



# SOUTH KESTEVEN DISTRICT COUNCIL

## **SOUTH KESTEVEN DISTRICT COUNCIL** **CCTV MONITORING CENTRE REPORT** **2020-2021**

### **Introduction**

Closed Circuit Television (CCTV) is installed in the areas of Grantham, Bourne, Stamford and The Deepings and is operated and owned by South Kesteven District Council.

The control room is staffed by Council employees and the system is monitored 24/7. Each operator must pass enhanced Police Vetting procedures, have qualities of personal integrity and undertake a minimum of 40 hours intensive training on the operation and use of the system.

The primary objective of the CCTV system is to provide a safe public environment for the benefit of those who live, work, visit, service and enjoy the facilities of the area. This objective remains relevant and is achieved by the proactive monitoring of the system. Every consideration is given to the rights of the public to go about their daily business with minimum loss of privacy and whilst total privacy cannot be guaranteed within an area with CCTV coverage, the cameras are not used to unduly monitor persons going about their lawful business.

It is inevitable that individuals could be caught on camera during general surveillance, but they would only be specifically monitored for any length of time if there is suspicion or knowledge that an offence has occurred or is about to occur. All operators must be able to justify their actions.

This report evaluates the performance of the CCTV system using the recorded incidents in the year 2020/2021, providing a 12-month analysis however it is clear from the figures available that this reporting period has provided unusual results which can be accounted for as a result of the pandemic.

### **Out of Hours**

The control room receives all out of hours calls for the Council. During this reporting period 2174 calls were received which is higher than previous years. This significant increase is believed to be due to the unprecedented situation of the pandemic and the resulting queries.

### **Incidents**

There are numerous sources of incidents into the control room with several being generated from proactive work by the operators. Other incidents are reported by Lincolnshire Police, the business community, and other employees of SKDC. The data within Chart A sets out the incidents by type and volume for this reporting period where the operators have carried out a positive action because of information received.



**Chart A**

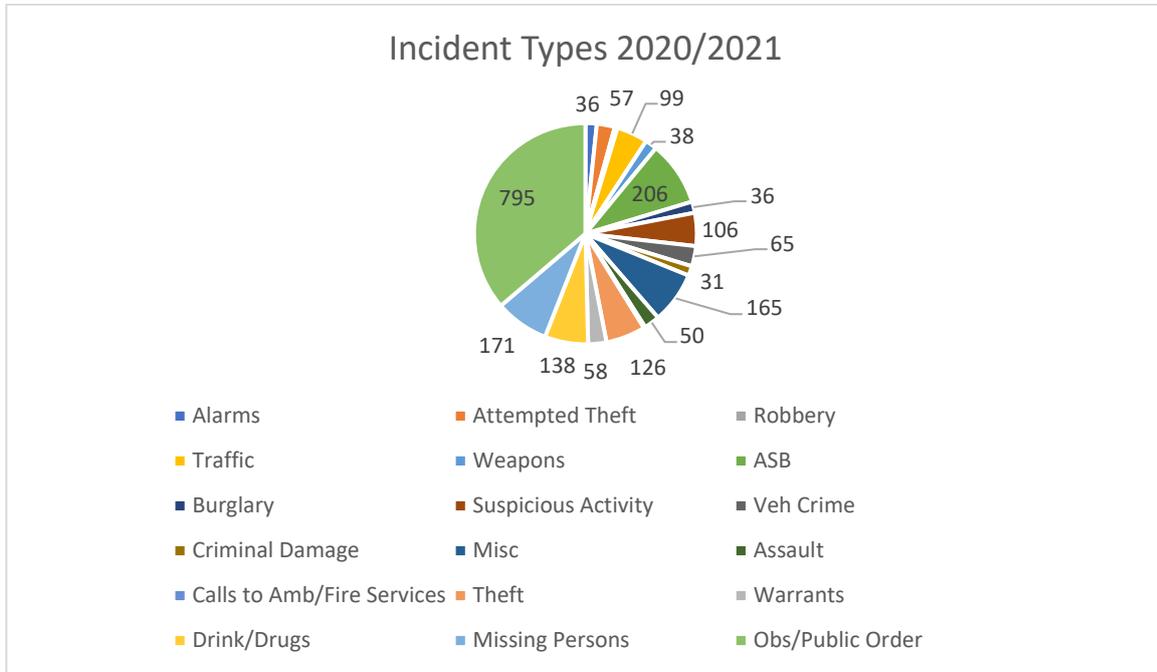


Chart B provides a detailed breakdown of the incidents dealt with by the control room and the originating source.

**Chart B**

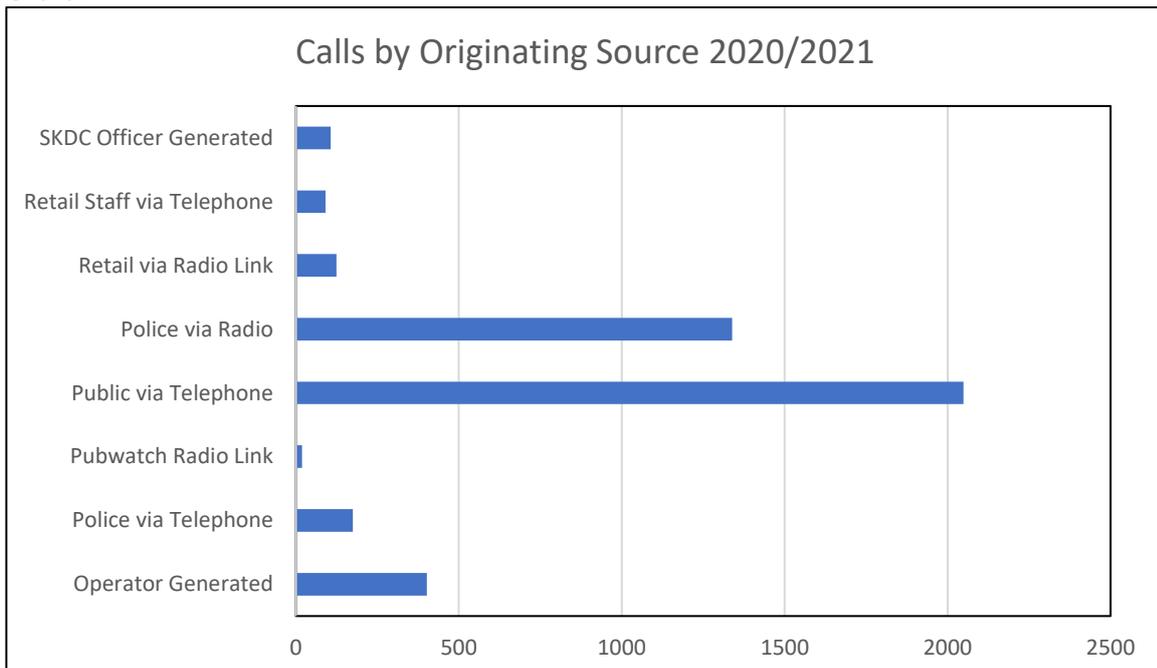
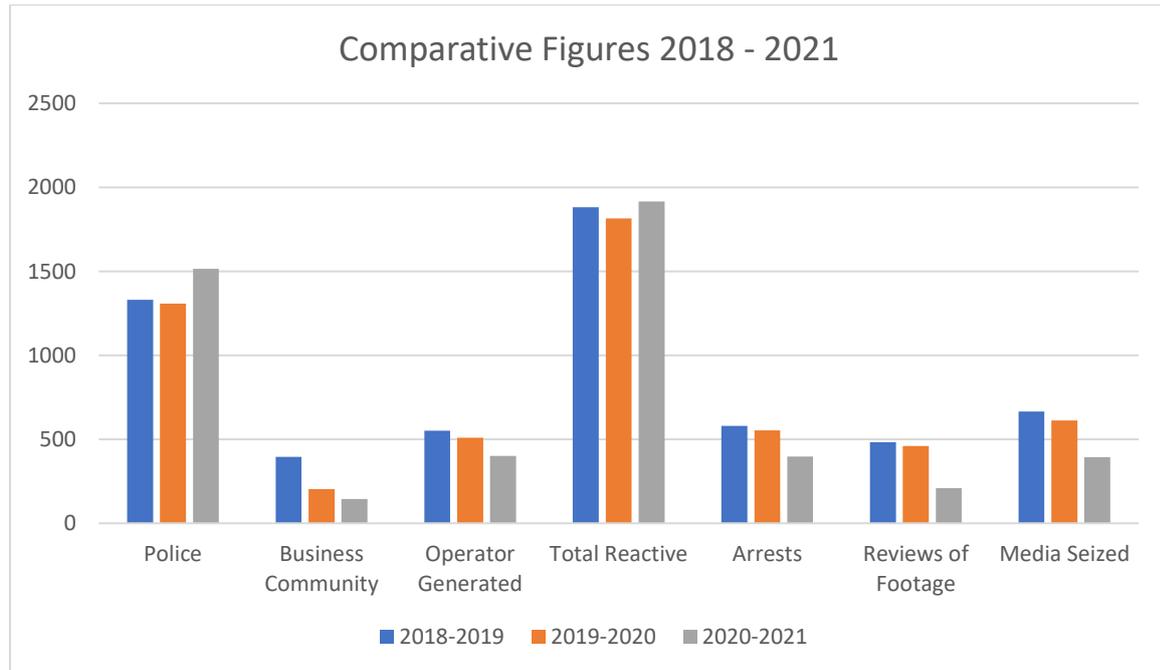




Chart C reflects the call volumes over a three-year period and details a number of other nationally recognised performance indicators.

**Chart C**



### **Arrests, Reviews and Media Seized**

Viewing of CCTV footage is carried out by the investigating officers at Lincolnshire Police who have access to the CCTV control room for review purposes. Recordings onto disc are prepared by trained operators and seized by authorised agencies.

During this reporting period there were 209 reviews and 197 bundles of evidence seized. A bundle of evidence can range between 2 and 6 discs. If large data requests are made, hard drives are used to transfer all the information.

### **Camera Usage**

A mix of fixed and PTZ (pan/tilt/zoom) cameras are used across the district to good effect, providing the ability to monitor live incidents, of which selected images can be displayed at Grantham Police Station and Lincolnshire Police Headquarters, Nettleham. All the cameras are a valuable resource in terms of follow up investigations and ongoing intelligence.



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## **Disclosure**

Information as to how we process CCTV images is contained within our Code of Practice which can be found on our website. The website also provides information to the public and third parties as to how they can access CCTV images. In this period images have been provided to one insurance company.

## **Complaints/Compliments**

Members of the public can report any complaints about service failures or inappropriate behaviour by a staff member via our website [www.southkesteven.gov.uk](http://www.southkesteven.gov.uk). In this reporting period complaints have been received regarding a fault with the telephone number for the out of hours helpline that happened during a weekend in the summer months. This was rectified as soon as possible with customer updates put on social media and the website when the fault was discovered.

Several compliments have been received from Lincolnshire Police and the Business Community who recognise and value the skills of the operators, particularly in the location of individuals involved in crime and their subsequent arrests.

## **Zello Radio Scheme**

This scheme is now regularly used by the businesses that have signed up to it. The communications have improved allowing the town centre businesses to work together with our control room and the police to combat crime. Further work is being carried out to get the businesses in other towns within the district on board.

Yvonne Swinton  
Community Safety Lead