



**WESTERN
AUSTRALIAN
STATE CCTV
STRATEGY**

What is changing?

Closed Circuit Television (CCTV) has increasingly featured in the community as a safety and crime prevention tool. The public release of CCTV footage has led to early identification of suspects in the London terrorist incidents of July 2005 and played an important role in the subsequent prosecutions¹.

It has also helped identify the alleged perpetrator of the attempted 2010 Times Square bombing and in Australia, has been critical to the successful prosecution and resolution of some of our most heinous and tragic crimes.

The success of such high profile cases has understandably increased public interest in the further use of CCTV to support law enforcement, public amenity, counter terrorism and emergency services operations. When combined with other crime prevention strategies, the visible presence of CCTV in public spaces can contribute to a reduction in the fear of crime and act as a visible deterrent to potential offenders in crime hotspots.

Western Australia has also participated in this global trend, and there has been an expansion of CCTV systems installed by State and Federal government agencies, Local Government Authorities, private business and citizens. However, this growth has not been without its complications, characterised by limited coordination between the various CCTV systems.

This shortfall was highlighted during the 2011 Commonwealth Heads of Government Meeting (CHOGM) in which various government and private CCTV owners cooperated to provide access to the various, CCTV systems for security purposes. While the outcome of this CHOGM operation was successful, it did highlight the benefits of having a permanent State CCTV Strategy and sharing arrangements in place.

This was further supported by a report published by the WA Auditor General in 2011 which concluded that 'there is potential to realise greater benefits through better sharing and more strategic use of CCTV information by the WA Police and local governments'².

The WA Government made an election commitment in 2013 to pioneer an integrated State CCTV network. As a first step to meeting its election commitment, the Government appointed a Working Group, bringing together experienced representatives from across Government, Local Government, business and industry to develop the State CCTV Strategy. The Strategy will align with existing WA crime deterrent strategies such as the Goodbye Graffiti initiative and the Designing Out Crime Planning Guidelines.

The State CCTV Strategy provides a clear vision and framework for how CCTV can best be used to enhance the safety and security of the Western Australian community now, while positioning the State for future technological advances.

A crime hot spot is generally defined as an area containing dense clusters of criminal incidents

¹ UK Home Office National CCTV Strategy (2007)

² WA Auditor General's report on the 'Use of CCTV Equipment and Information' (2011)

What is the future of CCTV use in Western Australia?

There are many individuals, organisations, businesses and government agencies in Western Australia that operate CCTV for a range of safety and security purposes. The State CCTV Strategy defines an approach to coordinating the CCTV resources of these stakeholders to improve community safety and security 'in crime hotspots'.

By coordinating the State's CCTV resources through a voluntary framework, the Strategy aims to make the data sharing process in WA as efficient as possible, both for CCTV owners who donate footage and users (such as WA Police) who are authorised to access this data.

ASPIRATION STATEMENT

TO DELIVER MORE EFFECTIVE
USE OF CCTV IN WA THAT ENHANCES
COMMUNITY SAFETY AND SECURITY



Supporting goals

1. CCTV data should be easily accessible by approved users without unreasonably disrupting the business operations of the CCTV owner using an integrated approach where appropriate.

2. Data disseminated to clients should be in a simple and usable format.

3. There should be clear guidelines stipulating that participation in the Strategy is for the service of the community.

4. The Strategy should increase awareness and uptake of CCTV in the WA community.

Why is this important?

Regular disruptions to CCTV owners who contribute data could discourage future participation and assistance. The State CCTV Strategy will support various avenues for community participation all of which have been designed to minimise the disruption on business operations or personal time. Where appropriate, a collaborative and integrated approach to retrieving footage will be employed to reduce duplication in efforts.

When footage of interest is identified, dissemination of the data is often obstructed when it is in a proprietary or rare format. The Strategy will provide the community with a 'one stop shop for all things CCTV' to obtain guidance on leading practice formats that are simple and usable to facilitate data sharing.

Clear guidelines for voluntary participation in the Strategy will be developed to emphasise that data sharing will only be allowed for supporting community safety and security initiatives and that commercial use of the data will not be allowed.

Improved community awareness of the Strategy and how participating will maximise the pool of CCTV contributors and improve data sharing for community safety and security purposes.

What is the State CCTV Strategy?

There are numerous CCTV systems in WA, many of which have cameras facing public areas that have the potential to contribute to improving community safety and security, and public amenity outcomes. The Strategy provides the mechanism by which CCTV owners can volunteer the data from any public facing camera that they manage to one or more agreed clients.

A layered approach to participation

In simple terms, the State CCTV Strategy articulates a framework which facilitates data sharing between a CCTV owner, who has agreed to share their data, with a third party. When a CCTV owner shares their data through the State CCTV Strategy, they become known as a donor. Anyone who receives data from a donor through the State CCTV Strategy is known as a client.

There are four elements to the Strategy (see diagram opposite):

A STATE CCTV REGISTER:

The State CCTV Register (currently called Blue Iris) will be refreshed to provide better functionality and operability for those CCTV owners who wish to voluntarily provide information about CCTV cameras that face public areas.

The State CCTV Register will form a comprehensive database containing information on the State's CCTV infrastructure and, in the event of an incident, WA Police and emergency services will be able to respond more effectively by obtaining CCTV system locations, as well as the owner and system information detailed in the Register.

FIT-FOR-PURPOSE CCTV CRITERIA:

A set of criteria and supporting documents will be published as part of the Strategy to provide a range of information on CCTV and leading practice for owners of CCTV systems to adopt, whether in the private or public domain.

In addition, policy and whole-of-government guidance will be provided for State agencies and Local Government Authorities to support agency planning and coordination of CCTV and related infrastructure.

DIRECT CONNECTIONS BETWEEN DONORS AND CLIENTS:

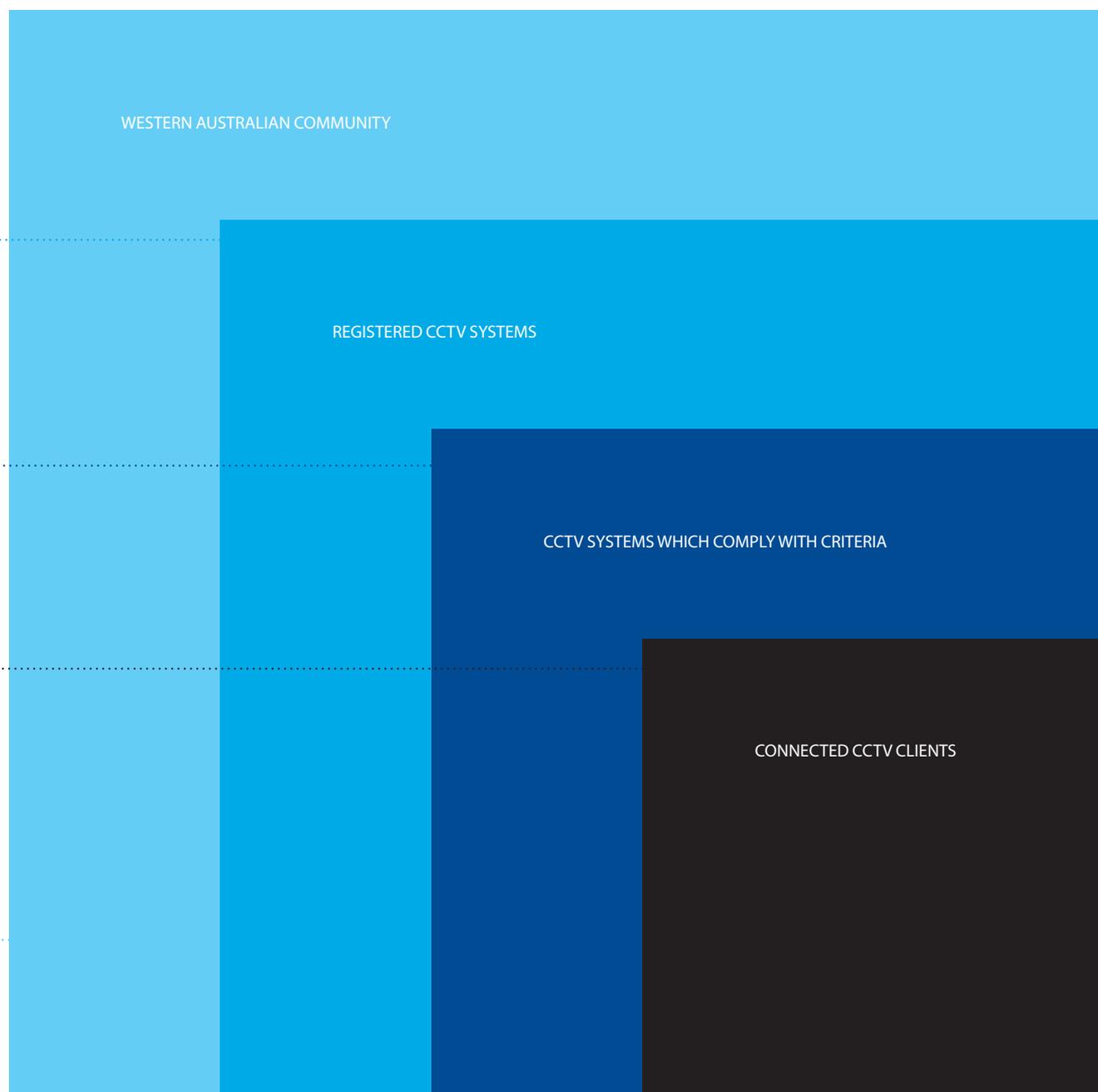
Of the CCTV owners who register their infrastructure, it is expected that a small subset will have a large number of cameras covering public spaces. These owners will be encouraged on a case by case basis to become 'connected' so that WA Police can directly access their live, and potentially recorded, CCTV footage for safety and security purposes. Other clients may be added if agreed by the CCTV owner and if they meet certain eligibility criteria.

A technology solution will be trialled and developed as part of the Strategy to connect these identified 'high value' CCTV owners. This connection will serve to minimise disruption to donor operations and increase police responsiveness to critical incidents.

UTILISATION OF MOBILE FOOTAGE:

Contributing to a safer and more secure WA is not limited to owners of traditional CCTV infrastructure - everyone with a smart phone or tablet now possesses a 'CCTV camera'. As part of the Strategy, a Mobile Video Sharing solution will be tested to unlock this potentially rich source of data, providing a new way for us all to contribute to WA's safety and security.

The four elements of the State CCTV Strategy



How will the Strategy work?



How will the privacy of the community be protected?

A number of laws govern how CCTV is used in Western Australia and amendments will be considered as part of the Strategy to enhance the existing safeguards already in place or to clarify any areas of ambiguity. The most relevant laws are:

- Surveillance Devices Act (1998) WA.
- Security and Related Activities (Control) Act (1996) WA.
- Freedom of Information Act (1992) WA.

Where appropriate, the criteria, policies and guidelines will also reflect how the existing legislation affects donor and client roles, rights and responsibilities.

How will the State CCTV Strategy aid data sharing?

Depending on the method of donor participation, the State CCTV Strategy will facilitate data sharing in the following ways:

- 'On request' data sharing for those donors recorded in the State Register.
- Effective data sharing for donors who adopt the published leading practice criteria, guidelines or policies.
- Real time and recorded data sharing for 'high value' donors who become connected or mobile-enabled donors.

Who can be a donor?

Everyone in WA has the opportunity to become a donor should they choose. Donors may be grouped into three broad categories, with each category being afforded a different way to participate. Government agencies will participate, business may choose to become registered whilst members of the community may choose to become mobile-enabled. By contributing, all citizens can provide an important mechanism to making WA a safer community.



How will client access be managed?

All client access to CCTV footage must be donor-approved. If connected, a legal agreement will be used by donors to formalise the terms of the donor-client relationship.

The WA Police will always be the primary client however there is potential for other bodies (i.e. Local Government Authorities) to become a client if agreed by the CCTV owner and if they meet certain eligibility criteria.

What are the benefits of this approach?



Increased effectiveness of law enforcement, counter terrorism and emergency services

With an increasingly volatile and uncertain international environment, the community has the right to expect that our law enforcement, counter terrorism and emergency services are given the tools they need to support community safety and security.

By coordinating the State's CCTV assets, the Strategy will improve the ability of WA Police and other agencies to gather intelligence and respond to emergency situations in a more efficient and effective manner.

Having access to a greater number of CCTV resources is expected to enhance the situational awareness of these agencies, improve their ability to allocate resources across multiple incidents, monitor crime hotspots and gather evidence for legal purposes.



Reduced fear of crime

Having CCTV cameras in public areas can act as a deterrent to potential offenders and gives community members confidence when going about their daily business. This likely reduction in fear of crime within the community will be enhanced by the Strategy, which coordinates footage from a range of sources to support improved policing outcomes.

Safer streets are also not just about investigating crime and identifying offenders but also crime prevention. The Strategy will explore the option of having an appropriate mobile tool which enables the community to report crime and share footage of emergency situations.



Improved data collection

There is currently a multitude of systems, a lack of technology expertise to operate discrete systems to retrieve footage as well as a lack of consistency in how CCTV owners are approached to provide footage for investigative purposes. By facilitating better information sharing between donors and clients, the Strategy aims to accelerate investigation outcomes whilst reducing the impact of CCTV footage retrieval on daily operations.



One stop shop for all things CCTV

A range of documents and criteria will be published to support the State CCTV Strategy for current and potential CCTV owners. This information will be easy to access and stored in a single location, which will help to encourage participation and support the implementation of the Strategy.

How will the Strategy support government, business and the community?



A registered corner store contributes footage

Joe has recently opened a new corner store in an inner-city residential suburb. In order to improve the security of his business, Joe has decided to purchase a CCTV system from his local electronics store and installs two cameras, one within the store and the second outside the store facing the front door and street.

After installing the system, Joe hears about the State CCTV Strategy and proceeds to seek more information online. He learns that he can register his publicly facing camera with the State Register and decides to do so later that day. The leading practice guidelines also provide Joe with some simple tips about the best way to configure his system and maintain his new cameras for ease of data sharing.

A few months later, Joe receives a phone call from the WA Police who have located his details on the State Register. The police officer tells Joe that a bag snatch had occurred down the road and they hope that his camera might identify the perpetrator. The investigating officers arrive later that day to view the footage which helps identify a suspect. The footage was easily retrieved by the police officers thanks to the way Joe had configured his CCTV system.

A few weeks later, Joe receives an email thanking him for his participation in the State Register and informing him that his recent donation of footage led to a successful conviction based on the evidence provided by him.



A child goes missing

A young child has gone missing on a busy street in the CBD. As soon as the mother has realised her child is missing, she flags down a nearby police officer to report her concerns. The police officer at the scene contacts a police liaison officer to correspond with the CCTV control room of the local Council. The police liaison officer requests the security staff in the CCTV control room scan the area where the child has disappeared and they see a child matching the description of the missing boy being ushered into a car, with the licence plate clearly visible. After quickly checking with the mother that the owner of the car is not known to her, the police liaison officer immediately alerts local police to the situation.

While local police mobilise a response vehicle, the police liaison officer continues to monitor the suspect's car as it drives around and out of the CBD area. Once out of the CBD, the police liaison officer is able to use her State Strategy login details to access Main Roads' cameras, which are connected under the Strategy. The police liaison officer is able to monitor the suspect's car down the freeway and guide the approaching police vehicle to the suspect. The attending police catch up with the vehicle, and safely return the child to his mother.



A Local Government Authority becomes connected

A Local Government Authority has registered its CCTV cameras in public spaces with the State Register. About once a week, the Council is contacted with requests from the WA Police to provide CCTV footage from the cameras for investigative purposes. Each time a request for footage is received, a member of the Council's security team has to download the specific footage and convert it into a compatible format for the police.

Sally, who is the Council's Director of Security, realises how valuable the CCTV system is to both the Council and the wider community, but wonders if there is a more efficient way that the CCTV footage can be used to benefit all users. She goes on to the State CCTV Strategy's website and follows a link to information on the State CCTV criteria and connected solution.

After reading the information, she believes there will be great benefit to upgrading the Council's CCTV systems to meet the criteria so that footage will be able to be retrieved more efficiently and with less disruption to her security team.

However, Sally is not sure the Council will be able to cover all the costs involved and decides to apply for a CCTV grant.

Upon assessing the Council's grant application, Phil, a member of the Secretariat's grants administration team recognises that, not only does the Council meet the grant assessment criteria, but it has CCTV infrastructure in a crime hotspot that would be valuable if it were to become connected. Phil approaches Sally to discuss the opportunity for the Council to become connected.

During their discussion, Sally raises the Council's concern that it may lose control over who accesses its camera footage. Phil reassures Sally that the Council will decide who has access to its footage. After some thought, Sally recognises that it would be in the Council's best interests to directly connect their cameras, as it will lead to less disruption by frequent police requests for footage. Sally submits a revised grants application upgrading the Council's existing infrastructure and allowing it to become connected. The grant is subsequently approved.



A hazardous material spill occurs

A 000 call is received about a major spill of liquids from an overturned truck on a Perth freeway. The Department of Fire and Emergency Services (DFES) is notified of the spill and immediately investigates by requesting that nearby cameras are focused on the spill through a client arrangement they have with Main Roads. The spilled liquids are identified as hazardous material, which places lives at risk.

On the way to site, the Incident Commander is able to use this real time intelligence to make decisions about the best method to contain the situation and dispose of the hazardous material efficiently.

The enhanced situational awareness also allows the Incident Control Centre to support other police and Main Roads resources divert traffic away from the site of the incident whilst continuing to support the emergency response team on the ground by monitoring the situation in real time.

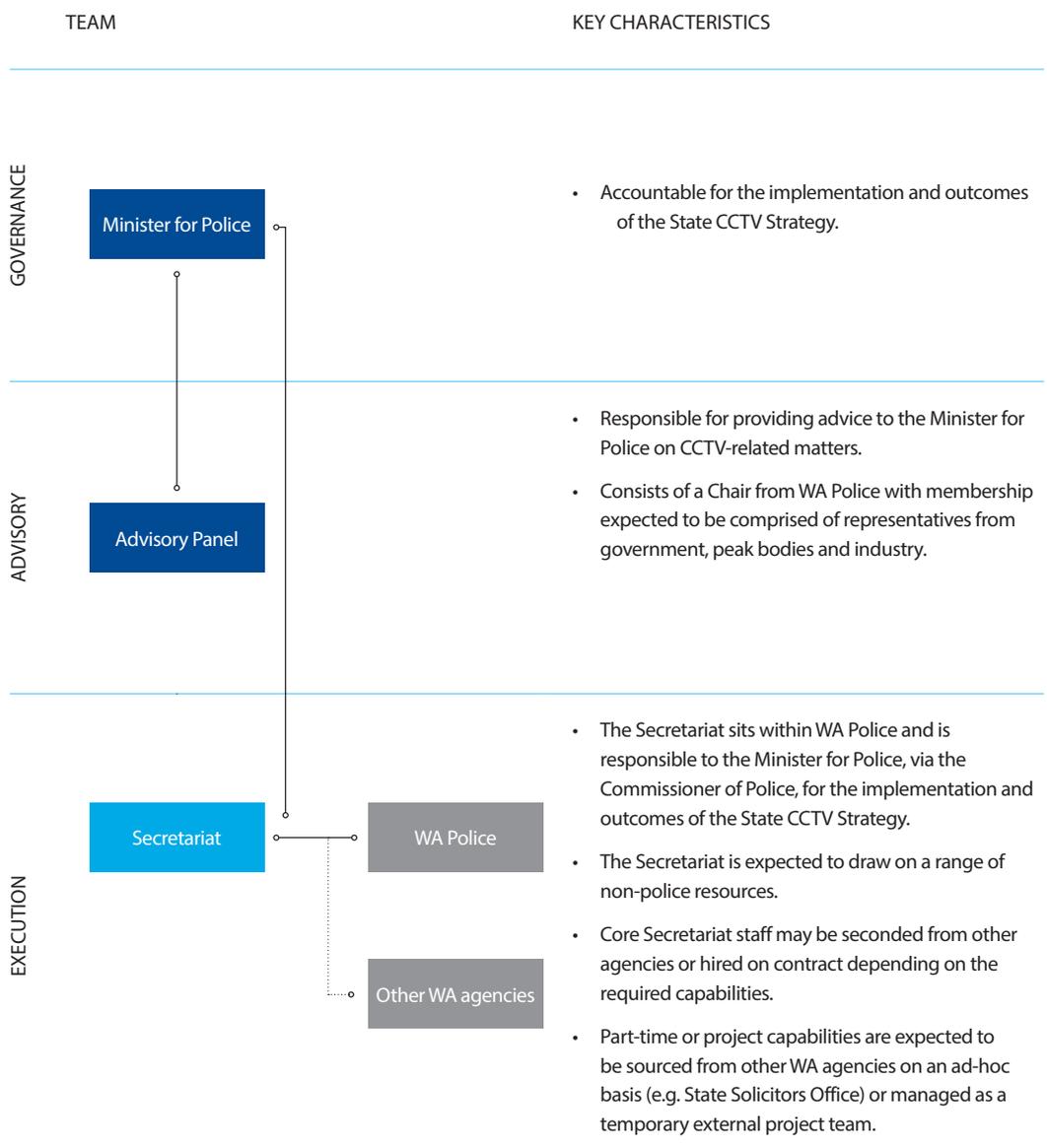
Following the incident, DFES decide to use the footage of the hazardous material spill and the emergency response team coordination for training purposes. By providing a real life example of an emergency response, DFES are able to improve knowledge sharing within the emergency services community.

How will the Strategy be delivered?

There are a number of components involved with the implementation of the State CCTV Strategy. These include a governance structure which displays the parties responsible for the Strategy, a detailed roadmap for implementation and a series of strategic constraints to be considered.

Strategic Governance

A State CCTV Strategy Secretariat, sitting within WA Police, will be responsible to the Minister for executing the Strategy's initiatives. A CCTV Advisory Panel will also be established and will be responsible for providing independent advice to the Minister on CCTV-related matters.



Implementation

The CCTV Strategy Secretariat will be responsible for the delivery of the State CCTV Strategy. To ensure that delivery and risk is managed in an achievable way for the community, business and government, the strategic initiatives will be implemented over three horizons.

Horizon 1 will run to the 2016/17 financial year with a focus on establishing the Strategy's key foundations with feasibility studies conducted to explore the required technology solutions and updates made to legislation, policies and criteria to support the Strategy's implementation. Any required technology solutions will be built in Horizon 2, commencing in the 2015/16 financial year and running until the 2016/17 financial year. Once built, the technology solutions will then be scaled to suit ongoing operations.

A review of this State CCTV Strategy will be conducted at the end of Horizon 2 when the required activities for Horizon 3 will be determined. It is also expected that Horizon 3 will pursue new opportunities identified following the implementation of Horizon 1 and Horizon 2, and may involve deepening technological capabilities through tools such as facial recognition and analytics to improve community safety and security outcomes.

HORIZON 1

Establish Foundations
2014/15 financial year

HORIZON 2

Build capability and scale
2015/16 financial year

HORIZON 3

Deepen capability
2016/17 financial year

TARGET OUTCOMES



Establish State CCTV Strategy Secretariat and the CCTV Advisory Panel



CCTV criteria, guidelines and procedures will be developed for the State



The State CCTV Register will be re-designed, built and launched



A Mobile Video Sharing solution will be explored



A feasibility study and pilot will be conducted for the connected CCTV solution

A staged implementation of the connected CCTV solution will be conducted



Existing legislation will be reviewed, amended and drafted



Grant funding rounds will be conducted



FUTURE DEVELOPMENT

Target outcomes to be delivered under the State CCTV Strategy are:



Establish State CCTV Strategy Secretariat and Advisory Panel

The State CCTV Strategy Secretariat, sitting within WA Police, and responsible for delivering the outcomes of the Strategy across government will be established. A CCTV Advisory Panel will also be established and will be responsible for providing independent advice to the Minister on CCTV-related matters.



CCTV criteria, guidelines and procedures will be developed for the State Strategy

As a pragmatic response to the long lead times associated with legislative change, policies, guidelines and procedures will be developed to support the Strategy in the short term. Areas covered by the policies, guidelines and procedures include donor and client eligibility criteria, roles, rights and responsibilities, and information retrieval procedures. This will allow due consideration of legislation change in the longer term.

A set of technical criteria will also be developed to help new or existing CCTV owners access leading practice thinking to identify appropriate CCTV infrastructure that suits their needs.



The State Register will be re-designed, built and launched

The State Register (currently Blue Iris) will be a comprehensive database which will provide WA Police with information on voluntarily registered CCTV cameras monitoring public spaces. It will facilitate the provision of CCTV evidence for their investigations and enhance operational capability for community protection. In certain circumstances, geospatial information may be used to assist other government agencies in planning CCTV infrastructure.

There are a number of issues identified with WA's current State CCTV Register, which will be addressed as part of this refresh.



A Mobile Video Sharing solution will be explored

To utilise the full potential of mobile technology beyond traditional CCTV systems, a number of mobile sharing options will be explored and tested. An appropriate tool may be selected to enable the community to share footage of emergency situations or report crime.



A feasibility study and pilot will be conducted for the connected CCTV solution

A connected CCTV solution will be established to enable clients, primarily WA Police, to directly access footage from high value donors. A feasibility study and pilot will be conducted by government to select the most appropriate solution from a number of potential models that have already been identified. Once a technology solution has been selected, it will be built and implemented with the first round of clients and donors becoming connected.



Existing legislation will be reviewed, amended and drafted

A number of pieces of legislation govern CCTV use in WA including the Surveillance Devices Act (1998) WA, Security and Related Activities (Control) Act (1996) WA and Freedom of Information Act (1992) WA.

It has been identified that these pieces of legislation were developed for precursory technologies to CCTV, leading to a lack of clarity and effectiveness for CCTV in WA. These Acts will be reviewed and amended if appropriate to ensure any identified gaps in current legislation are addressed.



Grant funding rounds will be conducted

A funding pool will be provided towards a State CCTV Strategy - Infrastructure Fund for the allocation of CCTV grants to eligible Local Government Authority (LGA) applicants for the purchase of CCTV or related infrastructure in priority personal crime hotspots.

Strategic constraints

Whilst there are numerous benefits to be realised by the Strategy, various stakeholders will be involved from across government, business, industry and the community all with differing agendas, business operations and technological systems.

This complexity raises a number of potential issues that may surface during the Strategy's implementation and operation. It is important that these strategic constraints are acknowledged and addressed from the outset of the Strategy's implementation to ensure a successful outcome.

Legal and privacy issues

Some members of the community may have privacy concerns in relation to the use of CCTV. There is legislation currently in place covering the use of surveillance devices to safeguard the public. The Strategy will review the legislation to address any gaps and reinforce its robustness. Criteria, guidelines and procedures will also be developed to support the legislation and define donor and client rights, roles and responsibilities as well as data access, storage and retrieval.

Participation issues

Potential donors may be discouraged from participating in the Strategy if it is difficult to do so, particularly CCTV owners who are contributing to the State Register. By making support available, CCTV owners will be kept informed about the 'who, what and where' of the Strategy as the implementation occurs. Opportunities for knowledge sharing will also be made available to encourage CCTV owners to participate in order to access these opportunities.

CCTV owners may also choose not to participate if the Strategy is perceived to be an invasion of privacy or if they feel that participation may impose additional costs on their operations. To address such concerns at the outset, there will be guidelines and procedures established to govern the collection, use and storage of CCTV footage to ensure that it is only used for its intended purpose.

Technological limitations

Connecting the State's CCTV systems will be challenging due to the diversity of system types, age and access restrictions. To circumvent this, the Strategy will prioritise the registered donors to identify those of the highest value for public safety to become connected, instead of attempting to connect all registered donors in the State.

The rapid development of CCTV technology may also outpace the relevance and suitability of the documentation supporting the Strategy. The Taskforce will be responsible for reviewing and keeping documentation up to date.

How will the Strategy's success be measured?

The Strategy's progress and outcomes will be measured on behalf of the community and government to track that the aspiration of the State CCTV Strategy is achieved.

What is being measured...	How will this be measured...
CCTV owner participation in the State CCTV Strategy	Growth in the Strategy's registrations and donors.
Improved community safety and security outcomes	Case studies will be sought from government agencies, businesses, industry and the community to demonstrate how the Strategy has been used and how it has contributed to improving safety and security in their community.
Grants contributing to improved community safety and security outcomes in crime hotspots	Recording the number of CCTV systems that are compliant to their grant acquittal and remain operational.
Opportunities for improvement through feedback from government, business, industry and the community	Online feedback will be collected to improve the Secretariat's operations.

For more information and Feedback

Please contact:

State CCTV Register

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Connected CCTV Solution

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- Department of Fire and Emergency Services
- Department of Health
- Department of Local Government and Communities
- Department of Transport
- Main Roads Western Australia
- Property Council of Australia
- Security Agents Institute of Western Australia
- WA Local Government Association (WALGA)
- Western Australia Police.