding options to expand the current CCTV and public safety program. The CCTV Steering Committee in conjunction with VicPol will determine preferred locations.

ATTACHMENT – ADDITIONAL INFORMATION TO SUPPORT OUTCOMES FOR ACHIEVEMENT of OBJECTIVES

Reducing Crime

Offences recorded near Cramond & Dickson Car Park Warrnambool have decreased in total from April 2017 to March 2022.

In the year April 2020 – March 2021, there were 44 offences recorded. Following the installation of CCTV, the number of incidents recorded in April 2021-March 2022 was 35.

Of particular note, Crimes against person including assault, threatening behaviour and related offences decreased over the 5 year period by more than 50 percent. The overall reduction could be contributed to the installation of lighting and CCTV deterring potential offenders.

Table 1. Offences recorded near Cramond & Dickson Car Park Warrnambool¹ by offence type - April 2017 to March 2022

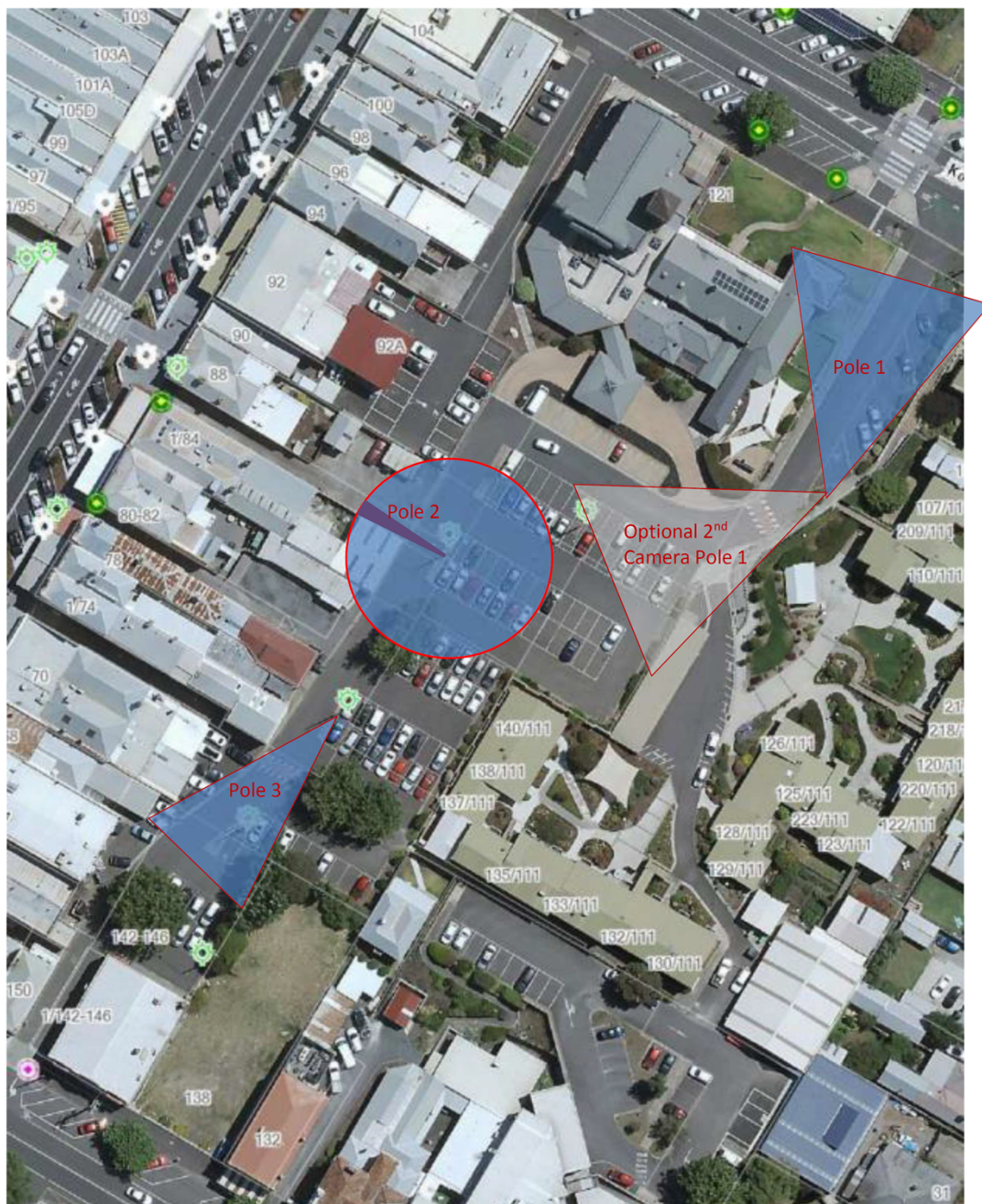
Offence Division	Offence Subdivision	Apr 2017 - Mar 2018	Apr 2018 - Mar 2019	Apr 2019 - Mar 2020	Apr 2020 - Mar 2021	Apr 2021 - Mar 2022
A Crimes against the person	A20 Assault and related offences	12	10	12	13	7
	A30 Sexual offences, A70 Stalking, harassment and threatening behaviour & A80 Dangerous and negligent acts endangering people	7	4	1	2	1
	Total	19	14	13	15	8
B Property and deception offences	B20 Property damage	8	3	10	6	5
	B30 Burglary/Break and enter	4	3	1	0	3
	B40 Theft	3	1	11	2	3
	B50 Deception	0	4	2	1	1
	Total	15	11	24	9	12
C Drug offences		5	5	5	2	2
D Public order and security offences	D20 Disorderly and offensive conduct	5	4	15	5	4
	D10 Weapons and explosives offences & D30 Public nuisance offences	3	3	2	4	1
	Total	8	7	17	9	5
E Justice procedures offences		6	4	1	9	8
Grand Total		53	41	60	44	35

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

CCTV Camera Locations

Note: Proposed optional 2nd camera on pole 1 was installed. Four cameras installed in the Cramond & Dickson Car Park.

City of Warrnambool CCTV – Crammond-Dickson Carpark



Reducing anti-social behaviour

Vehicle speed

The Traffic Count Summary for Cramond & Dickson Car Park highlights consistent use with 468 vehicles on average per weekday and 303 vehicles on average during the weekend.

The data demonstrates that most vehicles using this space are travelling at low speed, however is inconclusive in relation to anti-social behaviour.



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Traffic Summary Report

Survey Site - CRAMMOND DICKSON CARPARK, KOROIT ST ENTRY

GPS - 2M FROM FOOTPATH, *PSL = 0 km/h*

Date - 0:00 Thursday, 18 August 2022 to 0:00 Friday, 26 August 2022 (8 days of data)

Volume						
	Total	Weekday	Weekend	ADT	AWDT	AWET
Combined	3415	2808	607	427	468	304
North	1572	1269	303	197	212	152
South	1843	1539	304	230	257	152
Days	8	6	2	8	6	2

Speed				
	All Days	Weekdays	Weekend	
Avg Speed	15.0	14.9	15.2	km/h
85% speed	18.2	18.0	18.5	km/h
85% speed North	17.1	16.9	18.5	km/h
85% speed South	18.9	18.9	18.4	km/h
Max Speed	139.1	139.1	53.7	km/h

Vandalism, Graffiti and Property Damage

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

Since the installation, there have been no customer requests recorded for vandalism, graffiti and property damage in Cramond & Dickson Car Park.

Public Safety

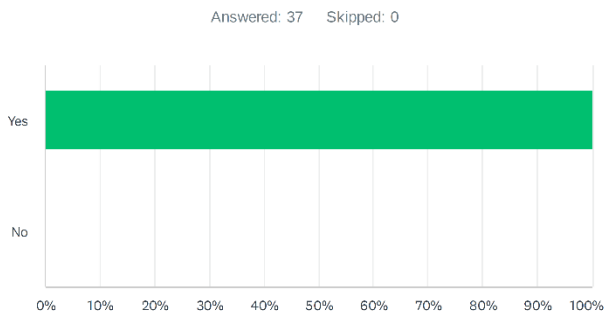
A survey was conducted with adjoining businesses to Cramond and Dickson car park 12 months after the installation of CCTV & Lighting.

From the 125 surveys distributed to 23 businesses (5x surveys given to each business and 15x surveys given to adjacent Retirement Home), 37 responses were received.

Question 5 & 6 Evaluation

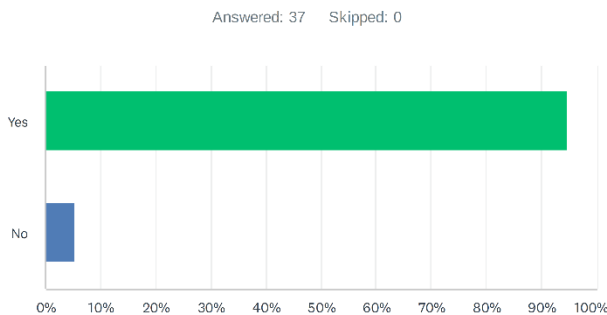
When asked “Do you feel safe occupying the area during the day since the installation of CCTV & Lighting?”, 100 percent of the respondents answered “Yes”. 94.59% also indicated they felt safe at night.

Q5 Do you feel safe occupying the area during the day since the installation of CCTV & Lighting?



ANSWER CHOICES	RESPONSES
Yes	100.00%37
No	0.00%0
TOTAL	37

Q6 Do you feel safe occupying the area at night since the installation of CCTV & Lighting?



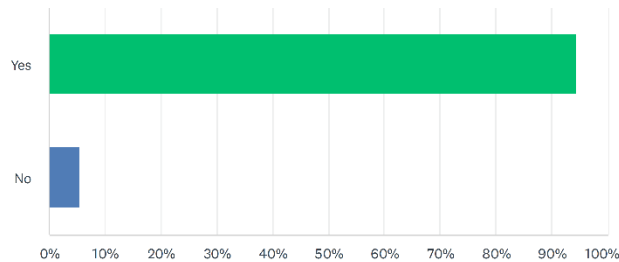
ANSWER CHOICES	RESPONSES
Yes	94.59%35
No	5.41%2
TOTAL	37

Question 9 Evaluation

Overall, over 94% agreed the installation of CCTV has been beneficial.

Q9 Do you believe the area has benefited from the introduction of CCTV?

Answered: 36 Skipped: 1



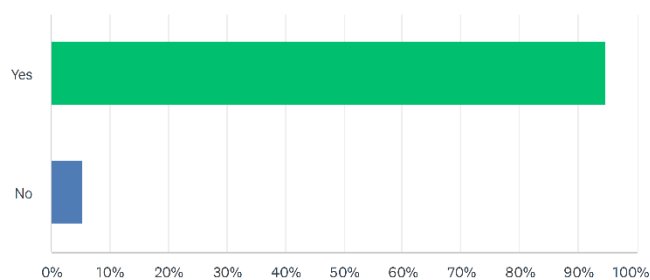
ANSWER CHOICES	RESPONSES	
Yes	94.44%	34
No	5.56%	2
TOTAL		36

Question 10 Evaluation

Overall, over 94% agreed the installation of lighting has been beneficial. The lighting provides safety for the neighbouring retirement village and patrons from the adjacent restaurant and nightclub precinct.

Q10 Do you believe the area has benefited from the introduction of additional lighting?

Answered: 37 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	94.59%	35
No	5.41%	2
TOTAL		37

Question 11 Evaluation

13 respondents also provided further comments that were generally supportive of further developments of the CCTV Program.

Q11 Any further comments?

Answered: 13 Skipped: 24

#	RESPONSES
1	I feel the CCTV and lighting have reduced hoon behaviour and vandalism. There is also less rubbish dumped.
2	Thanks for installing them, people feel safer
3	The lighting and cameras has been a deterrent to vandals and hoons, and gives Heatherlie residents additional peace of mind.
4	I do try to encourage customers to park in the car park as it is better than them running out of the shop worried about a fine.
5	Our private car park backs onto this car park we have our own lighting and CCTV cameras. which has proved use for with the poniee investigations or different occasions. Also front offices in Liebig street.
6	More lighting and CCTV is excellent
7	CCTV doesn't seem to cover all parking area, should add more.
8	The lighting and cameras have been effective in ensuring the safety of residents and staff. It is great to be able to go to my car and know that ill be safe. Heatherlie staff member
9	The lighting and security has made the area a pleasure to use with no hidden places for someone to hide as in the past.
10	Although some antisocial behaviour or vandalism may still occur, its nice to know that CCTV evidence/footage may assist with identifying any perpetrators.
11	Feel the parking fee for all day is to high when you have to park 5 days a week
12	Lighting and cameras are a deterrent to vandals and hoons. Defiantly a positive now having both installed.
13	More lighting would be great, especially down the laneway next to wdea, thanks.