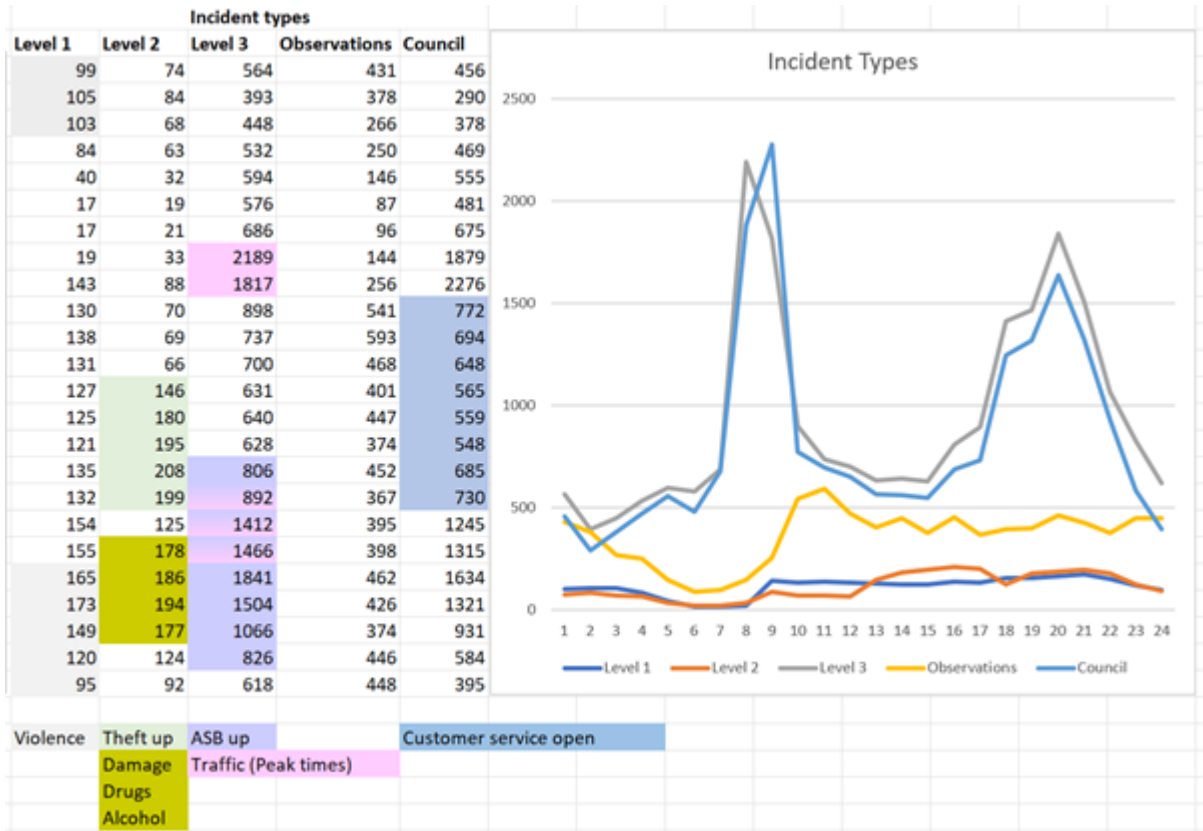
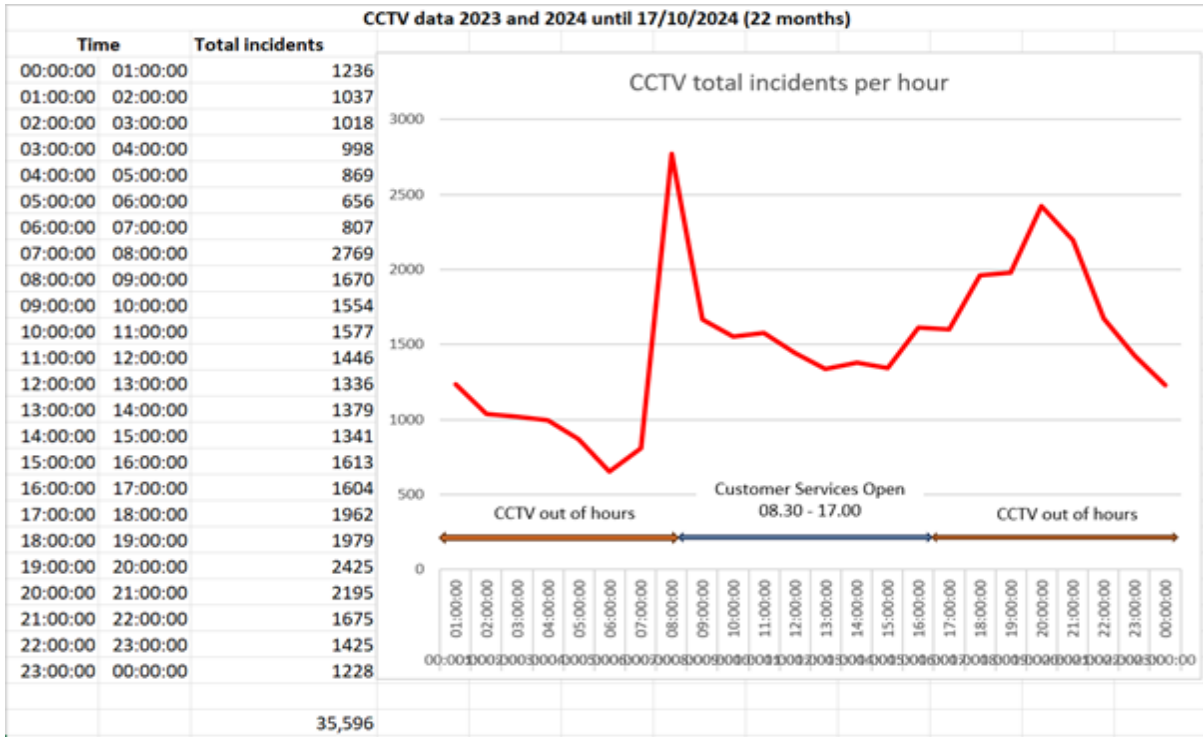


Review of CCTV Service

Appendix A

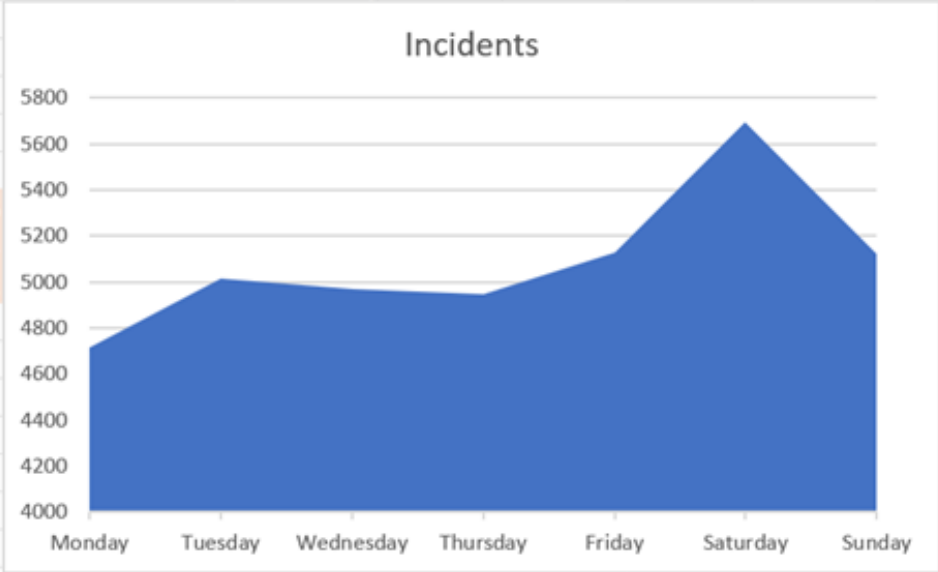
Service Information



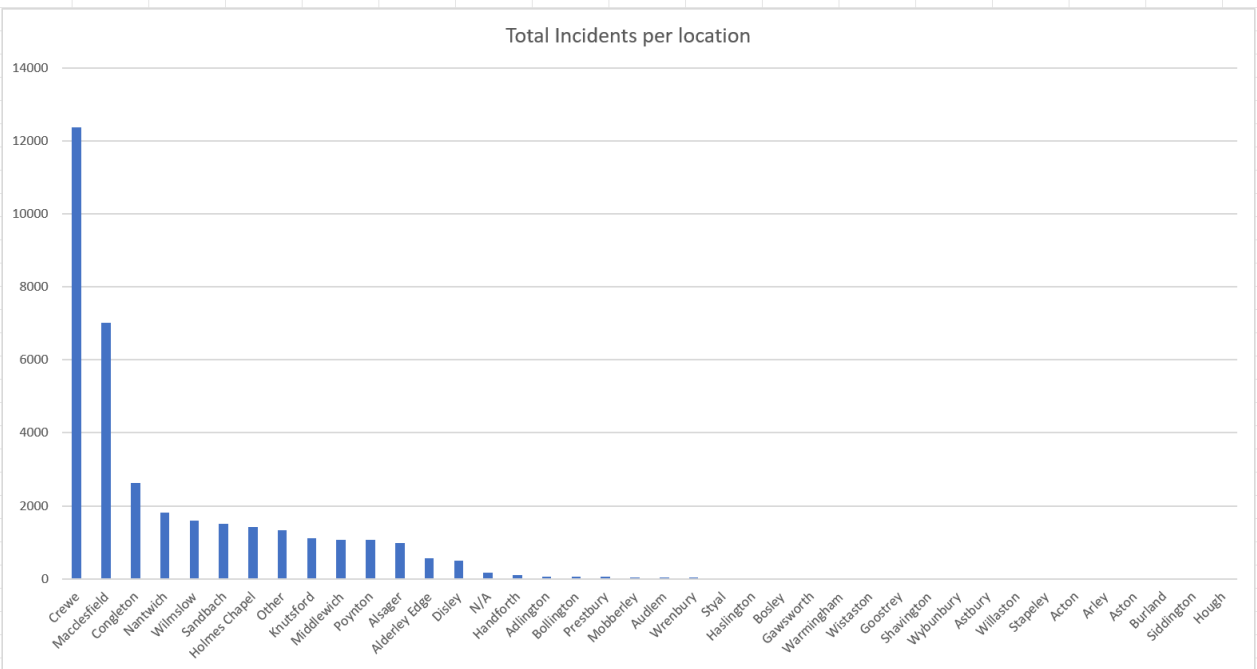
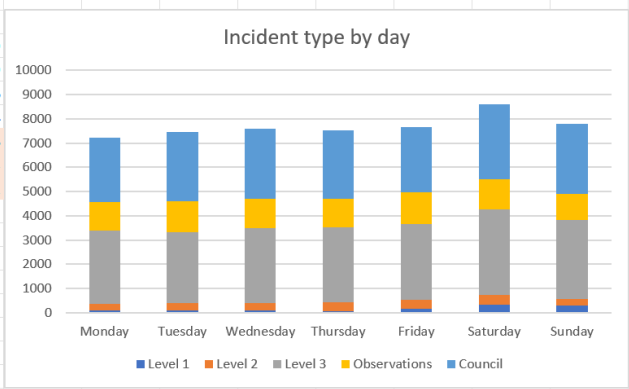
Level 1 – Violence (inc. robbery, assaults, public order, affray), sexual, missing persons,
 Level 2 – Damage, fraud, theft, arson, drugs/alcohol,
 Level 3 – Anti Social Behaviour, traffic, breach (bail, orders, prolific offenders), council (OOH, camera/location checks, direct calls, alarms, car parks)
 Observations - CCTV operators reporting incident, requests for observations
 Council - council (OOH, camera/location checks, direct calls, alarms, barriers, car parks, requests for reviews, major incidents)

CCTV data 2023 and 2024 until 17/10/2024 (22 months)

Day	Incidents
Monday	4717
Tuesday	5016
Wednesday	4972
Thursday	4949
Friday	5126
Saturday	5694
Sunday	5122



	Level 1	Level 2	Level 3	Observations	Council
Monday	104	250	3042	1164	2669
Tuesday	85	303	2936	1292	2829
Wednesday	94	296	3117	1204	2866
Thursday	76	340	3105	1186	2834
Friday	175	343	3154	1286	2718
Saturday	325	394	3556	1244	3093
Sunday	310	268	3266	1063	2892

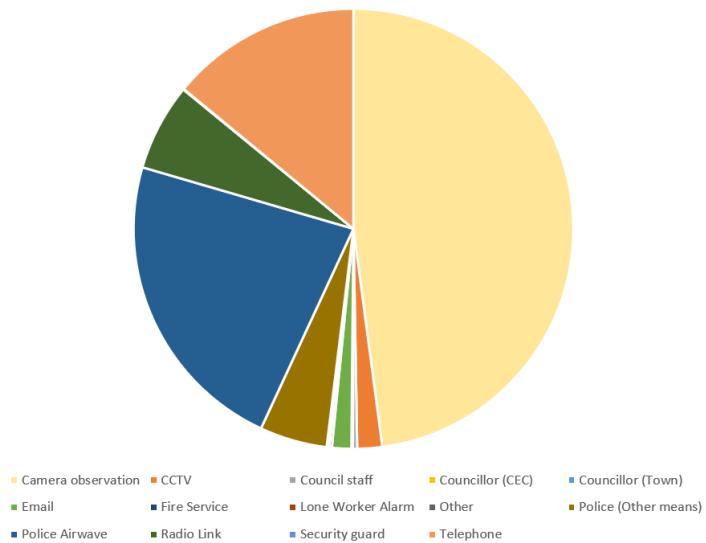


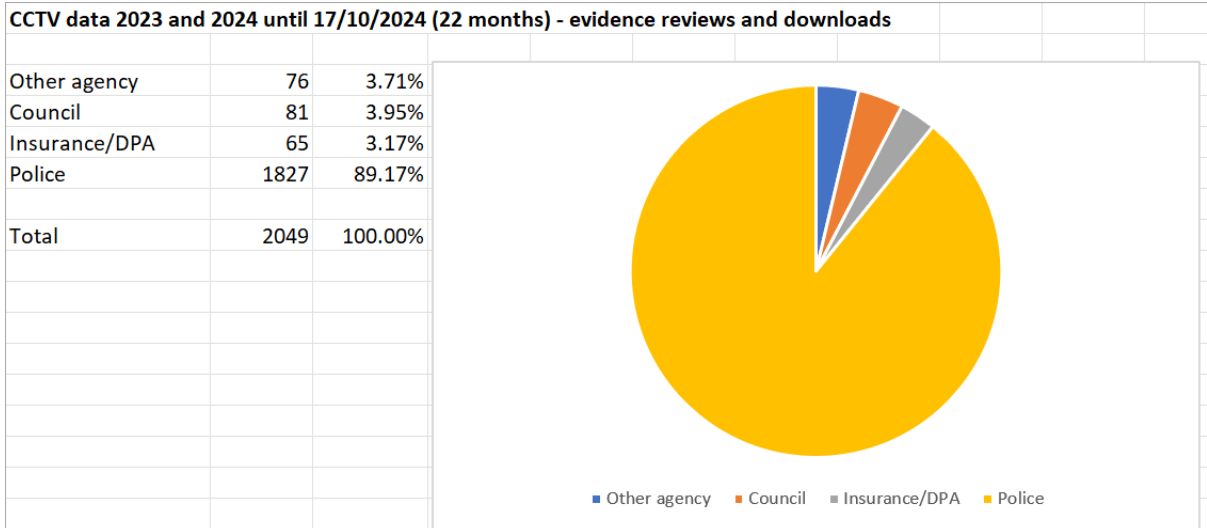
Town	Total Incidents
Crewe	12372
Macclesfield	7021
Congleton	2631
Nantwich	1823
Wilmslow	1585
Sandbach	1515
Holmes Chapel	1413
Other	1322
Knutsford	1116
Middlewich	1076
Poynton	1059
Alsager	976
Alderley Edge	560
Disley	501
N/A	158
Handforth	98
Adlington	63
Bollington	48
Prestbury	48
Mobberley	35
Audlem	30
Wrenbury	26
Styal	19
Haslington	16
Bosley	14
Gawsworth	8
Warmingham	8
Wistaston	8
Goostrey	7
Shavington	7
Wybunbury	7
Astbury	5
Willaston	5
Stapeley	4
Acton	3
Arley	2
Aston	2
Burland	2
Siddington	2
Hough	1

CCTV data 2023 and 2024 until 17/10/2024 (22 months)

Originator	Percentage
Camera observation	47.90%
CCTV	1.83%
Council staff	0.31%
Councillor (CEC)	0.04%
Councillor (Town)	0.07%
Email	1.42%
Fire Service	0.19%
Lone Worker Alarm	0.03%
Other	0.16%
Police (Other means)	4.96%
Police Airwave	22.60%
Radio Link	6.40%
Security guard	0.05%
Telephone	14.04%
Total	100.00%

Originator of incidents





Conclusions and comments

CCTV is an extension of other Council services, in particular the out of hours provisions for the main customer/resident contact telephone number. Customer services is open 8.30am till 5pm, all other times the CCTV operate initial contact with customers with protocols in place for various services.

Hours of most demand for OOH calls is between 7.00am till 8.30am (when customer centre opens) and 5pm (when customer centre closes) and 11pm, at some periods during these times calls increase three fold.

The demand for OOH calls drops during the customer services open times however direct calls are still taken by the CCTV service during this time from other services, agencies and customers.

Peak Demand, Incident Prevalence and Geographical Ranking

1. 7.00am till 11am
2. 4pm till 11pm
3. 11am till 4pm
4. 11pm till 3am
5. 3am till 7am

This correlates with incident types in the main, in particular demand for OOH, traffic incidents, ASB, thefts, damage, drugs/alcohol and violence.

To note, theft is most prevalent during 12am till 5pm (mainly due to store opening times and radiolink system) and violence is most prevalent after 7.00pm till 3.00am. ASB is also most prevalent between 3pm and 11pm due to after school and non-main working hours. Missing and vulnerable people is sporadic, no pattern or trend.

Friday, Saturday and Sunday are peak demand days, Monday to Thursday are similar in demand. Friday, Saturday and Sunday are peak for all level crime types in particular

ASB, violence, damage, drugs/alcohol and Saturday and Sunday an increase in OOH demand.

Our main towns are most prevalent for incidents which is reflected in the number of cameras as per our annual asset review. Ranked they are Crewe, Macclesfield, Congleton, Nantwich, Wilmslow, Sandbach, Holmes Chapel, Knutsford, Middlewich, Poynton, Alsager, Alderley Edge and Disley. These towns have higher populations and infrastructure including retail, leisure, visitor attractions and night-time economies.

The demand from originator as ranked:

- CCTV operator observations – operators identifying incidents through monitoring.
- Police airwaves – direct radio link with police.
- Telephone – direct calls to the service.
- Radiolink – pub and shop watch system
- Police other means
- CCTV – captured by CCTV in situ
- Emails to the service
- Council services/staff
- Fire Service
- Other – alarms, barriers
- Town Councillors
- Security guards/services
- Council/Committee members
- Lone worker alarms

Evidence Packages and Additional Service Demands

The demand for evidence packages to support formal action (other incidents dealt with by informal outcomes) comes in the main from police at 87.17%.

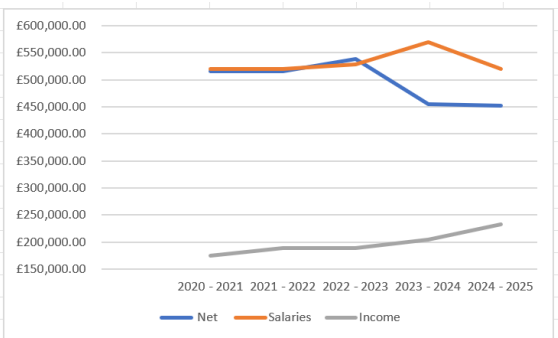
There is further demand and CCTV provides other services including:

- enforcement agencies utilise the control room for directed surveillance operations.
- Emergency Call Centre in times of declared major incident out of hours.
- Alarm and barrier monitoring.
- Other CCTV system monitoring.
- Door answering services.
- Lone worker alarms and processes.
- Deployable cameras (hot spot areas not covered by main network).
- OOH provision during Christmas close down (customer services closes for 3 days as a cost saving to them - CCTV OOH covers this period at no cost).

Financial Data

Year	Net	Salaries	Income
2020 - 2021	£ 515,487.00	£519,903.00	£ 175,000.00
2021 - 2022	£ 516,286.00	£519,502.00	£ 189,000.00
2022 - 2023	£ 539,055.67	£529,041.00	£ 189,000.00
2023 - 2024	£ 455,438.00	£ 569,912.00	£ 204,500.00
2024 - 2025	£ 452,170.00	£ 519,740.00	£ 232,015.00

Income has increased by 33% over last 5 years.
 Net budget has reduced 16% over last 3 years. (wireless project)
 Salaries has been reduced to the same level as 5 years ago even with annual pay increases. (engineer model change)
 From annual objectives to increase income and reduce expenditure through efficiency savings and projects.



Camera Numbers

Year	Permanent Cameras (town centres)	Mobile Cameras	Other monitored cameras
2018/19	144	1	7
2019/20	144	4	7
2020/21	144	6	7
2021/22	145	7	7
2022/23	145	11	7
2023/24	152	15	7
2024/25	165	25	138

