

Agenda Item No. 4(c)

DERBYSHIRE COUNTY COUNCIL

**CABINET MEMBER MEETING – HIGHWAYS, TRANSPORT AND
INFRASTRUCTURE**

19 September 2018

Report of the Strategic Director – Economy, Transport and Environment

**APPROVAL TO INTRODUCE BODY WORN VIDEO CAMERAS AT
HOUSEHOLD WASTE RECYCLING CENTRES**

- (1) **Purpose of Report** To seek approval to introduce Body Worn Video (BWV) Cameras at Household Waste Recycling Centres (HWRCs) throughout the County.
- (2) **Information and Analysis** The Waste Management Service has been working in conjunction with its long term waste management contractor, Resource Recovery Solutions (Derbyshire) Ltd (RRS) and its sub-contractor HW Martin Waste Ltd (HWM) to monitor and review the number of threatening and abusive behaviour incidents that occur on Derbyshire's HWRCs.

Unfortunately, the statistics show that over the past two years, on average, 313 abusive behaviour incidents have occurred, around 26 incidents each month at the nine HWRC sites across Derbyshire. The incidents range from verbal to physical abuse.

RRS asked the County Council for support in exploring and developing options to reduce the number incidents occurring. A number of measures are already in place, notably signs which request residents to treat employees with the same respect and courtesy that they receive from staff have been in place at all sites for a number of years. Staff also receive annual customer care training. However, unfortunately incidents are still occurring and the frequency remains a cause for concern.

An increasing number of local authorities have introduced BWV cameras and have seen a reduction in aggressive/abusive behaviour and incidents. The concept has also been supported internally by colleagues in the Parking Enforcement Team, who have similar issues, and use the BWV cameras.

Following Cabinet Member approval in March 2018, a two week trial was undertaken at our HWRC at Taylor Lane, Loscoe in April (from 16 April 2018

to 29 April 2018). An evaluation of its findings has been undertaken and the key results are as follows:

1. During the trial period, Loscoe HWRC had approximately 11,665 visitors.
2. The BWV camera was worn permanently by either the manager or duty manager.
3. The BWV camera was activated on 54 occasions.
4. The BWV camera provided clear sound and vision, enabling any complaint to be investigated correctly.
5. An increase in rejection notes (the number of visitors declined access to the facility e.g. traders) was recorded with 7 notes issued in April 2017, increasing to 53 in April 2018.
6. A 66% reduction in threatening/abusive behaviour incidents was recorded between April 2017 and April 2018.

It is considered that the increase in rejection notes may be due to the site operative feeling more confident (whilst wearing the BWV camera) to deal with incidents of non-household waste. However, overall, the reduction in threatening and abusive behaviour is believed to be due primarily to the use of BWV cameras.

The site managers and duty managers provided the following feedback:

'They initially felt apprehensive using the BWV's however they quickly got used to wearing and using the equipment and felt comfortable'.

'All site employees felt more confident when they were approaching people to help, and to enforce the Council's policies.'

In light of the results of the trial, HWM has offered to purchase two BWV cameras, which will then be deployed and operated across the County at all HWRCs, except Waterswallows which is managed by SUEZ. SUEZ will introduce its own BWV cameras on site, once all documents have been through the same approval process with the Council.

If the proposed use of BWV cameras at HWRCs is approved, the key features of the camera use across all sites will be as follows:

1. BWV cameras will only be worn by operatives who have received the relevant training, principally the manager or the duty manager.
2. The BWV cameras record continuously on a 3 second loop, continually re-recording over itself unless the record switch is activated. The record switch will only be activated when a potential issue arises on site.
3. Operatives wearing the BWV cameras will only be requested to respond and begin recording when an incident is occurring.

4. The BWV cameras indicates that video and audio recording is taking place.
5. Permanent signs will be erected around the site to signpost the fact that BWV cameras are in use.
6. The BWV cameras to be used are password protected and meet the Advanced Encryption Standard (AES) which is used for securing sensitive data.
7. All data is deleted after 30 days unless stored for evidential purposes. Any data held for evidential purposes will be stored on a password protected computer and then deleted when used.

(3) **Financial Considerations** There are no financial considerations to the Council associated with this report.

(4) **Legal Considerations** In developing these proposals, the Waste Management Service has liaised extensively with the Director of Legal Services and given considerable attention to ensure legal requirements and codes of practice are complied with. A Privacy Impact Assessment has been undertaken as part of this process.

Other Considerations

In preparing this report the relevance of the following factors has been considered: prevention of crime and disorder, equality and diversity, human resources, environmental, health, property, social value and transport considerations.

(6) **Key Decision** Yes.

(7) **Call-In** Is it required that call-in be waived in respect of the decisions proposed in the report? No.

(8) **Background Papers** Documents include BWV Data Protection Impact Assessment Form. Additional files held within the Economy, Transport and Environment Department. Officer contact details - Ruth Robinson, extension 39799.

(9) **OFFICER'S RECOMMENDATION** That the Cabinet Member approves the introduction of two Body Worn Video Cameras at Household Waste Recycling Centres throughout the County.

Mike Ashworth
Strategic Director – Economy, Transport and Environment