

Barnsley Hospital NHS Foundation Trust

BUSINESS SECURITY SURVEILLANCE CAMERA REPORT FOR 2019/20

INTRODUCTION

This report highlights the Trust use of its Closed Circuit Television (CCTV), Drone (UAV) and Body Worn Video (BWV) systems used in overt public space surveillance throughout the site, both internally and externally. There are no covert cameras in use and all the respective areas have clear signage with contact details. Full details of the position and number of cameras can be found on the Trust internet site alongside all the respective policies and procedures. The Trust has continued the title 'Hospital Eyes' to encompass the use of surveillance cameras in ensuring a safe and secure environment for all service users and staff. This approach serves our patients, staff and visitors very well and continues to receive complimentary comments. This report provides us with an analysis period over the full twelve month period April to March. It evaluates the performance of the Trust surveillance assets and will detail information from monthly records, dividing incidents recorded by proactive monitoring and requests from recognised external sources. These external sources can include local police officers, fire service and local authority.

During April 2020 the existing Tecton CCTV system is due to be replaced with updated server based recording and review assets.

The systems are monitored and in operation 24 hours a day by a team of security officers who work a rotating shift pattern. Depending on times and operational demands the security office is staffed by between 1 and 3 officers. The officers are employed by G4S Secure Solutions. The existing system has the capacity to also be monitored by the Trust Business Security Unit from both their office and remotely off site. All the members of the unit and the security team hold current SIA public open space surveillance licences.

INCIDENTS

The primary sources of calls (incidents) into the security office are from staff, visitors or the local police.

Total number of incidents dealt with by CCTV operators	919	+50 (previous year)
Viewings and reviews by police or other agencies	44	+16 (previous year)
Missing patients found within 1 hour of initial report	286	+34 (previous year)
Incidents:		
Theft	30	-10 (previous year)
Fire alarms	38	+15 (previous year)
All missing patients	276	+10 (previous year)
Intruder alarms	70	+11 (previous year)

Aggression and allied responses	456	+240 (previous year)
Insecurities	351	+112 (previous year)

CCTV FOOTAGE REVIEWS AND REQUESTS

The majority of viewings and footage analyses are carried out by the G4S site manager supported by the BSU surveillance camera administrator. They work during weekdays and can link to the Trust's CCTV system for the purpose of viewing footage and downloading evidence to disc or secure drive. They maintain an accurate record of all viewings, other agency or departmental requests and the number of people dealt with via the criminal justice system or disciplinary process. The incidents are listed and this statistical information is published online at the end of every month.

Out of hours all urgent CCTV requests are directed to the security office where the supervisor will review footage, and if necessary, download to disc enabling officers to interview and process any detained persons.

BODY WORN VIDEO CAMERAS

Body-worn cameras were deployed with the G4S security team from 5th December 2016. Apart from an initial minor software configuration issue, the deployment, carrying and use by officers progressed successfully. The Trust updated all body worn cameras in 2018 with the latest Reveal D3 model.. All the Trust security team and management received refresher training which included:

- Law & Arrest Powers
- Interviews & the PEACE model
- Statements & the INSIDE model
- Body-Worn Video
 - Guidance, Policy & Law
 - Use & Practice
- Continuity of Evidence
- Projects Griffin, ACT & Argus-Health

This training was refreshed during the summer of 2019.

The local police have requested BWV footage on six occasions as supporting evidence for forthcoming appearances at court and are now fully aware of the value of this equipment and that it is carried by our officers. The security team have noticed a substantial fall in the number of instances of violence and aggression towards them, but unfortunately the system is deployed following or during an incident with staff so they do not receive this initial deterrent factor.

The following relate to incidents of violence and aggression recorded between the dates 20th December and 2nd January 2013 to 2018:

- 2013 – 11
- 2014 – 12
- 2015 – 24
- 2016 - 4
- 2017 - 3

- 2018 - 9
- 2019 - 7

UNMANNED AERIAL VEHICLE (UAV – DRONE) DEPLOYMENTS

The Trust has two National Qualified Entity (NQE) qualified drone pilots and the aircraft has been deployed on occasions to support site photography and videography, media requests and investigations. The equipment is not used as an active surveillance asset. Both pilots maintain their qualifications and competence hours by extensive recreational flying at a local site.

Over this reporting period the UAV was used on 8 occasions and flown for 1 hour 5 minutes.

During December 2018 an incident occurred at Gatwick Airport involving the alleged incursion of a drone into the airports' controlled airspace. This was accompanied by a number of conspiracy theories amplified via social media and negative reporting by the national press. In response to any local concerns the BSU restricted the number of occasions the aircraft were flown although there were no issues in respect of the safety management, piloting qualifications or use of the drones over the hospital site. Even over this period and into 2019 there were no actual complaints or concerns expressed in respect of the use of this equipment. Footage was extensively used by Crackit Productions for the documentary 'Casualty 24/7' aired by Channel 5 with both pilots appearing in the programme credits.

TRAINING & STAFF

G4S Secure Solutions were awarded the operational security contract in April 2016 for a period of three years which was extended for a further year in 2020. All staff hold the relevant SIA licences, completed the one day CCTV & BWV training and will attend a further half-day refresher course during late 2020..

The Trust is the first NHS organisation to be awarded the Surveillance Camera Commissioners' 'desktop' accreditation and received its full 5 year full certification in June 2017. On behalf of the Trust I would like to thank all the staff for their continued hard work and professionalism over the past 12 months.

Mike Lees

Head of Business Security

22nd June 2020