

London Borough of Hammersmith & Fulham

Implementation of body cameras for Civil Enforcement Officers - Parking



PARKING CHARGE NOTICE

WARNING

ONLY THE DRIVER OR PERSON
IN CHARGE OF THIS VEHICLE
IS AUTHORISED TO REMOVE
THIS NOTICE


How do you feel when you receive a PCN?

- * ENRAGED
- * FURIOUS
- * HATE
- * IRRITATION
- * MAD
- * ANNOYED
- * **ANGRY**



Parking Enforcement

- * London's boroughs have carried out parking enforcement since the early 1990s to minimise congestion, ensure provision for all and prevent unnecessary hazards.
- * Parking contraventions are dealt with by issuing a Penalty Charge Notice (PCN), vehicle clamping or vehicle removal to a pound.
- * Enforcement takes place by static CCTV cameras, mobile CCTV units in vehicles or on the street by Civil Enforcement Officers.
- * In total **144,399** parking PCNs were issued by the London Borough of Hammersmith & Fulham in 2012/13

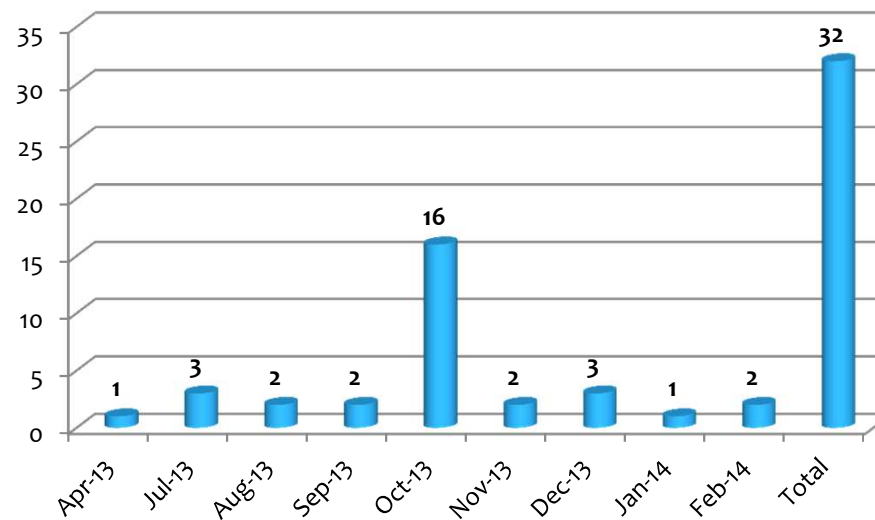
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- * In January 2012 the Transport, Environment and Residents Services Select Committee received a report detailing the level and trends of assaults suffered by the LBHF Civil Enforcement Officers (CEO).
 - * The committee endorsed the proposed acquisition of body cameras to act as a deterrent and if necessary make a recording of violent incidents that could be used as evidence in a court of law.
 - * In July 2012 the Evening Standard reported on LBHF being the first London borough to introduce body cameras.

Violence & Aggression at Work: Statutory requirements

- * Health and Safety at Work etc. Act 1974 (HASWA) – legal duty to ensure ‘so far as is reasonably practicable’ the health, safety and welfare of all employees
- * Management of Health and Safety at Work Regulations 1999 (MHSWR) – requirement for risk assessment for all foreseeable risks (Reg 3)
- * Reporting of Injuries, Diseases and Dangerous Occurrences Regulation 2013 (RIDDOR) - management of work-related violence is a matter of law. Incidents that result in death, major injury or absence from work for seven days or more are to be reported to the HSE.

Accident/Incident figures

- * The latest statistics show that in the last 10 months there have been 32 violent incidents recorded.
- * In 2010/11 there were an estimated 69 serious incidents reported more than one attack a week.



Part of the Job?

- * Physical abuse
- * Verbal abuse
- * Sexual harrasment
- * Racial abuse
- * Offence with a dangerous weapon
- * Anti-social behaviour
- * Psychological effects – stress/anxiety



Risk factors

- * Contact with members of the public
- * Exchange of money – faulty payment machines
- * Lone Working
- * Working in high crime areas
- * Working post daylight hours (winter)

The past

Two-way radio devices

- * Pros
 - Cost effective
 - Hard wearing
 - Easy to use
- * Cons
 - Possible loss of range
 - Congested channels
 - No recording facility



The present

Body Cameras: Reveal Media RS3 SX Camera

- * Simple one-click record
- * Fully articulated camera head
- * Front-facing screen
- * 1080p HD quality video
- * IP65 - weatherproof design
- * On-board video playback
- * External camera input
- * Protected files
- * Encrypted log of events
- * Automated date and time setting
- * Mark as evidence button
- * Removable battery
- * Stealth mode
- * Exclusive connection to DEMS



Key features

- * Protected files will not playback on regular media players
- * Encrypted log on device of recorded events
- * Device does not connect to computer without DEMS
- * Automatic date and time setting when connected to DEMS
- * Mark footage as evidential when in record mode on device
- * Stealth mode option

Methodology

- * In September 2012 body cameras were supplied to all 46 CEOs
- * In April 2013 a study was conducted to investigate the effect the body cameras had on the violence and aggression experienced by CEOs
- * A questionnaire survey was developed through engagement with the unions, senior management and health and safety advisors and issued to all 46 CEOs.
- * The survey was divided by the three main bases in which the CEO was located
- * Optional variable information: gender, age and ethnicity was included
- * Mixture of questions. CEOs were asked to rate responses on a scale of 1 to 5 about a particular statement such as:
 - *How safe do you feel when using the body cameras?*
 - *Has the introduction of body cameras had an effect on the level of violence and aggression you experience while carrying out your duties?*
 - *How often have you recorded an incident using the body camera since their introduction?*
- * A free response section was included to suggest ways to make improvements
- * The aim of the questionnaire was to ascertain whether the cameras had a protective effect, to identify areas for improvement, and further learning following implementation.

Results

- * High response rate – **68%**
- * Overall the body cameras have had a positive effect.
- * 6% of respondents felt very safe
- * 23% of respondents felt safe
- * 15% of respondents experienced no difference
- * 2% reported that they felt unsafe
- * 30% of respondents felt the cameras affected the level of violence they experienced.
- * No evidence to suggest heightened levels of violence due to age, race or gender.

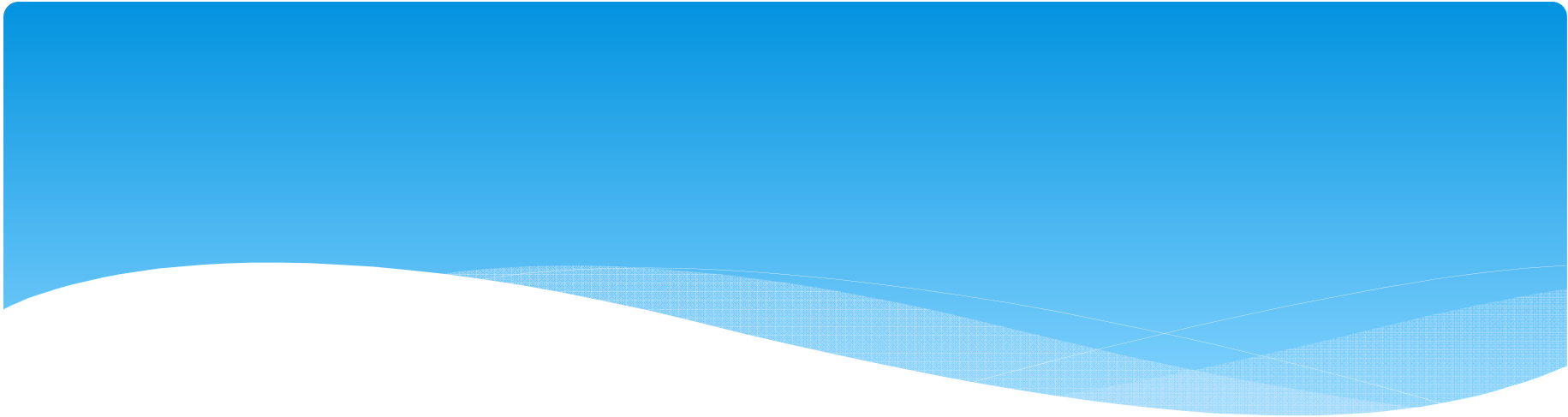


Lessons learnt

- * Additional support for CEOs following an incident from management and the Police.
- * Perceived lack of incident follow-up - CEOs felt vulnerable returning back to the streets after time off following a particularly violent incident.
- * More promotion of the employment assistance programme was necessary
- * Additional refresher training - Conflict Management, Personal Safety Training, Lone Working – all incorporating the use of the body cameras
- * Body cameras alone **cannot** be the only source of protection during a violent incident

Has the implementation of the body cameras been effective?

- * Yes
- * Body cameras act as a deterrent, reducing the amount of violent attacks on CEOs
- * Better understanding of CEO perception of health & safety
- * Evidence of management commitment improved staff morale
- * Further enforcement of existing zero tolerance policy
- * Media coverage has been beneficial
- * Feedback from survey has been used to improve safety within the section and devise action plans



Thank you