

## FOREWORD

Whilst this report focuses mainly on the “CCTV Control Room” this service delivers far more than just CCTV alone. It has quickly become the central conduit for communications for several the Council’s activities and the activities of our partner organisations.

From the daily updates on bathing water quality which are pushed to the Council’s digital signs advising beach users of any water quality issues, to the searching for a lost child who may have ventured from their parents whilst visiting the Borough’s beaches, the CCTV operators are pivotal to the collaborative working with partner organisations to ensure the safety and welfare of both residents and visitors to the area.

In addition to the day job our Control Room operators support a number of large-scale events providing real time feedback to Event Managers on the wider routes to and from the event spaces themselves including any issues on the traffic network which may adversely impact attendees. They also provide on-site support, not only to give early warning of any issues but also to gain/record valuable evidence where necessary. The last 12 months have seen a number of regular events, including ‘Fawkes in the Walks’, where 18,000 people attend the firework display in one of our parks. Many of these people walk from the town’s key housing areas to the site. The intelligence our operators are able to provide gives Event Managers the ability to influence start times when issues arise delaying people entry to the sites if necessary.

2022 saw a number of additional events and activities relating to the Jubilee and the death of HM The Queen.

On the horizon for the near future is the long-awaited replacement of the Queen Elizabeth Hospital. The partnership we have with the Trust to deliver CCTV support continues and we look forward to assisting them during their transitional build phase to continue delivering these essential services for the people of west Norfolk.

Whilst this document contains a lot of technical detail, little of the achievements mentioned could be accomplished without the energy and commitment of our CCTV Operators and Management Team, their efforts are appreciated and could never be understated.

Martin Chisholm

Assistant Director Operations & Commercial

## THE CCTV CONTROL ROOM THEN AND NOW

BCKLWN CCTV was the first council-based system in the country and was started in 1987. It initially merged the privately owned North Lynn Industrial Estate system with cameras in the Town Centre later adding some housing estates, the QEH, Hardwick Industrial Estate and Lynnsport, all the operators were initially contracted through a private security company.

In 2002 we received a £1million grant from government for upgrades, new cameras, a new control room and digital recording.

There were 2 desks and a total of 7 staff. The main desk operators worked a combination of 8 hours shifts over 7 days mirroring the shifts worked by the police at the time. The second desk operators worked evenings only with longer shifts on Fridays and weekends.

The total number of cameras was 70, the main desk in colour the second desk in black and white. Footage was recorded onto VHS tapes which were changed 3 times a day by the operators. If an incident occurred, the operator had to press a button on the desk that slowed the recording down to record in real time.

There was a monitor patched through to Kings Lynn Police Station and a hot phone on the desk to call them if needed.

### THE ORIGINAL CCTV CONTROL ROOM



Fast forward to 2023 and the control room now has 13 operators, all staff are directly employed by the Council working different hours and shift patterns and covering up to 3 working desks 24/7. There is the ability to bring in an additional 3 more desks if needed for larger and more significant incidents.

We currently monitor and manage over 500 public space cameras in town centres, car parks and public spaces alongside another 500 site specific cameras that cover council & customer sites. We manage cameras for Breckland District Council, Queen Elizabeth Hospital and Norfolk County Council amongst other local government stakeholders. We also monitor alarms from some of our sites and operators are first call for most of The Councils Out of Hours services.

## The CCTV Control Room now



The CCTV Control Room works alongside Norfolk Constabulary across the districts, The Business Improvement District (BID), Queen Elizabeth Hospital and other local organisations and businesses. We operate a comprehensive surveillance system and manage a radio link service for day and night-time retailers in Kings Lynn providing a 24/7 service for all users.

We are involved and assist with the many events held by The Council and others throughout the year including the Hanseatic Ski-Race, Fawkes on the Walks, Festival Too and the weekend events throughout the summer.

All our installation and maintenance is carried out by our experienced team using our own high access equipment. We source our CCTV cameras and equipment direct from the manufacturer, to ensure that we always get the best value for money.



All our cameras are digital high specification cameras and all are NDAA (National Defence Authorisation Act) compliant, in addition to this the Control Centre solution we use also helps us to comply with GDPR by ensuring confidential data cannot be accessed, copied or tampered with.

Every member of our team is licenced by the Security Industry Authority (SIA), vetted to Norfolk Constabulary NPVV2 and BS7858 standard. The Council is also an approved contractor (ACS) for CCTV AND CVIT (Cash Valuables in Transit) and has held this and BS7958 CCTV Management & Operation since 2016.

This could not have been achieved without the dedication and hard work of everyone in the team.

## CCTV helping in the Community

**Large theft Tesco Hardwick** – In August Tesco called up to say they had had a large alcohol theft believed to have been around £1000. The operators were able to identify the vehicle and 2 occupants as they left and the direction the car went, this enabled the police to stop it along the A10 and arrest 2 males. There was several more thousand pounds worth of alcohol found in the boot. The operator also tracked the third male as he ran into the Hardwick Estate which enabled the police to find and arrest him after he was spotted hiding behind a bush.

### **ASB & CCTV**

CCTV has helped in the investigation of many incidents of Crime and Anti-Social Behaviour (ASB) by providing the ASB team with evidence and information to make further enquiries. The use of CCTV has been instrumental in gathering evidence for various warnings, notices, orders and prosecutions as well as providing statistical hotspot information to support funding bids, targeting area and designing out.

We have helped the team with seeking Community Protection Warnings and Notices, Public Space Protection Orders (PSPO) , Civil Injunctions and Closure Orders, this has also allowed them to enforce on the above with Fixed Penalty Notices (FPN's) and prosecutions as well as in other areas such as fly tipping, littering and dog fouling.

They have issued a dozen FPN's as a result of CCTV evidence for PSPO breaches relating to vehicle nuisance and have one live prosecution awaiting trial.

### **Lynnsport Roof**

During the summer we were getting problems with youths accessing the roof area on the main Lynnsport building causing damage and putting theirs and others safety at risk .We installed a camera with a sensor to alert the control room if this happened again. Within a couple of days the operator was alerted that someone was on the roof, they had tried to remove the camera by pulling the cabling away from the wall , the camera provided us with a still of the offender, the police were called and he was arrested . He subsequently pleaded guilty when his case came to court in December and we worked with the Norfolk Youth Justice Team to put a suitable Restorative Justice program in place.

### **Assisting in Major Crime Investigations**

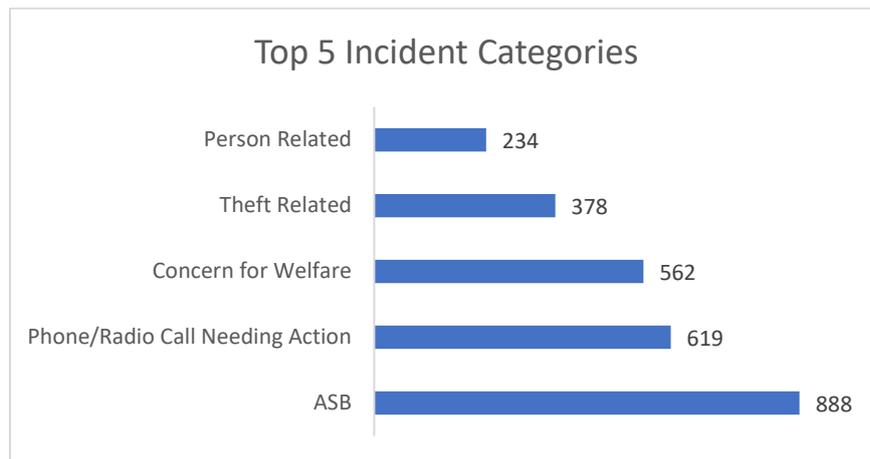
CCTV has assisted in providing evidential footage for several major crime investigations for Norfolk & Suffolk Constabulary over the past year including 2 local murders and several serious road collisions across the district we cover.

This enabled the investigating team to piece together the events before and after the incidents and helping to gain successful convictions of the offenders.

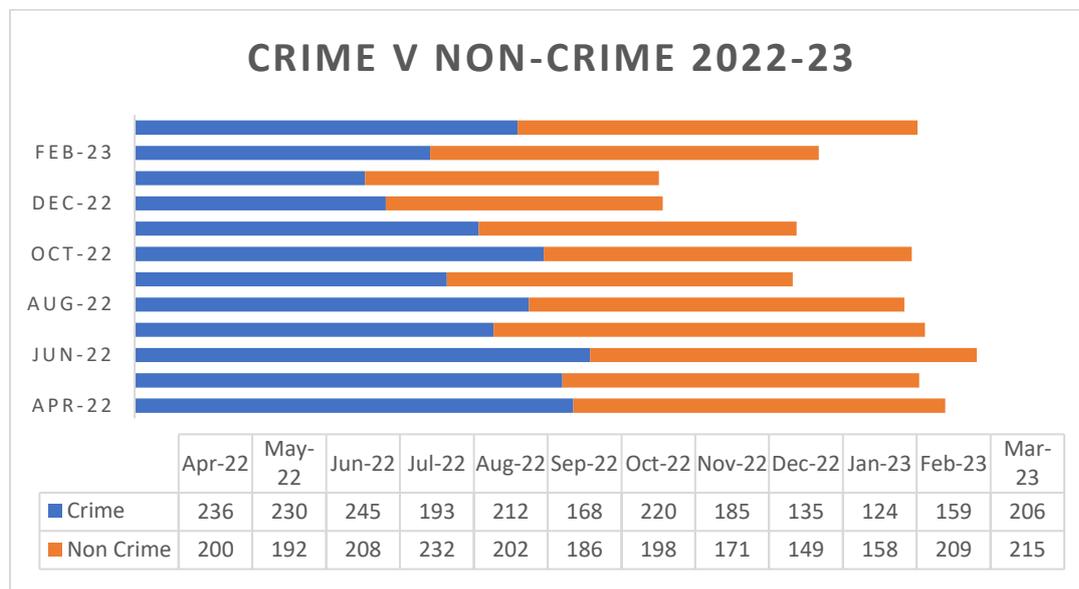
## Our Performance 22-23

During the last year the control room has dealt with 4629 incidents. (This is down from the previous 2 years as Covid related incidents are no longer included in the figures) There has been a change in the type of incidents dealt with by operators over the last few years with more ASB, Welfare and non-crime Incidents being recorded. CCTV Operators work closely to assist other relevant Council teams in cases of ASB, Flytipping, Homeless and Licencing issues.

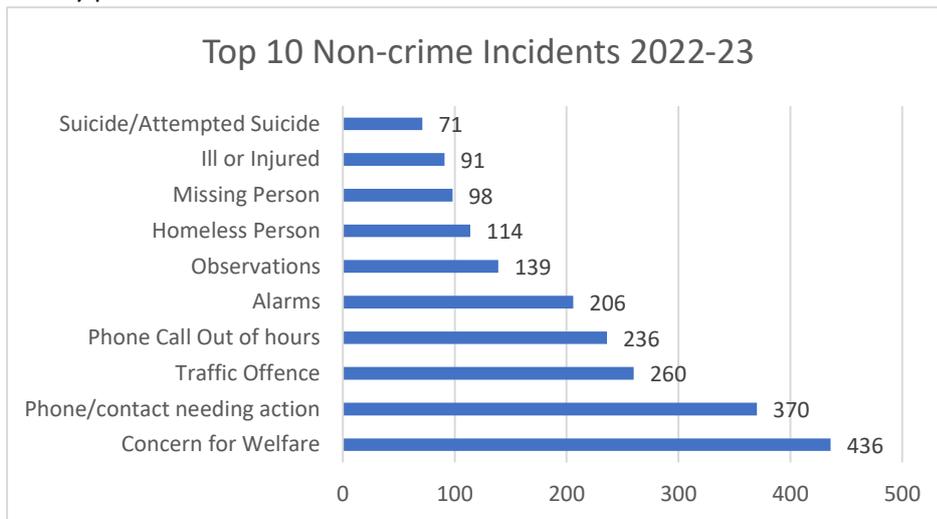
This chart shows the top 5 overall incident categories we have dealt with during 2022-23



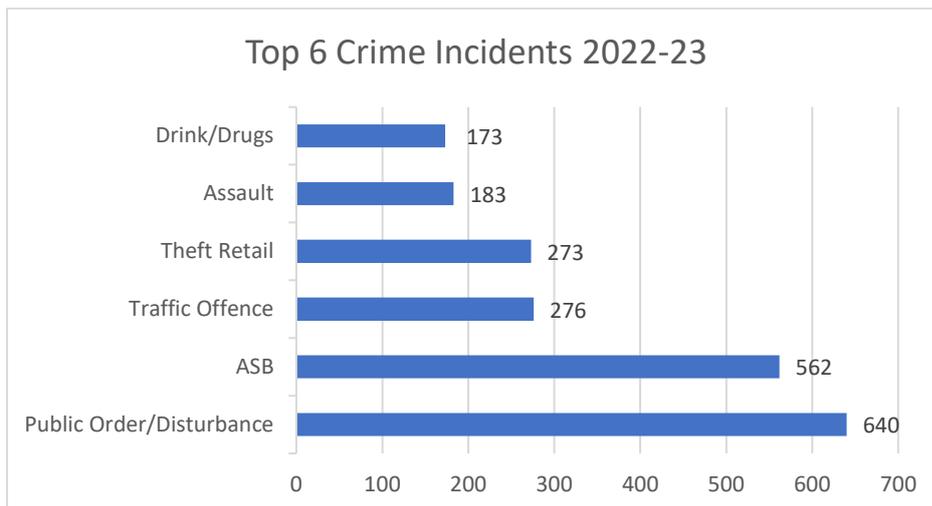
This chart shows the breakdown between criminal and non-criminal incidents we dealt with during 2022-23. The figures show there is an even split between these 2 types of categories.



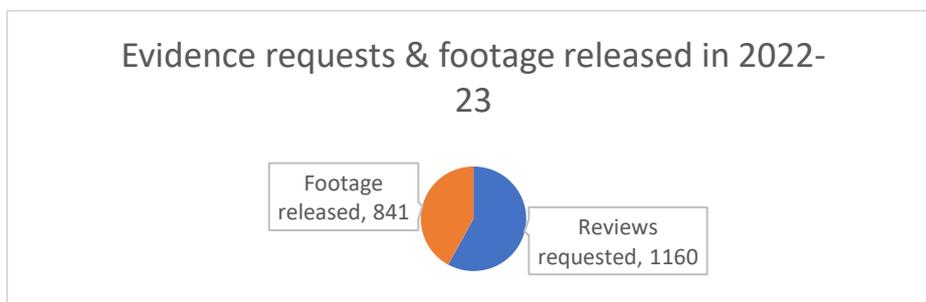
This shows the top 10 types of non-crime incidents that we dealt with during 2022-23. These are mainly person -related incidents.



This shows the top 6 types of crime related incidents that we dealt with during 2022-23.



This chart shows how many reviews were requested by stakeholders and enforcement officers and how many of those resulted in footage being released to them.



We have more information on our website at the link below including our certification and locations of public space cameras [CCTV | Borough Council of King's Lynn & West Norfolk \(west-norfolk.gov.uk\)](https://www.west-norfolk.gov.uk)