



**BIGGAR  
COMMUNITY  
COUNCIL**

## **CCTV Survey Report**

**Background** The topic of CCTV on the High St has been raised several times at Biggar Community Council (BCC) meetings, particularly after a spate of break-ins about a year or so ago. BCC ran a survey to assess the views of residents and businesses to this suggestion. Preliminary enquiries suggested that the cost of a system of 11 cameras covering the area from Broughton R/North Back Rd to Station Rd/Park Place would be £25,000 - £35,000 with an annual running cost of about £2,400 a year.

Due to the constraints of BCC's budget, the survey was primarily conducted via the BCC website using the simple survey facility provided by Weebly. This limited the number of questions to five and meant that the survey was necessarily less sophisticated than it could have been if software such as Survey Monkey had been used. The basic nature of the survey prompted a few adverse comments, particularly because there was no question that specifically asked whether respondents would be in favour of a CCTV system on the High St.

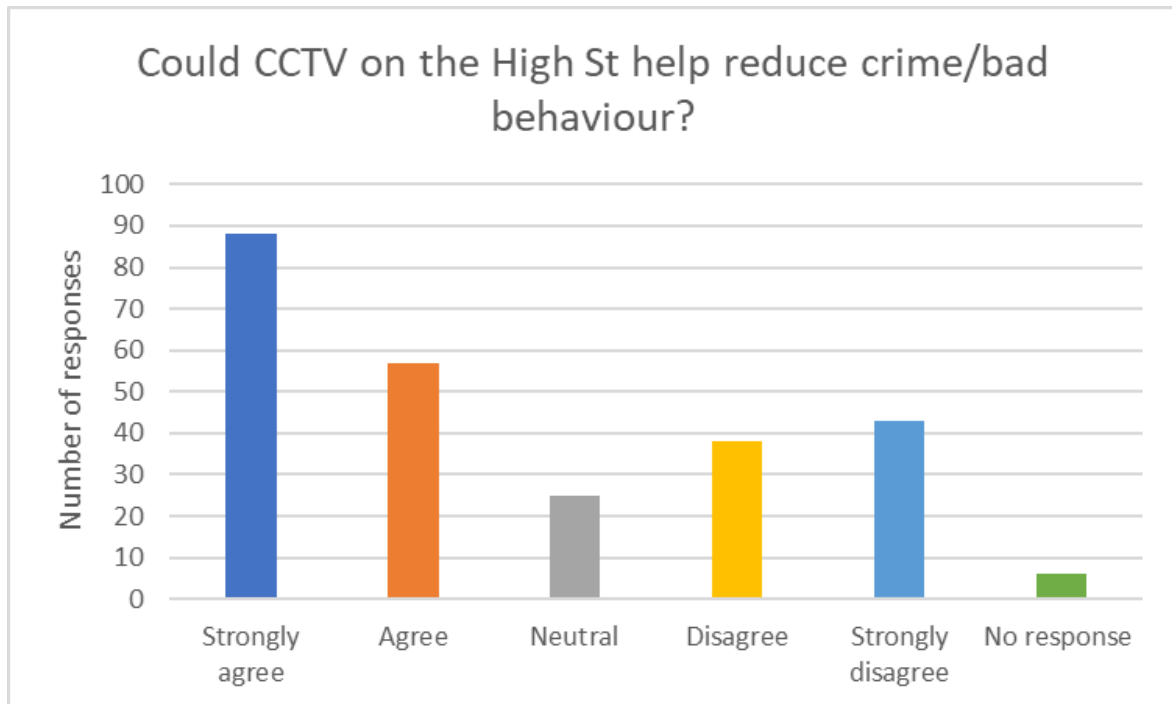
The survey was publicised via the BCC website and social media. Paper copies of the survey were available on request, although no requests for these were received. 1 completed survey, with detailed responses was received via the BCC generic email. In addition, 82 paper copies of the questionnaire were delivered to local businesses. The survey ran from 30 Nov - 18 Dec 2020.

There were 250 responses to the online survey, of which 4 indicated they were from business owners, 6 responses to the paper copy survey distributed to businesses and 1 email response. It is possible that more than 4 business owners completed the online survey but did not comment to indicate this.

There were four questions which either provided answers for respondents to select or promoted a limited type of response and one open-ended question where respondents could provide their own text.

The IP addresses of the online responses were checked to see whether multiple responses had been submitted from a particular device. There were a few instances where two or three responses were submitted from one device. This could be due to household members sharing one device between them. In one case five responses were submitted from the same device, however these were all different, so could have been from a shared device in a public space such as the Library or a school. There were no multiple submissions which gave the impression of any attempt to skew the survey response, and so all responses to the online survey have been included in the analysis below.

**Qu 1 Do you think that installing a CCTV system on the High St would help to reduce crime/bad behaviour in Biggar?**



Strongly agree – 88

Agree – 57

Neutral – 25

Disagree - 38

Strongly disagree – 43

No response – 6

So 56% of respondents felt that CCTV could reduce crime and anti-social behaviour, 10 % were neutral, 32 % felt that it would not address this issue and 2% did not respond.

The ten responses from which were identified as being from business owners are included in the figures above and are shown separately below:

Strongly agree – 2

Agree – 5

Neutral – 1

Disagree - 0

Strongly disagree – 2

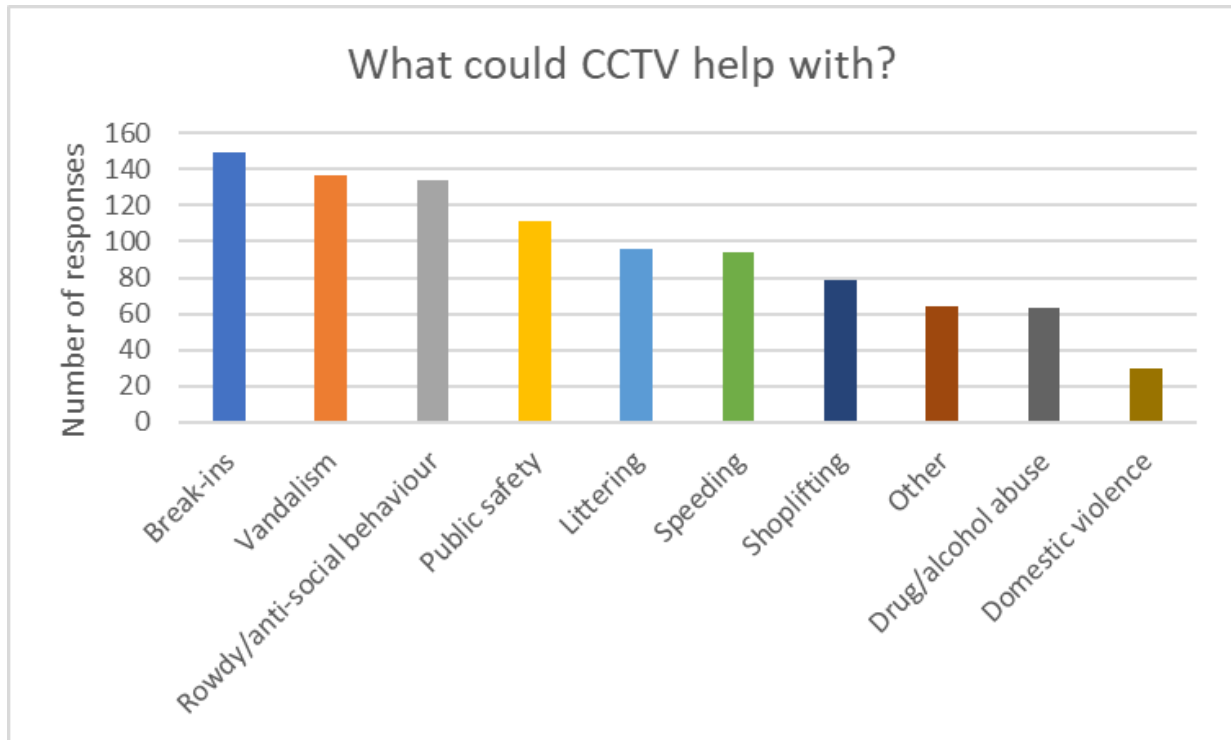
No response - 72

Five of the businesses identified were on the High St, two were not and the location of the other three was not indicated.

Some respondents who indicated that they felt that CCTV could reduce crime and antisocial behaviour indicated in their comments that despite this they would not be in favour of it being installed in Biggar because the benefits were outweighed by concerns about privacy,

cost or effectiveness. Some respondents also felt that they did not have sufficient information on rates of crime and anti-social behaviour in Biggar to make an informed decision.

**Qu 2 What do you feel CCTV could help with?** (Multiple responses were allowed to this question).



Break-ins – 149

Vandalism – 137

Rowdy/anti-social behaviour – 134

Public safety – 111

Littering - 96

Speeding – 94

Shoplifting – 79

Other - 64

Drug/alcohol abuse – 32

Domestic violence - 30

**Qu3 Do you feel that any other areas of the town might benefit from CCTV? If yes, please say where.**

Most respondents did not respond to this question. Where responses were provided, they tended to indicate that CCTV was not needed elsewhere, and some respondents indicated that they felt it was not needed at all. Other than that a wide range of potential additional locations were suggested, but there was not widespread support for the need for CCTV at any of them.

Not needed elsewhere - 29  
Not needed at all – 8  
Closes, backs of shops and surrounding streets – 7  
Burnbraes/Covenanters' House – 6  
The Coop area - 5  
Boating pond/public park – 3  
Need more information – 3  
Coulter Rd - 3  
Covenanters' House – 2  
Gas Works Rd - 2  
High St should not be the priority – 2  
All over – 1  
Broughton Rd – 1  
The Wynd – 1  
John St - 1

**Qu 4 Would you be prepared to help with running a CCTV system?**

Most respondents answered this question. The answers were as follows:

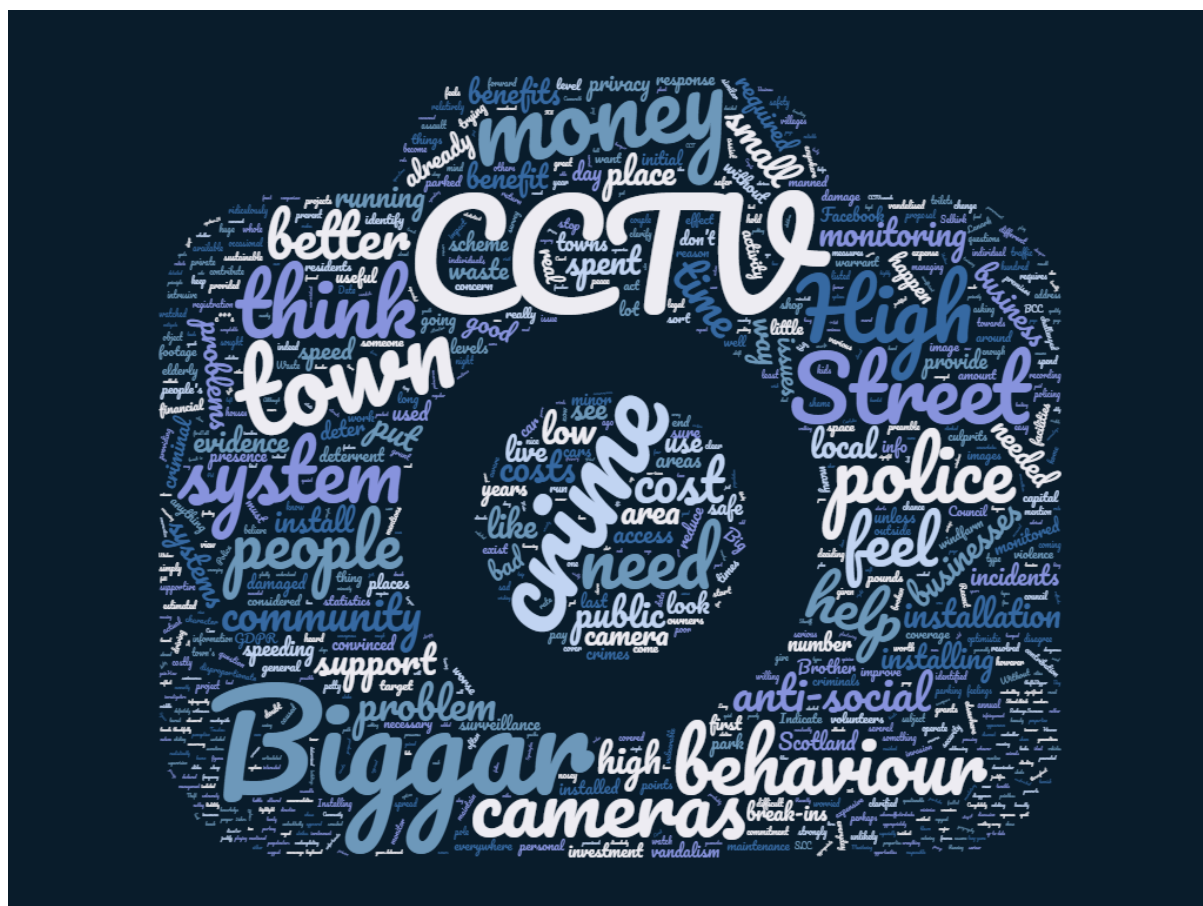
Yes -29  
No - 147  
Maybe – 72  
No response – 9

In most cases, those offering to help did not indicate what sort of help they would be able to offer, however, one individual and one business offered financial support, and three businesses indicated that they might do, particularly if others contributed. One individual offered to volunteer to check that the system was not vandalised, and two people with professional expertise of CCTV systems offered to provide advice.

## BCC CCTV Survey Comments

There were 120 responses to the open-ended question asking for general comments on CCTV. Some responses made more than one point.

65 of comments (54%) were negative about the idea of installing CCTV on Biggar High St, 23 (19%) were positive and 32 (27%) were neutral. There was also one detailed response from an individual with experience of running CCTV systems for a large public organisation. The responses are given in full in Annexes 1 and 2.



A number of common themes emerged.

- **No severe problem with crime or anti-social behaviour in Biggar.** 47 respondents stated that in their experience Biggar had low rates of crime and anti-social behaviour which did not warrant CCTV, and/or that they would need to see evidence from crime statistics to be convinced that CCTV would be justified.
- **Types of issues which CCTV might address** 37 responses gave further information on the types of issues which people felt that CCTV could address. As views on many of these issues had already been sought in Question 2, further information would probably only be given in this section where respondents wished to add background information or felt particularly strongly about an issue, so these numbers are lower than in Question 2. 12 respondents mentioned traffic issues (including poor parking, bad driving, damage to vehicles, speeding and number-plate recognition)  
8 responses suggested that CCTV would help to tackle anti-social behaviour such as vandalism, drunkenness, petty crime and littering.  
7 people indicated that CCTV would be a general deterrent to crime and anti-social

behaviour, while 4 said it would provide peace of mind.

3 people stated that it would prevent break-ins.

3 mentioned that it could assist with missing persons cases.

2 felt that CCTV could help to prevent pet thefts.

- **Costs.** 36 responses expressed concern about the high cost of a CCTV system, and/or asking where funding would come from, particularly for ongoing running costs. There were suggestions that funds would be better spent on other crime-prevention measures or on other projects in the town such as providing facilities for young people.

A further 4 respondents felt that the costings given in the preamble to the survey were too low to provide a system of a high enough standard to be able to deal with many of the issues in Question 2. Two of these responses were from people with professional experience of CCTV systems: one of these was from a CCTV installer and one from the someone with experience of managing security for a large public organisation.

There were a number of questions about how a CCTV system would be funded. 8

respondents felt that if businesses wanted CCTV they should either purchase systems for their own premises or meet the cost of any system installed on the High St, while others suggested that windfarm grants, SLC or the police should meet the costs.

- **Privacy.** 22 people had concerns about privacy and data protection. Five responses pointed out the need to comply with GDPR requirements, including the need for secure data storage and training for anyone with access to CCTV images. The need to conduct a Privacy Impact Assessment was also highlighted. It was pointed out that these are fairly complicated to set up and ensuring compliance can be time-consuming, particularly if members of the public exercise their right to request the images of themselves held on the system.

There was particular concern about the idea of local people rather than the police or SLC managing the system and worries that this could encourage nosiness, gossip or people taking the law into their own hands. There were also concerns about possible use of images on social media, and particular concerns about access to images of children.

Some people pointed out that crimes such as domestic violence generally take place in people's homes, and so CCTV would not help with this unless cameras were trained on flats and houses, which would not be allowed.

There were some questions about whether CCTV footage could be used as evidence, and in particular whether CCTV systems were able to zoom in sufficiently to be used for number plate recognition. One respondent stated that convictions for substance-related crimes could not be secured via CCTV evidence alone, but would also need forensic identification of the substance involved.

- **Effectiveness.** 17 respondents felt that CCTV on the High St would not be effective in reducing crime for a number of reasons: assaults and domestic violence often occur in private homes and are not premeditated; shoplifting takes place inside shops and break-ins are carried out by professional criminals who would avoid detection by CCTV.

A number of responses noted that while CCTV might not prevent crime and bad behaviour, but could make it easier to identify the culprits.

8 responses raised concerns about lack of policing in Biggar, with some feeling that this would hamper efforts to make arrests based on CCTV footage, and others feeling that CCTV might be used to let the police off the hook and lead to further reductions in police on the street. There were mixed feelings about whether CCTV could be a substitute for a

police presence.

4 responses suggested that most crime and anti-social behaviour did not take place on the High St, but happened elsewhere in Biggar and would not be addressed by CCTV on the High St.

3 responses expressed concerns that a CCTV system would just shift problems away from the High St to areas that where it would be harder to police.

There were also some questions about whether the system would be monitored 24/7 or whether recordings would be reviewed if and when required.

- **Effect on the look and feel of the town** 9 respondents felt that CCTV and accompanying signage would adversely affect the look of the High St, and would give the impression that Biggar had higher crime levels than it actually does. There were also worries that if CCTV cameras were damaged or problem behaviour moved elsewhere there could be a proliferation of CCTV infrastructure which could become increasingly intrusive.
  - **Other solutions should be tried first.** 7 respondents felt that while CCTV might work as a last resort, other measures to address problems should be tried first. There were a number of ideas about what these might be ranging from more compassion. support services, discussion with Crime Prevention Officers, and better signage and lighting to CCTV alternatives such a live webcam system, doorbell CCTV systems for High St properties and funding to help businesses install their own CCTV systems.
- A further 5 responses stated that speed cameras would be preferable to CCTV.

## Conclusions

The survey has shown that there is a wide range of opinion in Biggar regarding the idea of installing a CCTV system on the High St.

A slim majority felt that it could reduce crime and antisocial behaviour. However an equally slim majority of comments were negative, and a number of concerns were raised around need, cost, privacy and effectiveness which would need to be addressed before a project could go ahead.

Break-ins, vandalism and anti-social behaviour were felt to be the main things which CCTV might be able to help with. CCTV was felt to be least useful for dealing with domestic violence and drug/alcohol abuse. It would be useful to gather evidence on the type and frequency of crime and anti-social behaviour which occurs on the High St as this would help people to decide whether or not they would support a CCTV scheme.

As a number of respondents felt that number plate recognition and speed assessment would be useful aspects of a CCTV system. It would be worth checking whether the type of system which quotes have been obtained for would be able to carry out these functions.

A range of other locations where CCTV might be deployed were suggested. The most popular suggestions were closes and areas around the High St, the Burnbraes/Covenanters' House and the area around the Coop, although there was no widespread support for CCTV in any of these locations.

A number of other measures to prevent crime and anti-social behaviour have been suggested, and these should be investigated.

It is disappointing that more identifiable responses from businesses were not received, but it is possible that some businesses responded to the online survey without making this clear. Also, under current circumstances of Christmas and COVID, it is understandable that they might have other priorities. With just 10 responses from 82 businesses, it is difficult to form a clear picture of whether or not businesses feel that CCTV would be beneficial to them.

A rather limited number of respondents expressed an interest in assisting with a CCTV project either financially or as volunteers, but the offers of advice from two people with professional experience of CCTV system are welcome.



## Annex 1 Full responses to the open ended question inviting general comments on CCTV

The punctuation and spelling of responses are as received. One response contained very strong language, and some letters have been replaced with asterisks in this. Personal information such as names and contact details has been withheld. Duplicate responses have been retained as they may represent the views of like-minded people at the same address.

1	Is there really a problem in Biggar?
2	Making sure that the cameras are discreet and not making the town look like a prison is paramount
3	I don't feel that cctv in Biggar high street would benefit as much. Many people visit this town because of its feel and with cctv it will deter people and the image which we all work hard to portray would be lost. Yes there have been times where it would've been ideal but realistically it's not everyday that these occurrences happen
4	Is Biggar such a crime haven? Is this money well spent - Eh no
5	Recent vandalism at public toilets could have been resolved
6	It's a sad state when a small town like Biggar feels the need for cctv. Everything is blown out of proportion by the keyboard warriors that battle it out on Facebook. In the scheme of thing I'm sure the crime figures in the middle class hamlet of biggar are tiny in comparison to other areas of the country
7	I'm torn as others may feel safer but not sure it will change behaviour and is a huge infringement on personal space. It's nice not to be recorded.
8	I don't see what problem this is trying to address. CCTV would be a waste of money and time. CCTV systems have not worked elsewhere, and would be addressing a non-issue in Biggar. SLC and the police have advised against them as there other measures which would work better. If it had any effect, CCTV would just shift problems like anti-social behaviour to other areas which would be harder to police. Also CCTV involves a lot of paperwork and would just intrude on people's privacy when they are going about their everyday business.
9	I feel this is a long time coming
10	Privacy concerns over who manages the footage, where it is stored and who has access. Without knowing this I would not support it's installation. Even if this was all clarified, I doubt it would be clarified in a satisfactory way to make me support it's installation.
11	If Shop keeper want this system they should install them and pay the maintenance involved.
12	I like the ability to view live the Lanark Web cam. Could this be considered?
13	Biggar has been fine without surveillance. This is an invasion of privacy that the people of Biggar do not need.
14	Total waste of time and effort. - Unless CCTV is staffed 24/7 it has zero effectiveness. Cameras and equipment will be aa blight on the High street. So its a big NO NO NO
15	As a resident I don't have strong feelings on this but I would be led by the town's small business owners.
16	1. Installing CCTV may help identify some of the culprits however this is likely to be post-event. I don't think it would necessarily deter some people. 4. In other towns/cities how are these systems funded? Could the Council not apply for funds from Proceeds of Crime receipts to fund the project? Cut-backs in police presence have likely led to the issues getting worse - in their absence perhaps this would be a less costly substitute?

17	<p>I believe that a cctv system will be unlikely to reduce crime in Biggar but may become useful in finding culprits of crimes committed.</p> <p>It may be deemed more realistic for small grants of a few hundred pounds be made available to business owners to cover the costs of installing cctv systems in their premises.</p> <p>For a full town cctv system the privacy of the public must be considered, access to the video footage must be restricted and the use of the footage must be declared to the public.</p> <p>I disagree with the option for speeding however for catching evidence of bad driving and damage to vehicles may be useful (after having my car damaged and the police not follow up).</p>
18	<p>CCTV is not required, anti social behaviour and crime in general is extremely low. Running these systems takes a lot of money, and unless it is manned 24hrs a day is pointless. Also the nearest cops can be many, many miles away</p>
19	<p>I honestly don't think Biggar requires cctv.</p>
20	<p>Pet Theft</p>
21	<p>Don't do it, we dot need it</p>
22	<p>CCTV is not the saviour that people think. What is the actual crime/asb problem in the area and does it justify the initial outlay and running costs?</p> <p>You will also have to consider training for those monitoring the system and have a proper management and audit process for the system.</p> <p>GDPR will also have an impact on this.</p> <p>Have you engaged with Crime Prevention officers from PSoS as I think that installing better lighting, signage etc or even encouraging private space CCTV as opposed to public space CCTV would be more beneficial.</p>
23	<p>The onlyreason I can think of cctv being any use is for speeding traffic and I'm not sure how that would work</p>
24	<p>I think it MIGHT help, but is too expensive to install,monitor/operate, as well as ongoing maintenance etc. The wind farm money might help to get it started, but when the wind farm money runs out then how will it be paid for? In 15/20 years time, when the political winds blow a different way?</p>
25	<p>Happy to make an annual contribution</p>
26	<p>1 - what crime are we trying to tackle?  2 - the cost, both initial purchase and annual costs are far too high  3 - who would be monitoring the output and what security and GDPR processes and procedures would be put in place  4 - seems overkill for a small market town in Scotland.</p>
27	<p>We dont have a police presence in Biggar. This is unlikely to change. Surely a cctv will act as a deterrent to those from inside and outside of our town that view it as a easy target for breaking into private residences or businesses.</p> <p>If you are doing nothing wrong cctv should not concern you.</p> <p>It may also give elderly residents reassurance.</p>
28	<p>I think its a lot of money for relatively little return when there isn't a lot of spare cash around, and not that much poor behaviour.</p>
29	<p>Waste of money and not warranted .</p>
30	<p>The impact of such a system on privacy and individuals' rights must be considered.</p>
31	<p>This would only be viable if there was a grant for installation. Agreement re running costs and monitoring could be problematic</p>
32	<p>Waste of money very little crime in the town</p>
33	<p>Overall cost would be the deciding factor and who/cost of monitoring.</p>
34	<p>CCTV in the community toilets has been useful in solving various incidents. The police have accessed it too, when investigating a serious assault.</p>

35	I am sure you will consider for applying for a SSE Clyde Wind Farm grant for this. The new extension fund might well cover this. WHOM has access to CCTV is critical here. Ultra secure it will need to be!
36	Its a shame that a wee town feels the need for cameras but if it helps then that'll be great.
37	If someone is seen to be engaged in bad/criminal activity, can CCTV be used as evidence, I have heard it may be inadmissible for the police. Heard this about CCTV in other villages.
38	Just last night with a vulnerable lady missing, cctv might have helped!
39	I live outwith Biggar.
40	The cost is excessive and could be spent on more worthy projects. CCTV does not prevent bad behaviour!
41	I don't support this at all.
42	With the reduction in policing in the area, I think it has become necessary to out some other monitoring service in place. It would at the very least discourage those whomay chance their arm! And stop Biggar being an "easy target" for those more determined. Most notably the burglaries at Gillespie centre and local shops. I want Biggar to stay a safe if not safer than it has been of late. Cctv could also help with locating elderly who go wandering. Gets my vote.
43	Who pays? What about GDPR? Who has access to the recording? How long is the recording kept for? Who vets the people who can watch it? Can you take prints from it and who polices that? It's a snoopers and voyeurs charter, not to mention your long-game playing perverts who like to watch children and will do anything to get access to images of them. This is a disaster waiting to happen. Make sure your public liability and legal expenses insurance is up-to-date before you take this forward.
44	The "crime" rate in Biggar surely doesn't warrant the need for CCTV. If it was installed it is surely not the sort of thing that should be manned by volunteers.
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46	The issue is speeding cars. Speed camera are required at either end of Biggar in
47	I assume that the windfarm will pay the capital cost, will the council pay for running costs
48	Can we have some discussion around the need for this, with some statistics on incidents such as those mentioned above included. I don't support the notion that we should install this type of general supervision in our town just because we can. We need evidence that there is a need for it in the first place.
49	CCTV would deter criminal behaviour and provide peace of mind. The initial cost may seem steep however spread throughout the community the cost would not be high and once installed there is little maintenance. There would also be grants available which would assist in the cost. If it prevented further break ins on the high street and provided peace of mind it's surely a cost worth considering.
50	I thought SLC had a responsibility to install and run
51	Always cars being damaged on the high street. Recent break ins would have benefitted from full cctv. Traffic issues could be resolved or debated effectively if cctv. Congestion due to bus stops analysed etc. Would serve multiply purposes.
52	It would be good cos of all the cars that get damaged when parked
53	More info needed in particular who would. Monitor the cctv. CCTV in towns and villages should only be monitored by police or other authority employees. Data protection and privacy issues
54	The town doesn't need it and it would spoil the whole feel of the town
55	There have certainly been a few incidents but it is relatively small. This money might be better spent on providing facilities for young people, and possibly some businesses may onxest on their own systems which will have a knock on effect. CCTV in Biggar is disproportionate and would tarnish it's image.
56	Not necessary

57	<p>Biggar is one of the few communities left in the UK which doesn't suffer from oppressive policing or enforcement wardens - it is why I chose to live here.</p> <p>Please keep it that way - it would be a sad day if the inhabitants of Biggar are to be subjected to intrusive surveillance 24/7.</p>
58	<p>Where do we have all these problems that you are asking in question 2.</p> <p>Why do you think ctv is necessary in Biggar</p>
59	<p>Could help with number plates to do with crime and drunken behaviour on the street that leads to damaged caused by this!</p>
60	<p>Encouraging the installation of cctv cameras everywhere is an invasion of people's personal lives. Some people don't want to feel like they are being watched everywhere they go.</p> <p>In a place like biggar where crime is very low I strongly disagree with this. While most businesses also use their own personal cctv systems there is no need for more.</p>
61	<p>The criminal activity in the High Street has, in the main, been actions of assault where the police have used the cameras that exist outside High Street premises. At least 90% of activity is not on the High Street, so apart from protecting the BCC members that live on the High Street (all but one member!) how could this be a scheme for the advantage of the whole of Biggar?</p>
62	<p>I don't see the need for cctv on the high street as most of the houses are off that area so wouldn't do anything to help the break ins!</p> <p>All I could see it would be any good for in that area is speeding traffic, that still pounds through Biggar!!</p>
63	<p>As previous need police who actually do something not cameras unless you are covering the entire town and keep expanding them as th problems spread out from protected areas</p>
64	<p>I don't think there is a need for CCTV. I don't think the crimes listed above exist. The questions seem to imply that the problem does exist and would CCTV help. I think it would be costly for no great benefit.</p>
65	<p>I'd be happy to lead volunteers with installing and operating any system at no cost to you guys (coffee and biscuits only).</p> <p>I already hold Data Controller status for several systems (standalone, networked , IP etc) which ensures I'm legal to operate and control systems.</p> <p>Trained and certified installer by several trade bodies. Holder of current Public Space Surveillance licence issued by SIA last year.</p> <p>Get in touch if you need any help or info.</p> <p>Good luck with your project although your estimate of cost is very optimistic. Very optimistic indeed. Buy cheap and you'll end up paying more in the long run!</p> <p>[Name and contact information withheld]</p>
66	<p>Is this needed? Is this going to be like Big Brother? If you are going to spend money let's have speed cameras! Are you going to look into people's houses to check for domestic violence?</p>
67	<p>I live in the highstreet and would help with the safty of the cameras .</p> <p>If vandalised .</p>
68	<p>I own a shop in Biggar and feel there's no need whatsoever for a CCTV system.</p> <p>We're not a high crime area. The deterrent argument doesn't hold because there's only minimal crime here in the first place. Some crime will happen no matter what measures are in place.</p> <p>I can only imagine how horrible the legally required " CCTV in operation" signs will look all over the town. And what message would they send - to visitors but also to all of us as we go about our daily lives?</p> <p>The return on this investment is going to be small because crime levels are low. What else could be done for Biggar with 35k?</p> <p>Our parks could be put on the path to becoming more beautiful, sustainable places. Projects that support vulnerable families, school-leavers, elderly people and refugees recently arrived in Scotland could be given a jumpstart. These are the kinds of things that create lasting, generational benefits for a community. The benefits of a CCTV system? It might assist in the occasional, minor prosecution.</p> <p>And finally, we should be able to walk down the street in a small place like Biggar without being monitored. The UK is the most surveilled nation in the world. I see no good reason to add more cameras here.</p>

69	<p>Too many noseys in Biggar already without adding more. I'd be worried that the data would be the subject of gossip by the staunch "biggaronians". Install it sure but it has to be operated by trained and licenced people not the noseys that present themselves as champions of the Biggar people AKA, the community councillors clique.</p>
70	<p>I am distressed by this proposal which reflects many of the attitudes I see expressed on the public facebook page. Most circumstances which give rise to crime and 'bad' behaviour would be better served by an increase in compassion and supportive services.</p>
71	<p>With vandalism happening in Biggar and littering getting worse</p>
72	<p>There will always be petty crime, CCTV will not stop this or cover everywhere. Most people wear hoodies and cannot be identified. I have never felt unsafe day or night ( I am a 66year old woman ). Have you got info from other towns that are similar to Biggar - is crime reduced if CCTV is installed?</p>
73	<p>Don't think it will benefit.</p>
74	<p>I feel that CCTV will give Police Scotland even more reason to reduce patrols from the low level we get now. Unless the scheme is well signed, I doubt it would have any impact on crime or vandalism levels.</p>
75	<p>Do we have enough of a problem with the things listed above to make it worthwhile?</p>
76	<p>NO NO NO. Money would be better spent on Speed Cameras.</p>
77	<p>The biggest concern would be who is monitoring, is this for police use only. Otherwise accusations of big brother will come in. This should be for the benefit of local businesses due to break ins over the last couple of years.</p>
78	<p>There may well be benefits but I'm not sure that CCTV is required anywhere in Biggar, it would be helpful to know what problem is trying to be solved or mitigated before deciding on a course of action for anywhere in town. Collecting data on apparent issues and their locations could be a first step. I am also concerned that putting up CCTV could move problems from one area to another without such monitoring- such that cameras are constantly needed to be added and the system expanded - not sure if this is sustainable. Might there be other methods of controlling any local problems and can we look at all the reasoning and possible options first? Has this all come about because the police station has closed and there is insufficient police presence nowadays? If so, I don't think CCTV can in any way mitigate for a lack of police.</p>
79	<p>Not a Biggar resident ( Symington) but still feel I am part of the community</p>
80	<p>It's not needed. This is coming from someone who's business has been broken into in the last 3 years. It's a deterrent but I still don't think it's needed. CCTV is needed in areas with high crime, not the odd brake in and broken plant pot! It is nice we live in an area with no CCTV and low crime. Long may it continue</p>
81	<p>Waste of time and money which could be better spent on speed cameras.</p>
82	<p>Waste of time and money which could be better spent on speed cameras.</p>
83	<p>Why does Biggar ...the sleepy little town require CCTV Surveillance system , is this a cop out by the police and the residents of the town or are we just going down the road of Big Brother ? Before spending vast sums of money on such a system can the Community Council provide the statistical evidence to prove the need and that Biggar community is not just bowing to a committees ego trip ? If you provide the evidence and it is justified I will support if you cannot, I will strongly object.</p>
84	<p>We moved to Biggar five years ago and we are not aware Biggar has a problem with bad behaviour etc that requires the installation of CCTV camera. It is worrying that CCTV is required in such a small town. A speed camera may be a more appropriate use of the money.</p>
85	<p>There are too many pros and cons for an opinion to be formed from this survey eg are there more pressing issues to allocate such a sum of money? How much real benefit would it be to the community ?</p>
86	<p>Monitoring of speeding and bad driving should be given a high priority for this system.</p>

87	I as most of Biggar Business group would gladly help and perhaps help with funding but most feel that this would only be acceptable if All then businesses and high street residents were encouraged to contribute. We have covered this subject before and in the end most shop keepers decided they would deal with their own security.
88	Difficult to comment as no info on seriousness of incidents or crime statistics in Biggar. Is the solution worse than the problem?
89	This survey is poorly articulated as it presumes that you are I favour of public CCTV. There should be an initial question asking if you are for or against the principle of a CCTV scheme before asking questions as to whether such a scheme would be effective
90	Looks like a huge investment which has no guarantee of any effect- If individual businesses wish to install cameras etc at their own expense I would not object to them doing so. Seems like many areas are covered by cctv to no obvious benefit
91	What evidence is there for the need for CCTV in Biggar High Street? Indicate the number of smashed windows in the High Street. Indicate the number of assaults caused by alcohol in the high street. Indicate the types and amount of social behaviour in the High Street. I live in the High Street. I lived in Carnwath Main Street for 20 years and the above problems were prominent peaking in 2009. To repeat: what evidence is there for installing CCTV. Re. the mention of Selkirk - drunk and disorderly behaviour is a regular feature in the Sheriff Court re. Selkirk. – [Name withheld]
92	I understand individual premises wishing to protect themselves but I dont think CCTV will actually stop crime and we are already over supervised and becoming a big brother society... I want the freedom to be anonymous and not feel spied on from every corner when just going about my day to day life walking down the street! Although there have sadly been some recent incidents, there is cctv already in various places and it didnt stop them. Breakins etc are often drug related and if someone is high and inclined to rob they will most likely take the chance anyway and not pay attention to cctv. It also sounds like a very significant investment of public money when business owners who had any grave concern could just install a simple camera system themselves for a couple of hundred pounds. I come from a rough council scheme in a larger town and love the quaint charm of Biggar. I dont think plastering the place in cameras is going to help maintain the towns character and image. In my home town at first when the council put cameras in then the cameras got vandalised they had to reinstall them high up on a pole. Then when youths climbed the pole they had to put a cage around the camera. It all starts to look really ominous, like a jail yard. This simply creates a climate of fear in the general population and exacerbates the sense of them and us/ feelings of resentment amongst the youth/ antisocial minority - which can then simply stoke more violence. If you start treating people like caged animals who have to be monitored, they start to act like it! I think we have a lovely responsible community who will share information if they see something not right, and it would be a shame to turn Biggar High St into a copycat of unsavoury streets in major problem towns. Let's encourage the town's character as it is, rather than stoop to catering for the, thankfully very occasional, lowest common denominator.
93	Not convinced the crime levels in Biggar warrant CCTV installation. As an incomer to the town it strikes me that sometimes local perception/ reaction can be disproportionate to the actual issue, often fuelled by a small number of very vocal, undoubtedly well meaning, individuals. I would definitely not be supportive of CCTV being run locally.
94	With all the cars being damaged while parked it would be good to catch the culprits
95	It may help identify when town is busy/quiet, highlight any parking issues?
96	Why can it not be mandatory for businesses in the town to install there own CCTV cameras then BCC could install and maintain others at what would be points of need in the town.
97	Capital costs as estimated cannot be challenged but running costs seem ridiculously low for 24/7 coverage. While the preamble mentions "support" from the community it does not clarify if this would be financial or by way of time commitment. I feel these points should be made clear before real response is sought from the town.

98	Capital costs as estimated cannot be challenged but running costs seem ridiculously low for 24/7 coverage. While the preamble mentions "support" from the community it does not clarify if this would be financial or by way of time commitment. I feel these points should be made clear before real response is sought from the town.
99	Put the money towards better play park facilities for the kids. For the amount of kids in Biggar the park facilities is terrible not enough swings, slides, climbing frames. Put it towards a Pump track, skate park.
100	Biggar can be considered a soft target by criminals due to isolated nature of the town. Police presence is non-existence and call response times are poor due to the geography. I would suggest an FOI to Police Scotland to get some knowledge of crime trends, frequency, response times etc.
101	I don't think it is a good idea a waste of money there are better things to spend the money on criminals are not stupid they will know where the cameras are as will vandals etc
102	Wouldn't help with anything. Completely disapprove of CCTV here.
103	This proposal looks too expensive and it's difficult to see the benefits and return on the investment.
104	I don't think the cost justifies the benefits
105	Not convinced CCTV would prevent criminal or anti social behaviour in the town. It may however mean any perpetrators can be caught after the fact. Hmmm, not sure about this. Not keen on places where I feel watched all the time going about my normal law abiding business. Is crime really at the sort of levels in Biggar that cameras are needed for people to feel safe?
106	I believe that a CCTV system would help our different generations to feel safe when out and about in the High Street. I also believe it would be a deterrent to those who are contemplating criminal activity in our town!
107	No CCTV required
108	Money could be better spent on more useful projects in the town than this waste of money
109	I am not convinced that installing a CCTV system of this kind would contribute to community safety or improve public behaviour. I think there could be problems with setting up a reliable way of monitoring and managing such a system. It would not improve the appearance of the High Street. I think there are better uses for the money.
110	I don't think CCTV would improve Biggar indeed I think having local people run CCTV could result in unfortunate tension over minor crimes and vandalism. Both of which only happen infrequently. Very high cost for no real gain. How do you ensure the people who have access to the tapes use them correctly or will it be the police that only looks at them? CCTV makes places look more dangerous than they are and are intrusive..Biggar is a very safe place. I don't think it would reduce further the already low level of incidents. Most serious crimes happen elsewhere especially in the home eg violence, abuse or in the rural countryside eg thefts. Biggar has a very low level of crime or anti social behaviour . 11 cameras is a very high amount of surveillance in such a good, safe, looking out for others town. I am worried about misuse of any images or information gained from them. Some local operators have used local CCTV images and put them up on Facebook and this is highly questionable GDPR? as have some used info from CCTV to speak to people in this area recently.
111	CCTV when used appropriately can reduce anti social behaviour and crime. I have seen the benefits from managing accommodation buildings.
112	Without seeing detailed statistics from local police I cannot see any need for this expense.
113	Would be interested to know about other towns nearby who maybe have CCTV- ie Lanark, Carlisle, Wishaw?

114	<p>I don't feel installing a cctv system is value for money, it may deter minor anti social behaviour but this generally does not happen in the area the cctv is proposed for and occurs in more secluded spots. Installing a cctv system will not deter break ins, at most it will give an investigative strand in thay there may be a type of car identified or a direction of travel, but most criminals who partake in such behaviour are cctv aware and will minimise these opportunies even with instalation. A camera system will not identify vehicle registration numbers if there has been a minor parking accident unless it is zoomed in (which is not allowed) or monitored and observed by the controller at the time of incident and they are able to capture the registration number.</p> <p>The benefits of installing the system do not reflect the cost and the money may be better spent. In all honesty it would be cheaper providing all properties on the high street with a ring door bell camera (or similar) which are of high quality and would probably provide better coverage!!!</p>
115	<p>I am not convinced that cctv will address a real problem in Biggar. It is likely to incur significant instalation/running cost at a time when money could be put to better use.</p>
116	<p>Couple years ago, my car was parked outside corn exchange. Someone had bumped into the front bumper , causing £600 worth of damage, who ever it was didn't leave a note, and no one came forward as witnesses after a plea on FB</p>
117	<p>My be willing to provide financial support provided all businesses do the same</p>
118	<p>[Detailed email response from individual with professional expertise of CCTV]</p>
119	<p>Any involvement would have to be approved by the Trustees. We already have CCTV in our car park.</p>
120	<p>Our business would be willing to make a contribution running costs. I am not a "big brother" fan - but CCTV should act as a deterrent to anti-social behaviour and petty crime.</p>



## **Annex 2 Detailed response from an individual with experience of running CCTV systems.**

A few points in response to the CCTV survey. I have answered the survey questions at the bottom, commented on the survey questions and also given additional information about commissioning and using a CCTV system. I have experience in commissioning and operating CCTV systems and offer my thoughts in the hope that you will find them useful. I have tried to be as objective as possible, but commissioning and using a system is much more complex than many think, so apologies if this reads like a torrent of reasons against the idea. Finally, I have had to make some assumptions so some of the issues I raise may already be addressed in your thinking.

1. The link below takes you to the Information Commissioners Code of Practice which I recommend as extremely useful reading before going further. There is also a Surveillance Camera Commissioner in E&W who has published useful documents, as has the Home Office Scientific Development Branch. <https://ico.org.uk/media/1542/cctv-code-of-practice.pdf>
2. CCTV is by nature intrusive. A CCTV schemes must be a proportionate response to the presenting problems and, because of its intrusive nature, other options should have been considered. "Use of a surveillance camera system must always be for a specified purpose which is in pursuit of a legitimate aim and necessary to meet an identified pressing need" (Surveillance Commissioner, England and Wales).
3. Any CCTV scheme needs a Privacy Impact Assessment to be undertaken and, ideally, published. The CCTV system will have to be designed in such a way that it does not view areas where a reasonable expectation of privacy should be expected. The design will need to make sure that it does not overlook any private areas and signage is required to inform people that a CCTV scheme is in place, who it is operated by and how they can be contacted.
4. In designing a CCTV scheme decisions need to be taken about how it will be used, i.e. live monitored (constantly viewed images), viewed in response to events such as alarms (as in an area that has Guard staff) or reviewed after events (reviewed when notified that an issue occurred). I have no idea how the Selkirk scheme is used, but many town centres with Council run systems are linked to a funded 24/7 CCTV monitoring centre.
5. Other areas that need to be specified are the image quality, image size and frame rate (Frames per Second). If these are inadequately specified, then the system will not be able to be used for evidence. Poor image quality and insufficient image size (normally expressed as % of screen height) on a monitor will prevent identification and insufficient frame rate will possibly miss events. The system should support law enforcement, and this requires a legally acceptable image quality.
6. The cost of the recording element of the system will vary dependant on the number of cameras, the duration for which recordings will be kept, the image quality and frame rate.
7. Unless the intent is to have the system linked to a CCTV monitoring centre the CCTV recording equipment will need to be housed somewhere with an appropriate level of security. The "Data Owner", i.e. the person legally responsible for the management of the system, has a duty to ensure that the equipment is appropriately protected, both physically and with passwords (or other security) to ensure that it cannot be viewed by anyone

without an appropriate reason. The location will also need to have the necessary workspace to allow private review of recorded images so that, when necessary, images can be screened and downloaded for the Police or a Subject Access Request.

8. The system will require daily checks to ensure that it is functioning and that the time and date stamp on images is accurate. Those undertaking this will require training to ensure that they can remedy basic issues as well as twice yearly adjustments for daylight saving time. Other regular checks will be required to ensure that cameras have not moved from their set position, therefore creating blind spots or infringing on privacy.
9. The Data owner is also responsible for dealing with "Subject Access Requests". Anyone who wishes to see images of themselves can submit an SAR detailing when they think they were recorded; they do not need to have a reason. The Data Owner must then respond within a prescribed timescale and allow access to the recorded images. Any other parties in the images should be screened with appropriate software in order to protect their privacy.
10. A system that gives total coverage of a high street as long and as wide as Biggar's and that will also record images of a sufficient quality to be used as evidence cannot be procured for the price suggested and will be many times as expensive.
11. The price of the system needs considering as a "Whole Life Cost". An estimate of the life of the system is perhaps 10 years before a major spend will be required to replace cameras and recording equipment. Taking the upper suggested cost of £35,000 and a running cost of £2,400, then making some assumptions I would suggest that, as well as service costs of £2,400 some parts will require replacement after the likely warranty period of 1 year. I suggest that, for budgetary purposes, perhaps up to £1000 per year for 9 years after warranty. This may not be required, but it is a reasonable estimate for contingency planning purposes. There is also the potential for a more significant single cost should there be a major equipment failure, so an additional contingency of £5,000 should be planned for, though that may be absorbed into the replacement parts budget, as long as it is available when required.

Year	Purchase	Service	Replacement Parts
1	£35,000	£2,400	£0
2		£2,400	£1000
3		£2,400	£1000
4		£2,400	£1000
5		£2,400	£1000
6		£2,400	£1000
7		£2,400	£1000
8		£2,400	£1000
9		£2,400	£1000
10		£2,400	£1000

Giving a potential whole life cost of £68,000 over 10 years without any consideration of inflationary uplifts before another significant investment is required to refresh the system. As I said above, there is some big assumptions in there, but the key message from (9) and (10) is that it will be more expensive than the supplied figures suggest.

12. A non-monitored system designed to cover the entire area described will require a significant number of fixed position cameras (cameras that do not move and have a fixed field of view). The number of cameras may be reduced if the system is linked to a monitoring centre, as operators can use "Pan Tilt Zoom" cameras (cameras that can be remotely moved and zoomed to change the field of view) to view a wide area and then zoom in to focus on any area of concern. My view is that the additional costs attached to a monitoring centre would be disproportionate, though this would require further exploration at the stage of establishing exactly what the system is for.
13. Cameras need to be mounted on something; if they are to be mounted on buildings the building owners will need to agree and this will need to be future proofed through some sort of contractual arrangement to prevent future gaps if new residents do not want the cameras on their building. They also need a power supply and a method of transmitting images back to the recording system or CCTV monitoring centre. Alternatives may be to mount on street lighting, though that will require council permission and is not something I am familiar with.
14. The Data Owner will need appropriate training in operating the system, in Data Protection, Subject Access Requests and other issues related to running the system, as will anyone else that may be required to review images (e.g. holiday cover).
15. Specific responses to survey questions:

1) DO YOU THINK THAT INSTALLING A CCTV SYSTEM ON THE HIGH ST WOULD HELP TO REDUCE CRIME/BAD BEHAVIOUR IN BIGGAR? \*

Strongly agree  Agree  Neutral  Disagree  Strongly disagree

I don't get the impression that High Street crime is an issue, so this is difficult to answer. If there is crime that I am not aware of then I would want to know what sort of crime there is before I made a judgement about whether CCTV would be effective.

2) WHAT TYPES OF ISSUES TO DO FEEL A CCTV SYSTEM ON THE HIGH ST WOULD HELP WITH? SELECT ALL THAT APPLY. \*

Break-ins  Domestic violence  Drug/alcohol abuse  Littering  Public safety  Rowdy/antisocial behaviour  Shoplifting  Speeding/bad driving  Vandalism  Other - please give details in Section 5

- Break-ins: Though there may be evidence to contradict me, and I do know that there was a short period of attempts on the high street, but I think the majority of break-ins will be from a less observed area than the High Street; Most burglars will look for CCTV, so if it is installed then any burglars are then likely to shift their attack to an area not covered by CCTV.

- Domestic Violence: No, this is unlikely to take place inside the home
- Drug/Alcohol abuse: No. The role of the Data Owner or any operators is not to become involved in police work; the amount of recorded footage that would need to be reviewed to investigate a resident's complaint of having seen drug or alcohol abuse would potentially impact on the privacy of a large number of people. This would be a disproportionate use of the system. Providing access to the system if an issue was under investigation by the police would be the extent of reasonable use, but a recording of somebody smoking, drinking or injecting does not, in itself, show evidence of crime; the substance must be recovered as evidence by the police for a prosecution to take place.
- Littering: As above, unless the police required footage this would be a disproportionate use of the system
- Public Safety: I do not understand exactly what is meant by Public Safety over and above the other issues mentioned
- Rowdy/antisocial behaviour: As above
- Shoplifting: No, the system will not be allowed to be able to see into shops.
- Speeding/bad driving: Detecting speeding would require calibrated speed cameras. Bad driving would depend on a request for access from the police
- Vandalism: Possibly

3) DO YOU FEEL THAT ANY OTHER AREAS OF THE TOWN MIGHT BENEFIT FROM CCTV? IF SO, PLEASE STATE WHERE. \*

No. Overall, unless I was presented with evidence that suggested that we had a significant problem, I would not support CCTV in any form.

4) WOULD YOU BE PREPARED TO HELP WITH INSTALLING AND RUNNING A CCTV SYSTEM, EITHER FINANCIALLY OR BY VOLUNTEERING? \*

Yes  No  Maybe

No, though I would be willing to discuss or explain this document and my thinking further if it would assist the Community Council.