

Appendix A

Barnsley Hospital NHS Foundation Trust

BUSINESS SECURITY SURVEILLANCE CAMERA REPORT FOR 2021/22

INTRODUCTION

This report highlights the Trust use of its Closed-Circuit Television (CCTV) 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. There was no use of the drone on site during the reporting period.

Having fully replaced the analogue CCTV system with a state of the art server based digital IndigoVision system during 2020, this has now been further enhanced with a third resilience server. During 2021 IndigoVision was purchased by Motorola alongside another British CCTV provider Avigilon. There are now 205 cameras on the system with 12 off-site having been included to provide the required security at the new Community Diagnostic Hub in Barnsley Town Centre. These cameras are monitored by the on-site security team. All new cameras are streamed via the Trust IT network working to a strict quality of service (QOS) agreement between BSU and IT.

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 CCTV system has the capacity to be monitored by the Trust Business Security Unit from both their office and remotely off site. All members of the unit and the security team hold current SIA public open space surveillance licences.

The BSU are currently scoping the possible use of Calla body-worn video cameras by nursing and diagnostic staff. This positive move forward in ensuring staff have the maximum amount of protection against acts of violence and aggression will require extensive research alongside full stakeholder engagement.

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	1229	+413 (previous year)
Viewings and reviews by police or other agencies	25	-12 (previous year)
Missing patients found within 1 hour of initial report	281	+61 (previous year)

Incidents:

Theft	8	8 (no change)
Fire alarms	67	+18 (previous year)

All missing patients	266	+27 (previous year)
Intruder alarms	73	+13 (previous year)
Aggression and allied responses	662	+183 (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 or memory stick enabling officers to interview and process any detained persons. A future development will be the cloud storage of body-worn video footage which will allow a more secure transfer of data between authorised internal and external partners.

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 receive short refresher training which includes:

- Law & Arrest Powers
- Interviews & the PEACE model
- Statements & the INSIDE model
- Body-Worn Video
 - Guidance, Policy & Law
 - Use & Practice
- Continuity of Evidence
- ACT and SCan – counter-terrorism

This training was conducted during late 2019 and was refreshed during the summer of 2021

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 repeatedly noticed substantial falls in the number of instances of violence and aggression directed 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 2020:

- 2013 – 11
- 2014 – 12
- 2015 – 24
- 2016 - 4
- 2017 - 3
- 2018 - 9
- 2019 - 7
- 2020 - 9
- 2021 – 10

TRAINING & STAFF

G4S Secure Solutions were successfully in being re-awarded the operational security contract in April 2021 for a period of three years. All staff hold the relevant SIA licences, completed the CCTV & BWV refresher training and will attend a further half-day refresher course during the summer of 2022.

The Trust is the first NHS organisation to be awarded the Biometric & Surveillance Camera Commissioners' 'desktop' accreditation and received its full 5-year full certification in June 2017. This is currently under review with the intention of applying for a further 5-year period from August 2022.

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
31st May 2022