# Replacement CCTV System

The public consultation on a replacement system for the public space CCTV in seven Scottish Borders towns was published on the 20th of November 2024 and ran until the 15th of December 2024.

The survey invited comment on each community to establish the local view of the replacement project. It was conducted using four multiple choice questions to determine sentiment of respondents. Information on the proposal with an interactive map to add placed based commentary was also provided, as well as a free text box to capture anything else respondents wished to share.

There were 145 responses through the [Citizen Space survey](https://scotborders.citizenspace.com/customer-communities/replacement-cctv-system), with details of the results outlined below:

**Question**

## Which community to you wish to comment on?If you wish to submit a response for more than one community, please complete the form for each.

There were 145 responses to this part of the question.

|  |  |  |
| --- | --- | --- |
| Community to Consult On | Total | Percent |
| Duns | 12 | 8.28% |
| Eyemouth | 8 | 5.52% |
| Galashiels | 49 | 33.79% |
| Hawick | 19 | 13.10% |
| Kelso | 18 | 12.41% |
| Melrose | 18 | 12.41% |
| Peebles | 21 | 14.48% |

**Duns**

## Support for the replacement project

**Question**

**I believe CCTV helps to make my community safer**

There were 12 responses to this part of the question.

|  |  |  |
| --- | --- | --- |
| Option | Total | Percent |
| Strongly disagree | 0 | 0.00% |
| Somewhat disagree | 0 | 0.00% |
| Neither agree or disagree | 1 | 0.69% |
| Somewhat agree | 2 | 1.38% |
| Strongly agree | 9 | 6.21% |
| Not Answered | 133 | 91.72% |

**Question**

**I believe CCTV will improve my community for people and businesses**

There were 12 responses to this part of the question.

|  |  |  |
| --- | --- | --- |
| Option | Total | Percent |
| Strongly disagree | 0 | 0.00% |
| Somewhat disagree | 0 | 0.00% |
| Neither agree or disagree | 2 | 1.38% |
| Somewhat agree | 2 | 1.38% |
| Strongly agree | 8 | 5.52% |
| Not Answered | 133 | 91.72% |

**Question**

**I believe CCTV has a role in safeguarding vulnerable individuals**

There were 12 responses to this part of the question.

|  |  |  |
| --- | --- | --- |
| Option | Total | Percent |
| Strongly disagree | 0 | 0.00% |
| Somewhat disagree | 0 | 0.00% |
| Neither agree or disagree | 2 | 1.38% |
| Somewhat agree | 2 | 1.38% |
| Strongly agree | 8 | 5.52% |
| Not Answered | 133 | 91.72% |

**Question**

**I believe CCTV will deter and support the prosecution of crime**

There were 12 responses to this part of the question.

|  |  |  |
| --- | --- | --- |
| Option | Total | Percent |
| Strongly disagree | 0 | 0.00% |
| Somewhat disagree | 0 | 0.00% |
| Neither agree or disagree | 1 | 0.69% |
| Somewhat agree | 1 | 0.69% |
| Strongly agree | 10 | 6.90% |
| Not Answered | 133 | 91.72% |

## Any other comments?

**Text box to add any other comments**

There were 8 responses to this part of the question.

*\*Comments which reference specific areas where coverage is desirable have been italicized for ease of review.*

|  |  |
| --- | --- |
| **Comment** | **SBC Response** |
| Fairer Scotland DutyThis duty places a legal responsibility on Scottish Borders Council (SBC) to actively consider (give due regard) to how we can reduce inequalities of outcome caused by socioeconomic disadvantage when making strategic decisionsIn answer to the Addictions and substance use section you state " The proposals provide access to video information for effective prosecution of crime and will act as a deterrent for anti social behaviour.Is this a response that is conducive to the sentiment of the Fairer Scotland Duty. Would it not be fairer to respond to these vulnerable people with targeted rehabilitative help and assistance rather than further criminalising them ? | The referenced section of the IIA (Integrated Impact Assessment) is in response to the use of the CCTV cameras with regards to addiction and substance abuse is based on the legal use of data in this regard. The council is limited to processing data in compliance with UK GDPR (Data Protection) legislation and proposes to operate the new CCTV system under “Public Task”. Key points about the Public Task basis include:1. **Public Interest**: The task must be carried out in the public interest and have a clear basis in law.
2. **Official Authority**: The processing must be necessary for the exercise of official authority, such as public functions and powers set out in law
3. **Necessity**: The processing must be necessary for the purpose of the task. If the same result can be achieved in a less intrusive way, this basis does not apply

The presence of new CCTV is intended to help people to feel safer and aid in prosecution when incidents do occur. However, it is also there to allow statutory services to respond to vulnerable individuals and support safe guarding. Scottish Borders Council is committed to working with partner agencies to support any and all initiatives to support vulnerable individuals in communities, and data gathered through CCTV could be used to support Alcohol and Drug Partnerships (ADPs) to develop and implement local strategies. All data gathering and use is subject to a robust DPIA (Data Protection Impact Assessment) accompanied by a Privacy Policy to ensure transparency of how the system and data is used. Any changes to how the data is used will require an update to this documentation, review and approval by the Scottish Borders Council Information Governance Team.  |
| CCTV can help to prevent crime however duns has been without working CCTV for so long that I do not think putting up working cameras is going to stop the anti social behaviour throughout the town. | Support for the project noted.Monitoring of incidents, reports and prosecution rates following the installation of the CCTV will allow for the benefits of the new system to be evaluated over time.  |
| A lot of problems as not reported such as car bumps and scrapes as no proof.Also lots of late evening trouble up side streets go unreported as well as people feel they are wasting police time. At least with Cctv, there is a chance of getting these people. | Support for the project noted.The replacement CCTV system will provide high quality images, and analytical ability to identify perpetrators as well as ANPR (automatic number plate recognition) functionality to assist with vehicle identification. |
| *Both entrances into / out of the Industrial Estate should have cameras due to the number of break-ins over the last few years* | This project was limited to replacement of town center cameras, however mobile cameras have also been purchased by the Council recently. Feedback on areas of concern are welcome and will be shared with our Safer Communities team who will work with Police Scotland to identify areas of need for mobile cameras to be deployed where static CCTV is not covering.  |
| *I live just off Black Bull Street and the "access only" restrictions are frequently being flouted.* Hopefully the new CCTV cameras will help to catch those drivers. | The camera sited on North Street will offer a view of Black Bull Street and any reported incidents can be picked up on the camera footage gathered. The replacement town center CCTV system will have ANPR (automatic number plate recognition) functionality at strategic locations to assist with vehicle identification.  |
| I have had three cars hit in *Duns square* over a period of five years resulting in over £3000 worth of damage. The people of hit these vehicles drove off with no note nothing. After speaking to the police the last incident, the officer checked the CCTV and her exact words were " the quality of the footage is that bad it doesn't even look like Duns square never mind being able to pick out cars let alone number plates"! So again I was faced with a bill of £986.40 to put right the damage. ( To many pensioners that can barely walk let alone drive is also a huge problem) | The replacement CCTV system will provide high quality images, and analytical ability to identify perpetrators as well as ANPR (automatic number plate recognition) functionality to assist with vehicle identification. |
| *Why not install number recognition cameras on access roads to industrial estate and round about at junction of station road and Bridgend in view of significant value of holdings on the industrial estate area.* | This project was limited to replacement of town center cameras, however mobile cameras have also been purchased by the Council recently and can be deployed to areas of incident as required. Feedback on areas of concern are welcome and will be shared with our Safer Communities team who will work with Police Scotland to identify areas of need for mobile cameras to be deployed where static CCTV is not covering. The replacement town center CCTV system will have ANPR (automatic number plate recognition) functionality at strategic locations to assist with vehicle identification.  |
| *Place a camera near to the Volunteer Hall/ Heart of Duns. Would be able to view traffic on Langtongate and onto the main road down to High School. Volunteer hall has been location of antisocial behaviour from youths, including Sentry post.* | Cameras located at either end of Langtongate will be able to pick up footage to help identify any perpetrators of anti-social behaviour.Feedback on areas of concern are welcome and will be shared with our Safer Communities team who will work with Police Scotland to identify areas of need for mobile cameras to be deployed where static CCTV is not covering.  |

**Eyemouth**

## Support for the replacement project

**Question**

**I believe CCTV helps to make my community safer**

There were 8 responses to this part of the question.

|  |  |  |
| --- | --- | --- |
| Option | Total | Percent |
| Strongly disagree | 1 | 0.69% |
| Somewhat disagree | 0 | 0.00% |
| Neither agree or disagree | 0 | 0.00% |
| Somewhat agree | 0 | 0.00% |
| Strongly agree | 7 | 4.83% |
| Not Answered | 137 | 94.48% |

**Question**

**I believe CCTV will improve my community for people and businesses**

There were 8 responses to this part of the question.

|  |  |  |
| --- | --- | --- |
| Option | Total | Percent |
| Strongly disagree | 1 | 0.69% |
| Somewhat disagree | 0 | 0.00% |
| Neither agree or disagree | 0 | 0.00% |
| Somewhat agree | 1 | 0.69% |
| Strongly agree | 6 | 4.14% |
| Not Answered | 137 | 94.48% |

**Question**

**I believe CCTV has a role in safeguarding vulnerable individuals**

There were 8 responses to this part of the question.

|  |  |  |
| --- | --- | --- |
| Option | Total | Percent |
| Strongly disagree | 1 | 0.69% |
| Somewhat disagree | 0 | 0.00% |
| Neither agree or disagree | 0 | 0.00% |
| Somewhat agree | 0 | 0.00% |
| Strongly agree | 7 | 4.83% |
| Not Answered | 137 | 94.48% |

**Question**

**I believe CCTV will deter and support the prosecution of crime**

There were 8 responses to this part of the question.

|  |  |  |
| --- | --- | --- |
| Option | Total | Percent |
| Strongly disagree | 1 | 0.69% |
| Somewhat disagree | 0 | 0.00% |
| Neither agree or disagree | 0 | 0.00% |
| Somewhat agree | 1 | 0.69% |
| Strongly agree | 6 | 4.14% |
| Not Answered | 137 | 94.48% |

## Any other comments?

**Text box to add any other comments**

There were 3 responses to this part of the question.

*\*Comments which reference specific areas where coverage is desirable have been italicized for ease of review.*

|  |  |
| --- | --- |
| Comments | SBC Response |
| While I was compelled to record my comments against a specific town because of the framing of the consultation, my comments are of general application. I am concerned that the expenditure on CCTV cameras across the region is not predicated on clear evidence of benefit. What is the evidence that the cameras will have the effects that we wish them to? Until there is such evidence, then the monies would be better spent on community safety arrangements with clearer business rationales. I might add - is this not a Police responsibility? | The national report on [Public Space CCTV in Scotland](https://www.gov.scot/binaries/content/documents/govscot/publications/research-and-analysis/2023/11/public-space-cctv-scotland/documents/public-space-cctv-scotland/public-space-cctv-scotland/govscot%3Adocument/public-space-cctv-scotland.pdf) concludes that communities’ generally view public space CCTV positively and notes many residents feel reassured by the presence of CCTV. This has been echoed by the response to the Scottish Borders Council consultation on this project. In relation to effectiveness, the report outlines: **Crime Prevention**: Public space CCTV is considered effective in deterring crime, particularly in areas with high foot traffic and known trouble spots. The presence of cameras can discourage potential offenders from engaging in criminal activities**Crime Detection and Prosecution**: CCTV footage plays a crucial role in the detection and prosecution of crimes. It provides valuable evidence that can be used in court to identify and convict offenders. This includes capturing incidents as they happen and providing clear visual recordsThe report highlights the limitation and the potential for misuse and the imperatives of addressing privacy concerns and ensuring that CCTV systems are used effectively and ethically, but determines CCTV as critical to future endeavours in community safety. Monitoring of incidents, reports and prosecution rates following the installation of the Scottish Borders CCTV will allow for the benefits of the new system to be evaluated over time and provide data backed evidence of effectiveness. In Scotland, the responsibility for public space CCTV is shared between local councils and Police Scotland. Both entities work in partnership to manage, operate, and maintain these systems. Local councils typically handle the development, funding, and day-to-day management of CCTV systems, while Police Scotland uses the footage for crime prevention, detection, and evidence gatheringThis collaborative approach ensures that public space CCTV contributes effectively to community safety and crime reduction efforts. |
| *Suggestions of cover : Telephone boxes, bus stops and toilets* | There is a camera positioned close to the public toilets.Areas of incident have been mapped using police data to identify the optimum locations for cameras within the town center area, which will include some of the bus stops and telephone boxes.Feedback on areas of concern are welcome and will be shared with our Safer Communities team who will work with Police Scotland to identify areas of need for mobile cameras to be deployed where static CCTV is not covering.  |
| We have needed cctv in Eyemouth foe many years! Small number of yourhs run roit in this town vandalising, graffiti and damage to property. They know they will not be prosecuted even though police kjow who they are. High time we had working cctv to make residents of the community feel safer and hold those causing theae acts accountable | Support for the project noted. |

**Galashiels**

## Support for the replacement project

**Question**

**I believe CCTV helps to make my community safer**

There were 49 responses to this part of the question.

|  |  |  |
| --- | --- | --- |
| Option | Total | Percent |
| Strongly disagree | 5 | 3.45% |
| Somewhat disagree | 2 | 1.38% |
| Neither agree or disagree | 1 | 0.69% |
| Somewhat agree | 6 | 4.14% |
| Strongly agree | 35 | 24.14% |
| Not Answered | 96 | 66.21% |

**Question**

**I believe CCTV will improve my community for people and businesses**

There were 49 responses to this part of the question.

|  |  |  |
| --- | --- | --- |
| Option | Total | Percent |
| Strongly disagree | 7 | 4.83% |
| Somewhat disagree | 1 | 0.69% |
| Neither agree or disagree | 0 | 0.00% |
| Somewhat agree | 6 | 4.14% |
| Strongly agree | 35 | 24.14% |
| Not Answered | 96 | 66.21% |

**Question**

**I believe CCTV has a role in safeguarding vulnerable individuals**

There were 49 responses to this part of the question.

|  |  |  |
| --- | --- | --- |
| Option | Total | Percent |
| Strongly disagree | 3 | 2.07% |
| Somewhat disagree | 4 | 2.76% |
| Neither agree or disagree | 1 | 0.69% |
| Somewhat agree | 8 | 5.52% |
| Strongly agree | 33 | 22.76% |
| Not Answered | 96 | 66.21% |

**Question**

**I believe CCTV will deter and support the prosecution of crime**

There were 49 responses to this part of the question.

|  |  |  |
| --- | --- | --- |
| Option | Total | Percent |
| Strongly disagree | 6 | 4.14% |
| Somewhat disagree | 3 | 2.07% |
| Neither agree or disagree | 3 | 2.07% |
| Somewhat agree | 6 | 4.14% |
| Strongly agree | 31 | 21.38% |
| Not Answered | 96 | 66.21% |

## Any other comments?

**Text box to add any other comments**

There were 15 responses to this part of the question.

*\*Comments which reference specific areas where coverage is desirable have been italicized for ease of review.*

|  |  |
| --- | --- |
| **Comments** | **SBC Response** |
| No big brother society. | Concerns over privacy are a key consideration of the project and a robust DPIA (Data Protection Impact Assessment) is being conducted accompanied by a Privacy Policy to ensure transparency of how the system and data is used.   |
| *There are often a lot of issues on the black path from Currie Road carpark towards Langlee area.* Not sure if this could be covered as there are some very isolated areas. | The scope of this project was for the replacement of the town center CCTV system. Feedback on areas of concern are welcome and will be shared with our Safer Communities team who will work with Police Scotland to identify areas of need for mobile cameras to be deployed where static CCTV is not covering.  |
| Essential and overdue. Cameras cost buttons these days so hopefully SBC will use competitive solution | Support for the project noted.The costs to deliver the project have already been approved by Council and includes a management contract for a 10 year period. |
| *Need CCTV along the Black Path as well as around the town centre.* | The scope of this project was for the replacement of the town center CCTV system. Feedback on areas of concern are welcome and will be shared with our Safer Communities team who will work with Police Scotland to identify areas of need for mobile cameras to be deployed where static CCTV is not covering.  |
| *Important to cover areas that visitors to town travel especially transport hub and main centre of town which seems well covered. Students deserve better lighting and cctv on route to/from college/uni* | The scope of this project was for the replacement of the town center CCTV system. Feedback on areas of concern are welcome and will be shared with our Safer Communities team who will work with Police Scotland to identify areas of need for mobile cameras to be deployed where static CCTV is not covering. Comments on street lighting will be passed to the Street Lighting team.  |
| The proposal to upgrade the current CCTV systems across the Borders towns is very welcome. Whilst accepting the likely limitations the current infrastructure will have on changing the existing camera positions, careful consideration based on all available facts should be the main driver for the positions of the cameras. Whilst fundamental aims of the cameras serve a number of purposes, from a crime detection perspective it is worth researching if and how crime has changed since the last installation of the existing cameras. The nighttime economy has significantly changed and so has associated crime and disorder. Online crime is increasing and therefore CCTV in its traditional sense has less impact on crime detection. For some of those reasons the locations of the current cameras should be assessed against existing crime recording data such as location of offences and also considered against the road and rail network infrastructure. Historically the existing cameras provided poor coverage of road networks and when roads were covered they were poor quality cameras and offered limited investigative opportunities, or ability to identify vehicles. Crime enabled by transport has existed for many years and taking just one example - drug supply, the most likely means of illicit drugs coming into our communities is on the road network. Whilst not all routes can be covered, taking a strategic approach and looking across the Borders as a whole perhaps some new high quality cameras could be placed at locations on the road network that cover the main entry points into the region and would provide Police Scotland a valuable investigative tool for crimes enabled by transport whether by local crime groups of criminals travelling through the region. Whatever cameras are installed they must be of a quality to be able to identify individuals. They must also be easily accessible to authorised users (so not locked away in unaccessible (24/7) premises. Ideally a central point where all Borders cameras can be controlled and viewed live time by CCTV operators would be ideal but I accept this might not be possible within the infrastructure and costings. | Support for the project noted.Scottish Borders Council Safer Communities Team have worked with Police Scotland to look at areas of incidents in the town centres and this has helped to inform the camera positions and proposed coverage. Additionally, work with our Emergency Planning team has been carried out to identify areas of risk for extreme weather and other incidents that would benefit from monitoring. The new system has analytical abilities which will allow for identification of persons and vehicles, including ANPR (Automatic Number Plate Recognition) to ensure accurate information in the areas covered. This project is limited to town centres as a replacement project, however we are aware about the range of infrastructure and data from other sources that could be beneficial to the Council and Police Scotland, including those belonging to Transport Scotland. Police Scotland already has processes in place to access information from third parties as required. The replacement system can be accessed 24 hours a day via a secure log in so there is no restriction to access.  |
| *There is a lot of nuisance behaviour ( kids kicking doors etc) from people walking to and from the park in the summer and when there is an event taking place at the public park.* | The scope of this project was for the replacement of the town center CCTV system. Feedback on areas of concern are welcome and will be shared with our Safer Communities team who will work with Police Scotland to identify areas of need for mobile cameras to be deployed where static CCTV is not covering.  |
| It’s important that these plans are as future proofed as possible so I would exercise a level of cautious consideration in the ‘replacement’ of cameras to try and allow for the fast changing nature of the town. For instance the centre high streets of the town are very well covered here, but are these really the main thoroughfares and areas of potential issue today and in the future?*As the new high school opens, footfall may alter. Anti social behaviour may be better deterred in alternative/additional areas in a pre-emptive way. Not just updating existing but considering the next locations of potential and requirement. Such as - low Buckholmside, hunters bridge road, currie road and areas closer to Scott park. Not the traditional ‘town centre’ but areas of potential issues.* | The scope of this project was for the replacement of the town center CCTV system. Feedback on areas of concern are welcome and will be shared with our Safer Communities team who will work with Police Scotland to identify areas of need for mobile cameras to be deployed where static CCTV is not covering. The new Galashiels High School will have CCTV covering the immediate area around the school.  |
| Spend the money on Jed pool instead | The Jedburgh Swimming Pool is operated by a trust and is subject to different budgets and management arrangements.  |
| I strongly agree with better CCTV for the towns. | Support for the project noted. |
| Having good quality CCTV may not deter criminal activity but it will help with quick arrests and prosecution of these individuals. If people know they are being watched they may not commit antisocial acts. | Support for the project noted. |
| I believe it's imperative that these systems are upgraded. I've stayed in the area for the last 5 and a half years and I can see the populations are getting bigger as well as more diverse in Galashiels and Hawick.For the purposes of detection and prevention of crime I believe Scottish Borders Council needs to spend the money to safeguard the current population as well as the new people who are moving into the area. | Support for the project noted. |
| I am in complete agreement with the proposed camera locations and wholeheartedly support this invaluable system in terms of its proven crime prevention/investigation capabilities. | Support for the project noted. |
| I believe people would feel safer & would assist police too. Depends on cost I suppose! | Support for the project noted.The costs to deliver the project have already been approved by Council and includes a management contract for a 10 year period.  |
| I've been disappointed after being harassed to find out there was no cctv | Support for the project noted.The presence of new CCTV is intended to help people to feel safer and aid in prosecution when incidents do occur.  |

**Hawick**

## Support for the replacement project

**Question**

**I believe CCTV helps to make my community safer**

There were 19 responses to this part of the question.

|  |  |  |
| --- | --- | --- |
| Option | Total | Percent |
| Strongly disagree | 0 | 0.00% |
| Somewhat disagree | 2 | 1.38% |
| Neither agree or disagree | 0 | 0.00% |
| Somewhat agree | 4 | 2.76% |
| Strongly agree | 13 | 8.97% |
| Not Answered | 126 | 86.90% |

**Question**

**I believe CCTV will improve my community for people and businesses**

There were 19 responses to this part of the question.

|  |  |  |
| --- | --- | --- |
| Option | Total | Percent |
| Strongly disagree | 0 | 0.00% |
| Somewhat disagree | 2 | 1.38% |
| Neither agree or disagree | 0 | 0.00% |
| Somewhat agree | 3 | 2.07% |
| Strongly agree | 14 | 9.66% |
| Not Answered | 126 | 86.90% |

**Question**

**I believe CCTV has a role in safeguarding vulnerable individuals**

There were 19 responses to this part of the question.

|  |  |  |
| --- | --- | --- |
| Option | Total | Percent |
| Strongly disagree | 0 | 0.00% |
| Somewhat disagree | 3 | 2.07% |
| Neither agree or disagree | 1 | 0.69% |
| Somewhat agree | 3 | 2.07% |
| Strongly agree | 12 | 8.28% |
| Not Answered | 126 | 86.90% |

**Question**

**I believe CCTV will deter and support the prosecution of crime**

There were 19 responses to this part of the question.

|  |  |  |
| --- | --- | --- |
| Option | Total | Percent |
| Strongly disagree | 2 | 1.38% |
| Somewhat disagree | 1 | 0.69% |
| Neither agree or disagree | 0 | 0.00% |
| Somewhat agree | 2 | 1.38% |
| Strongly agree | 14 | 9.66% |
| Not Answered | 126 | 86.90% |

## Any other comments?

**Text box to add any other comments**

There were 8 responses to this part of the question.

*\*Comments which reference specific areas where coverage is desirable have been italicized for ease of review.*

|  |  |
| --- | --- |
| Comments | SBC Response |
| Hawick Community Council have a scheme already designed, costed and ready to go.They have already consulted with Police Scotland and with their help a scheme has been designed.I can not understand why SBC are stopping this Community Council going ahead going ahead with their CCTV !!!!! | Scottish Borders Council were fortunate to have the input of Hawick Community Council to understand the engagement they carried out in developing the proposal, and the scope of what they were looking to achieve in Hawick. This project is to replace the current CCTV system in Hawick Town Centre and through upgrading the type of cameras and fibre infrastructure, the Council operated system will cover most of the areas highlighted as areas of concern by Hawick Community Council. Engagement with Police Scotland at both a local and national level has been part of this process to ensure that the system is compliant with Police Scotland, requirements, protocols and data protection legislation. Community Councils and community groups are welcome to look at additional measures that are deemed required and officers can support them in seeking funding.   |
| I think this will make a big difference in areas of Hawick and reduce crime rates | Support for the project noted. |
| This will have a great impact on areas in Hawick that have a high crime rate | Support for the project noted. |
| *Burnfoot shops and bus stop needs a camera as the one bought by the community council is not fit for purpose.the cameras need to have a focus on being able to identify individuals and vehicles which are involved in a crime to allow prosecution* | This project was limited to replacement of town center cameras, however mobile cameras have also been purchased by the Council recently. Feedback on areas of concern are welcome and will be shared with our Safer Communities team who will work with Police Scotland to identify areas of need for mobile cameras to be deployed. |
| Constantly being watched is not acceptable. Bring back police on foot to deter from crime. Stop two tier policing. Do not need cameras everywhere. | Concerns over privacy are a key consideration of the project and a robust DPIA (Data Protection Impact Assessment) is being conducted accompanied by a Privacy Policy to ensure transparency of how the system and data is used. Comments relating to the allocation of police resources will be passed to Police Scotland who are working with us on delivery of this project. |
| CCTV is always useful, can be a good deterrent and can be useful when detecting crime. I am strongly for this, anything to make the community a safer place. | Support for the project noted. |
| Na | - |
| Why have failed to sight any cameras in the largest social house scheme in the borders? *Burnfoot has a number of antisocial hot-spots that need to be covered.* *The community shops area and the school grounds need to be covered.* | This project was limited to replacement of town center cameras, however mobile cameras have also been purchased by the Council recently. Burnfoot Primary School has CCTV provision which covers the immediate area around the school, which is operated by the educational estate and is separate to this project which is focused on town center replacement.  Feedback on areas of concern are welcome and will be shared with our Safer Communities team who will work with Police Scotland to identify areas of need for mobile cameras to be deployed. |

**Kelso**

## Support for the replacement project

**Question**

**I believe CCTV helps to make my community safer**

There were 18 responses to this part of the question.

|  |  |  |
| --- | --- | --- |
| Option | Total | Percent |
| Strongly disagree | 3 | 2.07% |
| Somewhat disagree | 0 | 0.00% |
| Neither agree or disagree | 1 | 0.69% |
| Somewhat agree | 6 | 4.14% |
| Strongly agree | 8 | 5.52% |
| Not Answered | 127 | 87.59% |

**Question**

**I believe CCTV will improve my community for people and businesses**

There were 17 responses to this part of the question.

|  |  |  |
| --- | --- | --- |
| Option | Total | Percent |
| Strongly disagree | 2 | 1.38% |
| Somewhat disagree | 1 | 0.69% |
| Neither agree or disagree | 3 | 2.07% |
| Somewhat agree | 5 | 3.45% |
| Strongly agree | 6 | 4.14% |
| Not Answered | 128 | 88.28% |

**Question**

**I believe CCTV has a role in safeguarding vulnerable individuals**

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| --- | --- | --- |
| Option | Total | Percent |
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| Somewhat agree | 4 | 2.76% |
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| Not Answered | 128 | 88.28% |

**Question**

**I believe CCTV will deter and support the prosecution of crime**

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| --- | --- | --- |
| Option | Total | Percent |
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| Neither agree or disagree | 2 | 1.38% |
| Somewhat agree | 7 | 4.83% |
| Strongly agree | 7 | 4.83% |
| Not Answered | 128 | 88.28% |

## Any other comments?

**Text box to add any other comments**

There were 10 responses to this part of the question.

*\*Comments which reference specific areas where coverage is desirable have been italicized for ease of review.*

|  |  |
| --- | --- |
| Comment | SBC Response |
| *Would be great to have additional cameras installed at The Skatepark - the cables have already been installed - just requires cameras.* | The scope of this project was for the replacement of the town center CCTV system. Feedback on areas of concern are welcome and will be shared with our Safer Communities team who will work with Police Scotland to identify areas of need for mobile cameras to be deployed where static CCTV is not covering.  |
| Brilliant idea, definitely needed and safer for the community | Support for the project noted. |
| *I believe we should get cameras at the Kelso skatepark, so we can cut back on the antisocial behaviour and vandalism, so it’s a safer place for kids that use it, and also so they feel a sense of security around the skatepark* | The scope of this project was for the replacement of the town center CCTV system. Feedback on areas of concern are welcome and will be shared with our Safer Communities team who will work with Police Scotland to identify areas of need for mobile cameras to be deployed where static CCTV is not covering.  |
| I think it will make people feel safe because they might not be as much antisocial behaviour or crimes because people can see what they are doing | Support for the project noted. |
| i think that i could help but will not put a complete stop to shinanigans at the skate park but will help capture the moment somthing happens and who did it. | Support for the project noted.We appreciate that CCTV will not prevent all incidents from occurring, but footage will allow the Council and Police access to information to help mitigate issues, take action and prosecute as required.  |
| The cameras we have are sufficient. Scottish Borders Council needs to allocate finances to more pressing issues. | The current camera system is not fully functioning and relies on copper infrastructure which will no longer be in place following the full-fiber switch national deadline of December 2025. To provide CCTV coverage in Borders towns a new digital solution has to be implemented that is compatible with digital infrastructure.  |
| Will assurances be given by CGI that it’ll actually work all the time unlike councils emails, phones and webpage?Is it sensible to use foreign companies for supply of such equipment in the current cyber climate especially a country about to be presided over by a convict, self confessed sexual predator, morally bankrupt buffoon who wants to turn him country into a Dictatorship where ethnic minorities and women have their rights stripped away? | CGI Inc. is a Canadian company founded in 1976 and operates in over 40 countries around the world.The organisation has been supporting Scottish public sector since 2015, and Scottish Borders Council since [??]The project includes a management contract funded for a 10 year period to ensure the system is working and operable. |
| Fantastic idea definitely needed for a place like Kelso were there is littering and vandalism in the town centre and shedden park | Support for the project noted. |
| I just feel there are so many areas in need of public funding, whilst CCTV would be beneficial, there are more pressing issues that could do with the funding.  | Support for the project noted whilst accepting feedback on the allocation of funds. The costs to deliver the project have already been approved by Council and includes a management contract for a 10 year period. |
| More cameras required however maintaining them is a must, some form of contract in place and monthly checks! | This project was limited to replacement of town center cameras, however mobile cameras have also been purchased by the Council recently and are being managed by our Safer Communities team who will work with Police Scotland to identify areas of need for these to be deployed.The project includes a management contract funded for a 10 year period to ensure the system is working and operable. |

**Melrose**

## Support for the replacement project

**Question**

**I believe CCTV helps to make my community safer**

There were 18 responses to this part of the question.

|  |  |  |
| --- | --- | --- |
| Option | Total | Percent |
| Strongly disagree | 3 | 2.07% |
| Somewhat disagree | 0 | 0.00% |
| Neither agree or disagree | 1 | 0.69% |
| Somewhat agree | 5 | 3.45% |
| Strongly agree | 9 | 6.21% |
| Not Answered | 127 | 87.59% |

**Question**

**I believe CCTV will improve my community for people and businesses**

There were 18 responses to this part of the question.

|  |  |  |
| --- | --- | --- |
| Option | Total | Percent |
| Strongly disagree | 2 | 1.38% |
| Somewhat disagree | 0 | 0.00% |
| Neither agree or disagree | 1 | 0.69% |
| Somewhat agree | 7 | 4.83% |
| Strongly agree | 8 | 5.52% |
| Not Answered | 127 | 87.59% |

**Question**

**I believe CCTV has a role in safeguarding vulnerable individuals**

There were 18 responses to this part of the question.

|  |  |  |
| --- | --- | --- |
| Option | Total | Percent |
| Strongly disagree | 3 | 2.07% |
| Somewhat disagree | 0 | 0.00% |
| Neither agree or disagree | 1 | 0.69% |
| Somewhat agree | 7 | 4.83% |
| Strongly agree | 7 | 4.83% |
| Not Answered | 127 | 87.59% |

**Question**

**I believe CCTV will deter and support the prosecution of crime**

There were 18 responses to this part of the question.

|  |  |  |
| --- | --- | --- |
| Option | Total | Percent |
| Strongly disagree | 2 | 1.38% |
| Somewhat disagree | 1 | 0.69% |
| Neither agree or disagree | 2 | 1.38% |
| Somewhat agree | 4 | 2.76% |
| Strongly agree | 9 | 6.21% |
| Not Answered | 127 | 87.59% |

## Any other comments?

**Text box to add any other comments**

There were 10 responses to this part of the question.

*\*Comments which reference specific areas where coverage is desirable have been italicized for ease of review.*

|  |  |
| --- | --- |
| **Comment** | **SBC Response** |
| Why not selkirk | Selkirk has a community owned and operated town center CCTV system that was funded through the town BIDS process and continues to operate and be managed by local businesses.  |
| No comments | - |
| *Around Melrose primary school community garden and park* | Melrose Primary School has CCTV provision which covers the immediate area around the school, which is operated by the educational estate and is separate to this project which is focused on town center replacement.  |
| In addition to improved CCTV, it would be a help to have a more visible police presence in Borders towns. | Support for the project noted.Comments regarding police presence will be passed to Police Scotland who are working with us on the project. |
| *The cctv proposal appears to cover most of the businesses on the high street and buccleuch street but doesn't appear ro cuber the stretch from Simply Delicious up to and including Just Job and Hardies Bikes which should be covered.* | CCTV sited at either end of Abby Street will provide footage of people and vehicles travelling on that stretch. The project is limited to camera replacement and whilst upgrading the cameras has allowed for significantly improved coverage compared to the old system, it is not possible to cover every part of the town. Positions have been identified based on mapping of incidents from Police Scotland Data, and strategic placement to maximise potential of capturing relevant information for crime identification.Feedback on areas of concern are welcome and will be shared with our Safer Communities team who will work with Police Scotland to identify areas of need for mobile cameras to be deployed where static CCTV is not covering.  |
| There are clearly an increased number of drug and alcohol users resident in the Melrose area and it is important that CCTV is maintained to monitor the potential increased risk of crime associated with this social group. | Support for the project noted. |
| *Incidences can occur in the Market Square, generally as a result of all the people who come into the town at the weekend to drink heavily in The Ship Inn. Other than the Ship (and the Sevens weekend), the town is generally quite quiet at night. So targeting the areas were the Ship customers leave and hang around in the Square would be helpful.* Can't tell from the map if the intended camera locations do this. | The multi-sensor camera (4 cameras in one) located at the round about will provide coverage of the locations identified.  |
| You need to explain what a heat map.*There is a lot of suspicious behavior at night in the car park at the crematorium which needs to be monitored.* | “Heat Map” refers to the diagram used to illustrate the area of coverage from the cameras. In this case, it is the image which shows the different coloured quadrants overlaying the town map. The Borders Crematorium is privately operated by the [Westerleigh Group](https://www.westerleighgroup.co.uk/) who may have their own CCTV arrangements in place, and would be subject to requests for access to footage by Police Scotland as required.  |
| With antisocial behaviour and thefts from shops are on the increase, i think it is imperative to have CCTV reinstalled/upgraded. | Support for the project noted. |
| It is an area heavily populated with elderly vulnerable persons. CCTV will not only combat increasing anti social behaviour but offer a sense of safety for them. | Support for the project noted. |

Additional comment received via email out with survey responses:

|  |  |
| --- | --- |
| From what I can see on the map the camera at the corner of Buccleuch Street/Abbey Street outside the National Trust only points down towards the Abbey and covering the carpark but it does not cover any of the shops up Abbey Street on the way to the High Street.There are a number of shops including my own on Morow Gardens and up Abbey Street which are not covered by any cameras and the lighting in those areas is very poor.It was directly outside my shop where a car was damaged with what I was advised were air gun rifle shots and which damaged the National Trust flat upstairs so it would be good if coverage would cover up the way as it seems to be the one area of the town not covered in the map but it may be just that I am missing something. | CCTV sited at either end of Abby Street will provide footage of people and vehicles travelling in those areas. The project is limited to camera replacement and whilst upgrading the cameras has allowed for significantly improved coverage compared to the old system, it is not possible to cover every part of the town. Positions have been identified based on mapping of incidents from Police Scotland Data, and strategic placement to maximise potential of capturing relevant information for crime identification.Feedback on areas of concern are welcome and will be shared with our Safer Communities team who will work with Police Scotland to identify areas of need for mobile cameras to be deployed where static CCTV is not covering.  |

**Peebles**

## Support for the replacement project

**Question**

**I believe CCTV helps to make my community safer**

There were 21 responses to this part of the question.

|  |  |  |
| --- | --- | --- |
| Option | Total | Percent |
| Strongly disagree | 1 | 0.69% |
| Somewhat disagree | 0 | 0.00% |
| Neither agree or disagree | 0 | 0.00% |
| Somewhat agree | 2 | 1.38% |
| Strongly agree | 18 | 12.41% |
| Not Answered | 124 | 85.52% |

**Question**

**I believe CCTV will improve my community for people and businesses**

There were 21 responses to this part of the question.

|  |  |  |
| --- | --- | --- |
| Option | Total | Percent |
| Strongly disagree | 1 | 0.69% |
| Somewhat disagree | 0 | 0.00% |
| Neither agree or disagree | 0 | 0.00% |
| Somewhat agree | 3 | 2.07% |
| Strongly agree | 17 | 11.72% |
| Not Answered | 124 | 85.52% |

**Question**

**I believe CCTV has a role in safeguarding vulnerable individuals**

There were 21 responses to this part of the question.

|  |  |  |
| --- | --- | --- |
| Option | Total | Percent |
| Strongly disagree | 1 | 0.69% |
| Somewhat disagree | 0 | 0.00% |
| Neither agree or disagree | 0 | 0.00% |
| Somewhat agree | 2 | 1.38% |
| Strongly agree | 18 | 12.41% |
| Not Answered | 124 | 85.52% |

**Question**

**I believe CCTV will deter and support the prosecution of crime**

There were 21 responses to this part of the question.

|  |  |  |
| --- | --- | --- |
| Option | Total | Percent |
| Strongly disagree | 1 | 0.69% |
| Somewhat disagree | 1 | 0.69% |
| Neither agree or disagree | 0 | 0.00% |
| Somewhat agree | 3 | 2.07% |
| Strongly agree | 16 | 11.03% |
| Not Answered | 124 | 85.52% |

## Any other comments?

**Text box to add any other comments**

There were 13 responses to this part of the question.

*\*Comments which reference specific areas where coverage is desirable have been italicized for ease of review.*

|  |  |
| --- | --- |
| **Comment** | **SBC Response** |
| It has to be very good quality images as well as sound in my opinion otherwise it’s not worth the bother | The image quality of the new cameras is minimum 5MP with the system behind the cameras able to analyse information captured. Sound has not been identified as required for the purposed of Police Scotland or Scottish Borders Council so is not currently in scope.  |
| More cameras would be preferable covering areas of potential crime and vandalism:*- car parks (kingsmeadows and kingsland school/haylodge) - I have seen items being passed between momentarily parked vehicles and I would think it obvious what's happening (drugs).* *- the community garden (vandalism),* *- the play parks(! - they are being littered with glass, vapes, rubbish and damaged particularly Victoria Park at lunch time by a small number of high school students with no consequence)* *- further up the old town and further east of high street at BP garage.* I would also suggest it sensible to allow third party access (police) for car accidents/near misses, though I would hope this is already done. | This project was limited to replacement of town center cameras, however mobile cameras have also been purchased by the Council recently. Feedback on areas of concern are welcome and will be shared with our Safer Communities team who will work with Police Scotland to identify areas of need for mobile cameras to be deployed.The CCTV system is accessible by secure log in and Police Scotland will have direct access to footage following completion of appropriate DPIA (Data Protection Impact Assessment) by both parties.  |
| *Most anti social behaviour appears to take place on Tweed Green or the way to it, via school Brae and Tweed Brae. Also outside the Post Office and up Haylodge Park*[*https://maps.app.goo.gl/ug8Ud9n4rm9JM8vU8*](https://maps.app.goo.gl/ug8Ud9n4rm9JM8vU8)[*https://maps.app.goo.gl/T7ZiYtEK8Q3Zjx9M6*](https://maps.app.goo.gl/T7ZiYtEK8Q3Zjx9M6) | There is a camera sited at Tweed Green which will provide coverage of the area identified, with the Post Office area covered by camera provision on the High Street.Haylodge Park is outside of the remit of this project, which was for the replacement of town center cameras.Feedback on areas of concern are welcome and will be shared with our Safer Communities team who will work with Police Scotland to identify areas of need for mobile cameras to be deployed where static CCTV is not covering.  |
| Good CCTV is definitely needed in Peebles | Support for the project noted. |
| Very supportive of upgrading the cameras | Support for the project noted. |
| *Bike theft from sheds, garages and vehicles at night is a concern. CCTV on the 3 or 4 roads leaving Peebles might help to catch the culprits?**A72, Edinburgh Road, Innerleithen Road and B7062* | This project was limited to replacement of town center cameras, however mobile cameras have also been purchased by the Council recently and are being managed by our Safer Communities team who will work with Police Scotland to identify areas of need for these to be deployed. |
| Anything that will decrease crime will have my support, especially new cctv. | Support for the project noted. |
| Yes to cameras | Support for the project noted. |
| Is very much needed in Peebles the sooner the better | Support for the project noted. |
| I do think having better newer cctv would be a benefit to the as long as they are all working . | Support for the project noted, and appreciated.The project includes a management contract funded for a 10 year period to ensure the system is working and operable.  |
| Modern CCTV is a necessity for assisting police and giving an excellent prosecution tool. This project must go ahead. | Support for the project noted. |
| Why concentrate mainly on the High St? Victoria Park and Haylodge Park are particularly areas of concern (underage drinking and the resultant broken bottles). Having mobile cameras would be useful too - not necessarily manned, just able to be sited securely where needed at particular times. | This project was to replace the old town center CCTV system. Mobile cameras have also been purchased by the Council recently, and are being managed by our Safer Communities team who will work with Police Scotland to identify areas of need for these to be deployed.  |
| Think all cameras should be multi view! | The current cameras are all single view so the new system with a mix of camera specifications provides much more coverage than has been available before. The replacement project sought to maximise the coverage available through new cameras balanced against the cost of the new system. |