

HAWK EYE

Huntingdonshire District & Cambridge
City Council

Shared Service Monitoring Centre

Annual Performance Review

Financial Year 2020 – 2021



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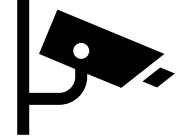
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INTRODUCTION

- This report is the CCTV & OOH Shared Service annual performance round up for the Operations Board meeting on Wednesday 21st April 2021
- The time frames on the charts differ by slide in order to demonstrate the impact of the pandemic on our work activities throughout this difficult year
- Going forward we will share similar data in a defined & consistent timeframe, looking at a particular month, quarter or financial year vs prior year
- We will also break the data down further by city & town councils and clients

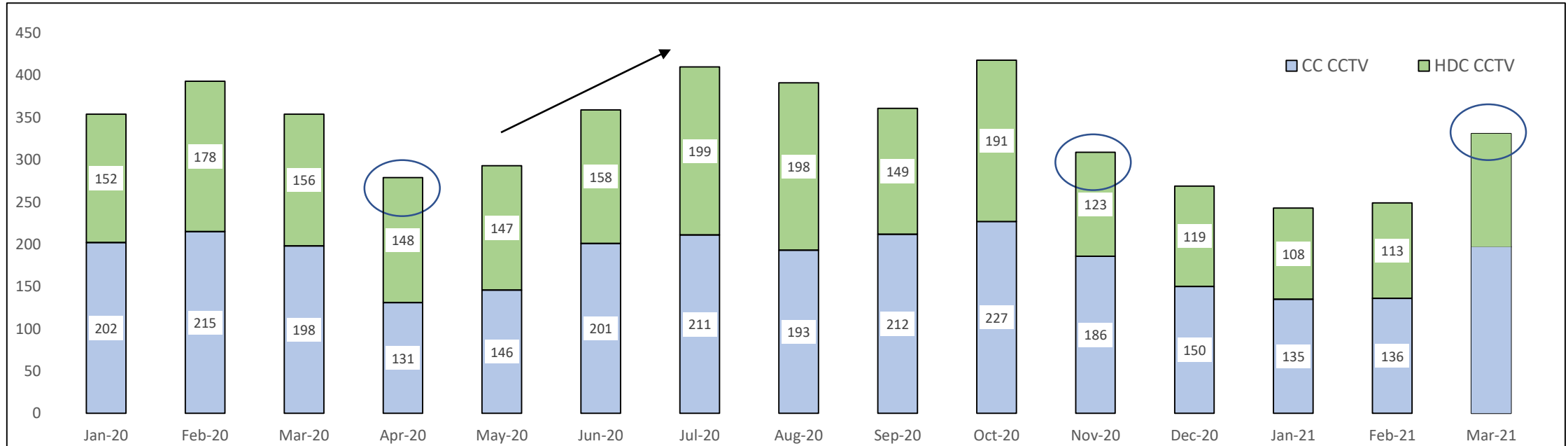
TOPLINE SERVICE
PERFORMANCE





TOTAL CCTV INCIDENTS BY COUNCIL

JAN 2020 – MAR 2021

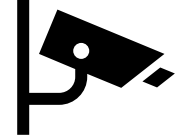


This chart shows the number of monthly CCTV incidents split by HDC and Cambridge City from January 2020 through to March 2021.

Throughout the year, the impact of lockdown is evident; there was a reduction in the number of incidents in April 2020, then a steady rise over the summer as lockdown eased.

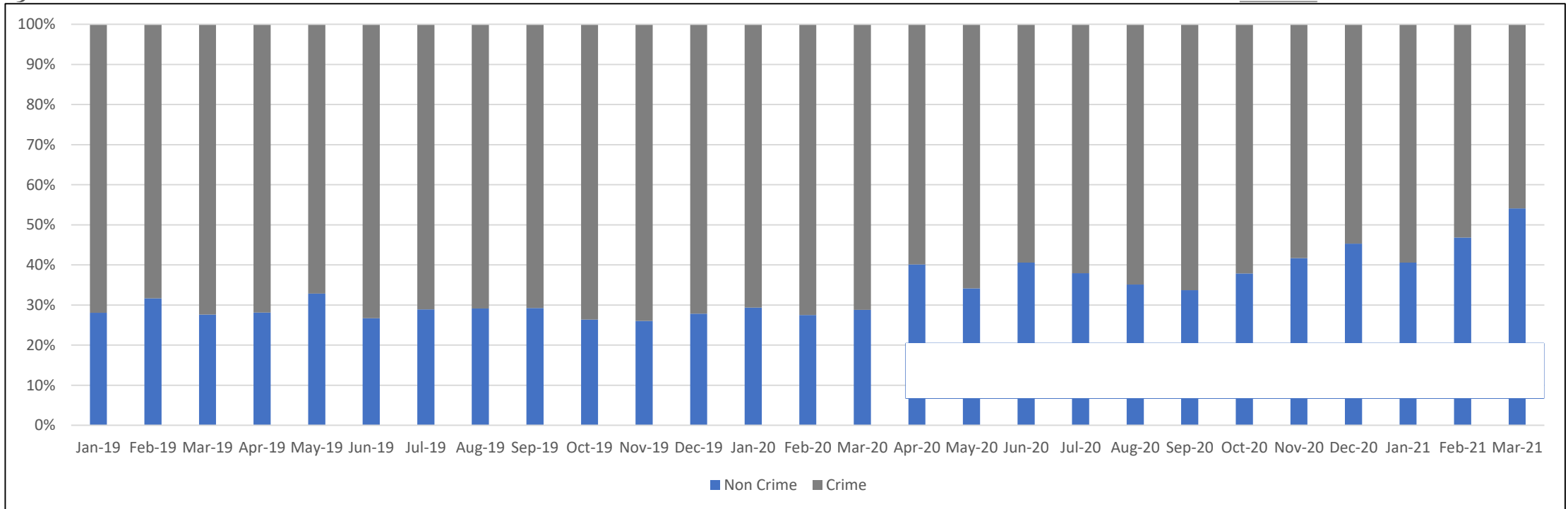
Incident volume dropped again during the next lockdown in November 2020 and remained at a lower level through to February 2021.

Before we saw the March stats, we forecasted a rise in incidents as lockdown restrictions lifted, due to our experience in 2020 and as the weather improves. As you can see on the chart this is already starting to happen in March and since retail and outdoor hospitality reopened on April 12th we expect this to rise further in the coming months. We will monitor this closely as town centres reopen and with a now fully recruited team, we are confident that we are well prepared to cope with the expected increase in CCTV activity.



CCTV INCIDENTS: CRIME VS NON-CRIME INCIDENT % SPLIT

JAN 2019 – MAR 2021

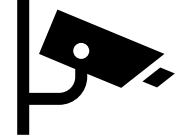


This chart shows how the types of incidents have shifted from Crime to Non-Crime since the pandemic began, which may be attributed to the impact of lockdowns on our residents’ mental health as well as retail and bar closures; although interestingly when lockdown was partly lifted in the summer and hospitality opened up, non-crime remained at a high proportion of incidents.

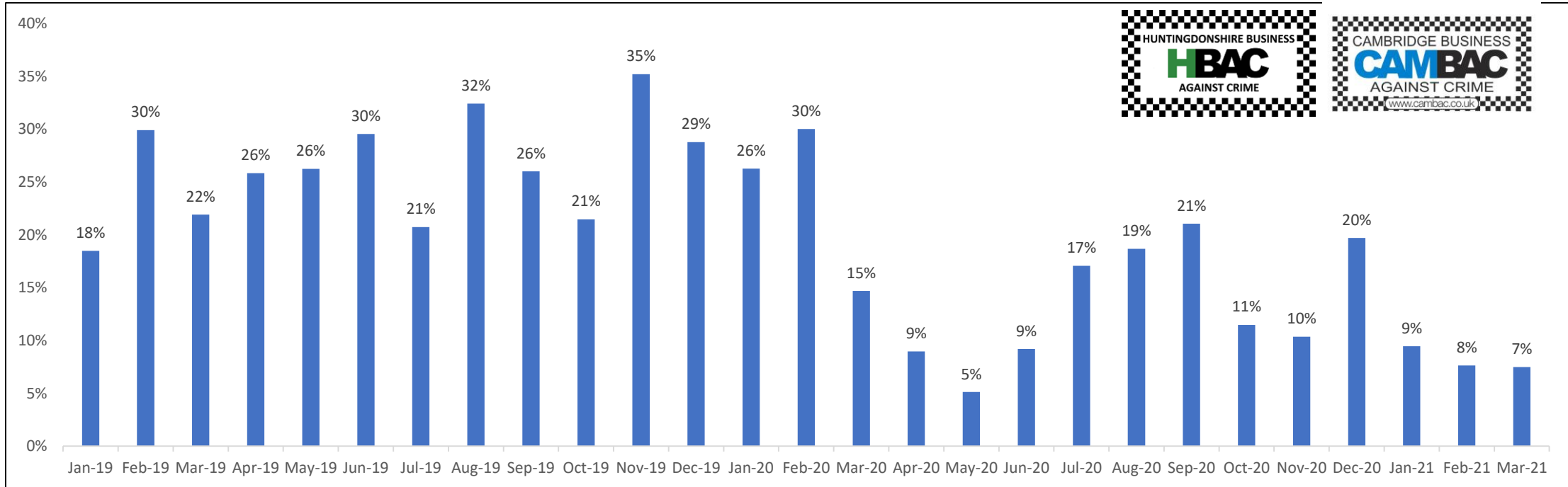
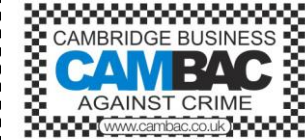
Public welfare incidents makes up the majority of non-crime, with violence and anti-social behaviour still the dominant crime categories in the region.

Overall incidents are down by -573 occurrences in this financial year due to reduced crime, however this has been partly offset by non-crime as shown in the table (April 2020-Mar 2021 vs April 2019 – March 2020). *It’s worth noting that Public Welfare incidents are at an all time high this month (March 2021).*

	Apr 19 March 20	Apr 20 March 21	Movement Absolute	Movement %
Crime	3,178	2,308	-870	-27%
Non Crime	1,261	1,558	+297	+24%
Total	4,439	3,866	-573	-13%



% TOTAL INCIDENTS LINKED TO HBAC & CAMBAC JAN 2019 – MAR 2021



This chart demonstrates the impact of retail and hospitality closures on the % of incidents that are attributed to HBAC and CAMBAC. During the financial year 2019/2020 this ran at around 26% which was approximately 13% for the same period in 2020/2021. We saw the proportion steadily rise during the easing of lockdown in Summer 2020 and again in December 2020, therefore we are anticipating to return to previous levels fairly quickly from April 2021, as premises reopen and the towns come back to life.

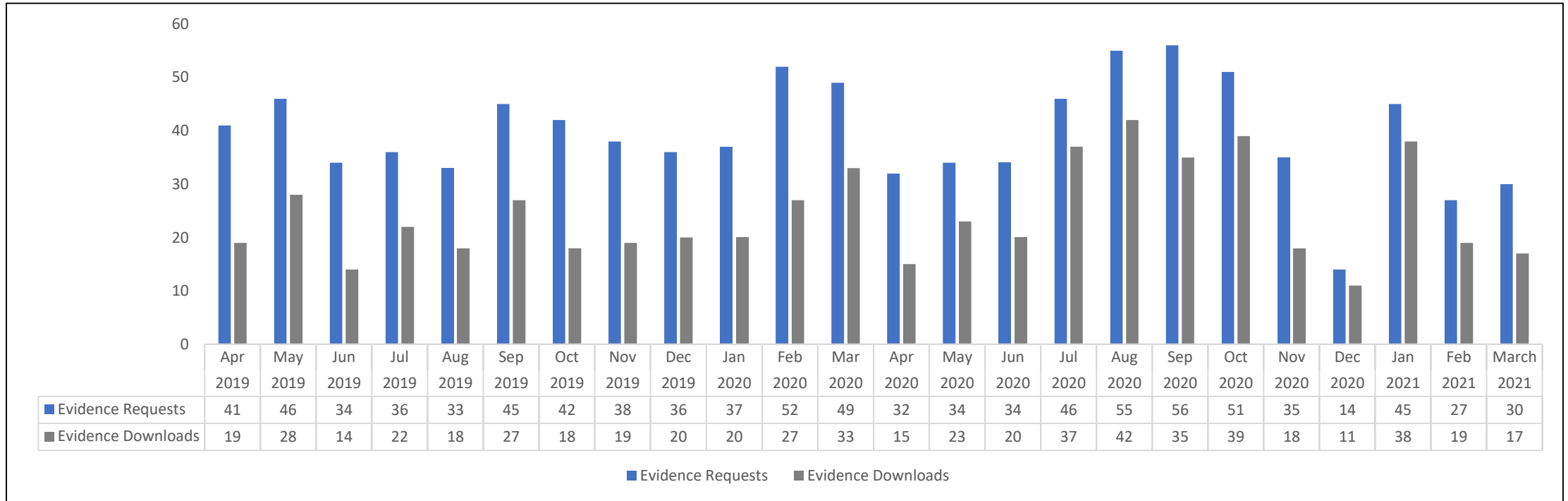
We highly value our 2-way communication with the Business Crime Reduction Partnership and despite the premises closures we have, with both HBAC and CAMBAC members, tackled areas of concern such as shop theft, breaches of COVID-19 guidelines, homelessness and street based anti-social behaviour. We have also supported partners with Community Protection Notices and Criminal Behavioural Orders.

We will continue to share data and intelligence in order to promote community safety for residents and retailers; supporting nearly 300 premises across Cambridge City and principle Huntingdonshire towns.



EVIDENCE REVIEWS AND DOWNLOADS

APR 2019 – MAR 2021



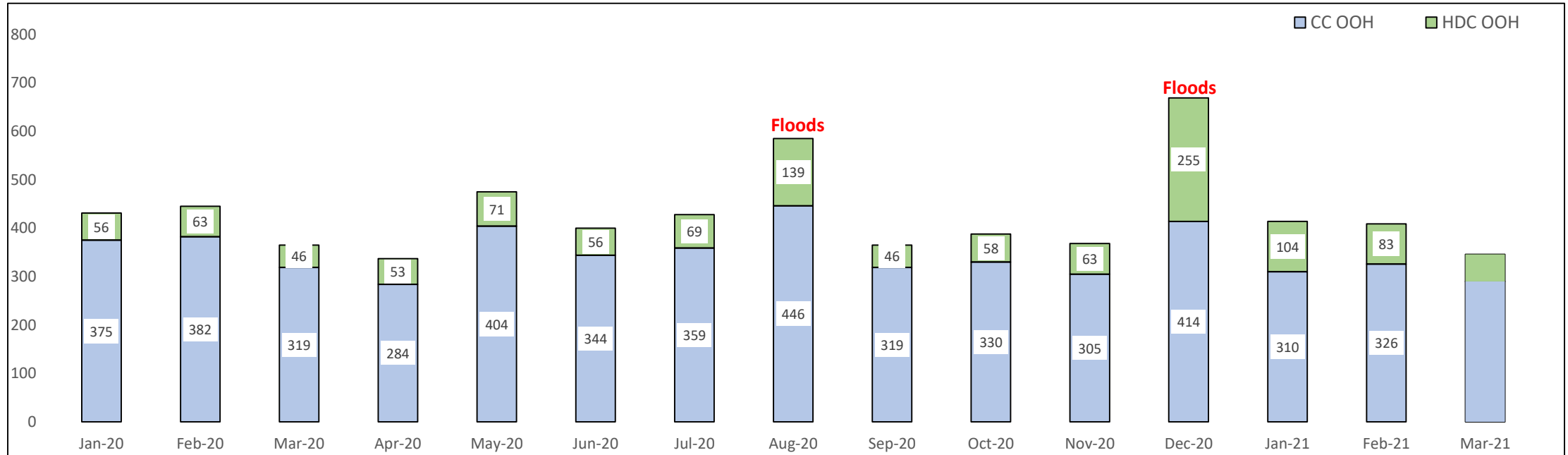
This chart shows the number of evidence review requests and how many reviews led to the data being downloaded for the police to use as evidence or for an insurance claim etc.

Since the pandemic started, we limited the number of people permitted in the control room which in turn led to an increase in the number of requests as the police were no longer able to come to Eastfield House to review footage in person.

Assuming evidence requests take around 30 minutes and downloads take another hour, we have calculated that in 2019/20 the value in CCTV operator’s time is around £5.6k whereas in 2020/21 this increased to £6k*.



OUT OF HOURS CALLS JAN 2020 – MAR 2021



This chart shows the number of monthly Out of Hours calls handled by the team, split by council district.

Out of Hours appears to be relatively unaffected by the pandemic and spikes can be attributed to environmental issues with a significant rise in August and December due to flooding calls, mainly impacting HDC.

December was particularly challenging as the majority of the calls came in overnight on 23rd December, ruining Christmas for many local residents on top of the constraints of the pandemic. Our duty team coped brilliantly with the pressures that they faced that night and worked tirelessly to help distressed families.



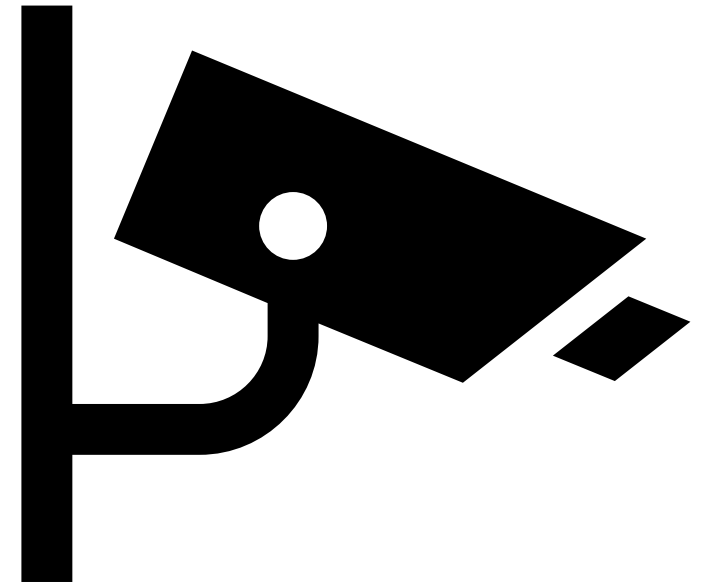
- Overall the department has been extremely busy during this financial year
 - The reduction in crime incidents was partly offset by non-crime as the pandemic increasingly affects resident's mental wellbeing. We expect to see this trend continue for some time, even once hospitality & leisure start to reopen based on 2020 data.
 - We have experienced an extremely busy time on out of hours calls due to unprecedented levels of flooding in August 2020 and December 2020. The introduction of MS teams has added to the challenges faced by the team due to some teething issues which remain ongoing.
 - We are dealing with an increase in evidence requests and downloads due to control room capacity due to COVID and have calculated an approximate increase in value in 2020 vs 2019. We hope to see an improvement in the time spend on evidence requests if the introduction of cloud based data can be shared with the police.
 - At times the team has managed the high workload on skeleton staff due to sickness and shielding team members. We hope this will no longer be a factor in 2021 with the return of valued team members and recruitment of zero-hours cover staff to in-fill shifts where needed.

CCTV INCIDENT
HIGHLIGHTS
2021

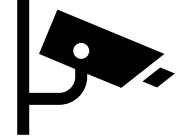


CCTV INCIDENT HIGHLIGHTS

- Our CCTV Operators regularly achieve fantastic results and we would like to share a number of highlights captured in 2021 so far
- We plan to share this with a wider audience on a more regular basis
- The following incident write ups involve a mix of crime and non-crime in HDC and CCC
- We have experienced some excellent results; from proactive arrests to tracking down some of our most vulnerable residents; *quite literally saving lives from the control room*



GOOGLE IMAGES TO BE
REPLACED DUE TO GDPR



INCIDENT HIGHLIGHTS 2021



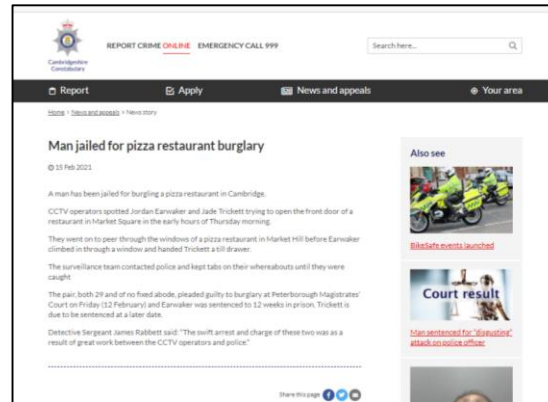
PROACTIVE INCIDENT – CAMBRIDGE CITY – RESTAURANT BURGLARY

We spotted a male and female trying the doors of a restaurant. They managed to open it a small crack but decided against going inside. They moved on to another restaurant the male moved the security camera so it was not looking at him, obviously unaware that we were watching his every move! He then opened the window and went inside which is when we called in it to the police dispatcher.

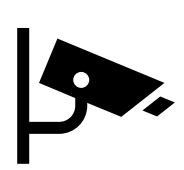
The male was not inside for long and he passed what looked like a till to the female and came out again. We followed them through the city until police caught up with them and they were arrested just out of camera view. Police recovered the till dumped under a bridge.

They pleaded guilty in court and the male is now serving prison time and the female is awaiting her sentence.

We were pleased to get credited for our work on Policing Cambridge City’s Facebook page and website.



Incident 3026 – 11.02.21



INCIDENT HIGHLIGHTS 2021



PROACTIVE INCIDENT – HUNTINGDON – DRUG DEAL

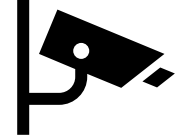
We noticed an old BMW arrive in a Huntingdon pub car park. Two females got out and hung around the shops. A little while later a red Vauxhall arrived and one of the girls walked over and got in the vehicle.

We could see a little white package in the female's hand. The female then got back out of the vehicle and back into the BMW. The red vehicle then left out of town on Ermine Street.

We called this in and reported the possible drug deal and the direction of the vehicles. The red vehicle was stopped on the off slip on the A1 at Norman cross near Peterborough. The male failed a drug swipe and was in possession of white powder and was arrested.



Incident 3055 – 14.02.21



INCIDENT HIGHLIGHTS 2021




PROACTIVE INCIDENT – CAMBRIDGE CITY – BIKE THEFT

Operators observed a male taking an interest in cycles in the Peas Hill Cycle Racks. The male was already on a cycle but was looking at other locked up bikes. He took a set of bolt croppers out of his bag and cut the lock off the racing bike. A female then appeared and the male gave the stolen bike to the female and they both rode off towards the Market Square.

We reported the theft and passed on their direction of travel. Originally the police dispatcher said there were no officers available to attend but numerous officers shouted up saying that they were on route. We tracked the pair who stopped at the cycle rack outside Zara but decided against a second theft and cycled off, which we followed on camera.

Two police units arrived at the same time. One unit stopped the female on the stolen bike but the male rode off. We tracked the male through the city and once the police caught up with him in Emmanuel Road, he collided with the police car, knocking him off his bike and he sustained injuries. Both the male and female were arrested for theft and going equipped.



 Policing Cambridge City
15 hrs · 🌐

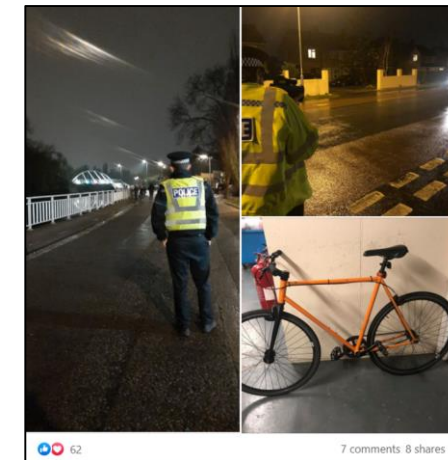
It's been pretty wet and murky out there tonight. But that hadn't deterred local Neighbourhood Officers from being out and about in response to local residents concerns.

Earlier on tonight, officers were carrying out high visibility patrols in the East Chesterton/Riverside area, following recent reports of groups committing ASB. However, tonight it appears that the grotty weather kept most people at home.

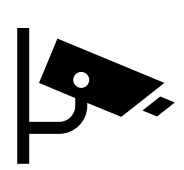
Then, later on, officers were in the Arbury Road area after local residents highlighted concerns over speeding vehicles. After conducting speed checks we were pleased to note that all drivers were within the speed limit.

And just as they were about to go off duty, officers successfully detained a male and female on suspicion of cycle theft, after Council CCTV operators witnessed a cycle theft in progress. Following a poor escape attempt, the pair remain in custody for interview.

[#NorthTeam](#) [#safercamb](#) [#yousaidwedid](#) [#twocyclethievesforthepriceofone](#)



Incident 3379 – 18.03.21



INCIDENT HIGHLIGHTS 2021

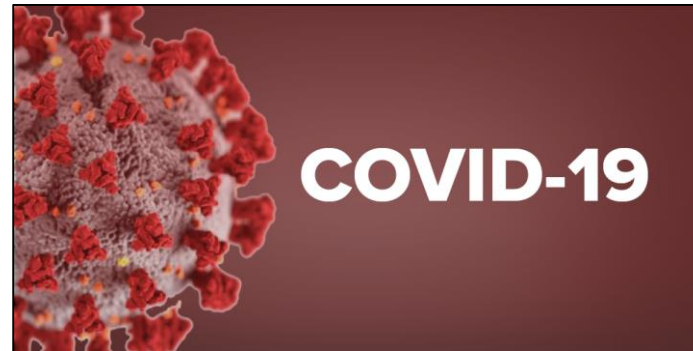


PROACTIVE INCIDENT – CAMBRIDGE CITY – WANTED

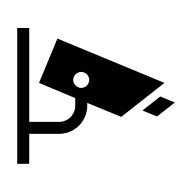
We received an email at from Police informing us that a male was wanted on prison recall. Later that evening, we spotted him on Sidney Street. He was cycling around seemingly scavenging from bins and the floor.

Airwaves were busy with two serious missing persons, but we kept track as he flitted around Market Square and Sidney Street. Eventually we were able to make the police despatcher aware and Police were dispatched and caught up with him on St Andrews Street.

The male was COVID-19 positive and the Police had to don full PPE before searching him. They then arrested the suspect and took him to Parkside.



Incident 3121 – 21.02.21



INCIDENT HIGHLIGHTS 2021



PROACTIVE INCIDENT – JANE COSTON BRIDGE – PUBLIC WELFARE

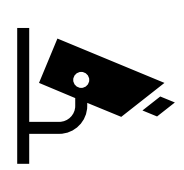
We spotted a male stood on the bridge. His body language suggested he may be thinking about jumping off and he looked upset. We informed the police dispatcher as the male tried to climb up onto the railings.

He didn't manage to initially but as the police arrived he climbed up and was hanging onto the vertical pylon. Police tried to get him down and were planning to close the road below.

The male climbed down and officers grabbed hold of him detaining him on the floor. He was detained under section 136 and taken to Fulbourn in a van.



Incident 3326 – 14.03.21



INCIDENT HIGHLIGHTS 2021



INCIDENT – JANE COSTIN BRIDGE – HIGH RISK MISPER

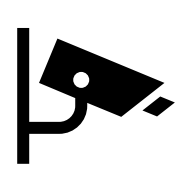
The police dispatcher passed on the description of a high risk missing person who had gone missing from A&E at Addenbrookes. She was suicidal and there were concerns for her wellbeing.

Our operator deployed cameras and conducted a search in areas close to her home address. They sighted a female on the northern side of Jane Coston Bridge who fitted the description given by the police dispatcher and instructed officers of her position on the bridge over airwaves.

Officers arrived and she voluntarily agreed to be taken to Addenbrookes for a mental health evaluation.



Incident 2878 – 22.01.21



INCIDENT – ST IVES – VULNERABLE PERSON

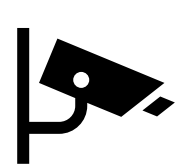
Police airwaves asked if we could monitor St Ives town centre especially around the Quayside Bridge as they had received information from a male's best friend that he was on route to take his own life. We deployed several cameras and carried out an active search of the town centre then spotted the male on an electric scooter on Crown Street then made the police dispatcher and all officers aware.

As soon as the male got to the Quayside, he started taking off his clothing. Officers just managed to get to the male, as he was on the last step before going in to the river.

A negotiator arrived to persuade him to come away from the waters edge and put his clothes back on. Officers then took the male back to his home address.



Incident 3140 – 22.02.21



INCIDENT HIGHLIGHTS 2021



INCIDENT – CAMBRIDGE & ELY – ROBBERY

We received a call from Police about an ATM robbery on Cherry Hinton Road in Cambridge which is not covered by our CCTV coverage. We started patrolling the ATMs covered by the city CCTV. The police despatcher said that there had been another robbery at an ATM, again not covered by us.

Later in the evening, we overheard an Airwaves call saying that the ATM at Nationwide, Market Place, Ely had been targeted – the suspects had the same description as those in Cambridge. Our Operator called the police despatcher and told them that they are a volunteer at Ely CCTV and that they would check the footage later that evening.

They attended Ely CCTV and checked the playback. The cameras captured the attempted theft and gave good images of the suspects. Another camera then picked up the suspects going from ATM to ATM before getting into a silver Citroen. He made the Ely co-ordinator aware of the incident, updated the police despatcher and told Cambridge CCTV the vehicle details to update the log.



Incident 3523 – 31.03.21

CAMERA PERFORMANCE





CAMERA PERFORMANCE – LATEST SNAPSHOPS FEB & MARCH 2021

FEB	Total Hours of Camera Footage (assume cameras filming for 28 days in February, 24h per day)	Days of camera downtime	Hours of Camera Downtime	% Camera Hours Downtime
Huntingdon District Council* 141 cameras	95k hours	57 days	1,368 hours	1.44%
Cambridge City Council 135 cameras**	91k hours	64 days	1,536 hours	1.69%

MAR	Total Hours of Camera Footage (assume cameras filming for 31 days in March, 24h per day)	Days of camera downtime	Hours of Camera Downtime	% Camera Hours Downtime
Huntingdon District Council* 141 cameras	105k hours	27 days	648 hours	0.62%
Cambridge City Council 135 cameras	100k hours	47 days	1,128 hours	1.12%

Overall each council experienced around 1.5% downtime in February for both councils with an improvement in March, particularly in HDC.

Neil Howard, the new Assistant Manager for the Shared Service is now on weekly calls with our camera engineer team and is pushing to get the camera downtime as close to 0% as possible.

*Huntingdon issues in Feb were mainly due to bus station cameras which are now resolved & a wiper issue on the St Neots skate park camera which was still useable in dry weather



MAJOR CONTROL ROOM UPGRADE

Following £600k investment by HDC, and a similar capital sum by Cambridge City Council, the entire Shared Service CCTV system was upgraded and completed in 2020.

This allows us to now deliver high-definition images and video footage to the police from our state-of-the-art central control room in Eastfield House, which was also upgraded.

Over 260 cameras were improved during this process, while trying to keep the old system running in parallel in order to minimise downtime.

As you can see from the images on the right, the clarity of detail and definition has improved significantly.



The department was awarded accreditation by the industry audit body, SSAIB, in 2020 and we have plans to further elevate to the highest level of industry standards, as we develop plans to expand our portfolio of security services.



APPENDIX

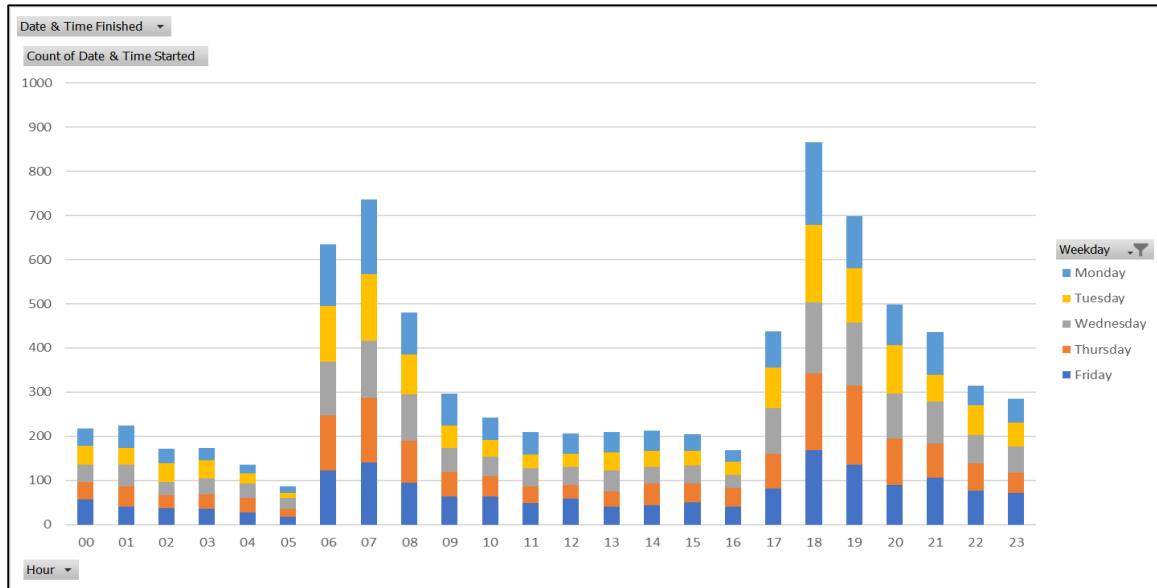


PROACTIVE ARRESTS

	Jun - 20	Jul - 20	Aug - 20	Sep - 20	Oct - 20	Nov - 20	Dec - 20	Jan - 21	Feb - 21	Mar - 21
CCTV Airwaves Police - Outbound	6	3	3	5	3	3	1	1	3	4
CCTV CAMBAC - Outbound				1		1	1			
Non Used - Monitored Only		1			1		1		1	
Total	6	4	3	6	4	4	3	1	4	4

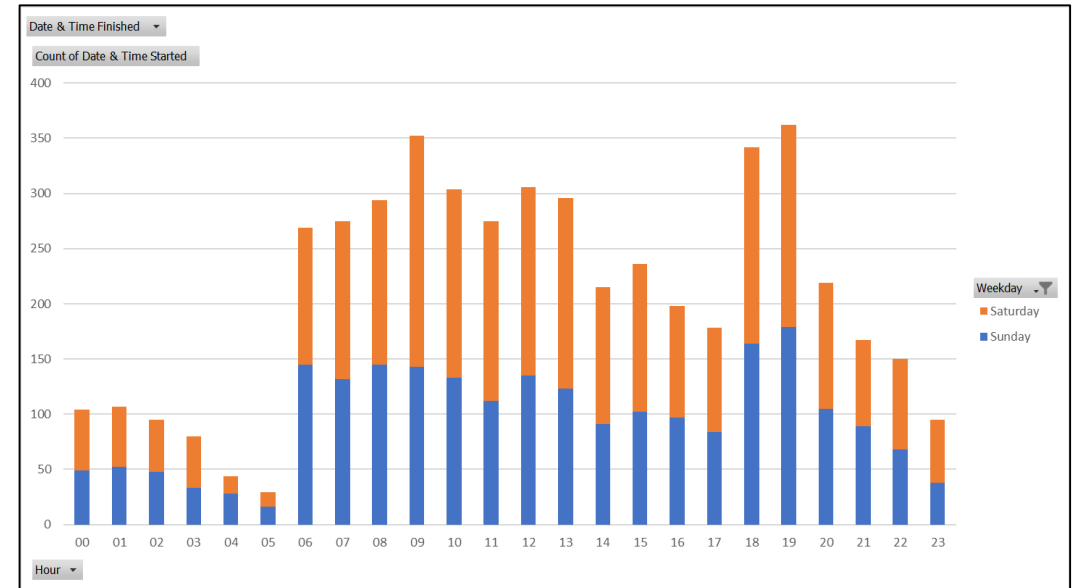
OOH PEAK TIMES – FULL YEAR 2020/21

Weekdays



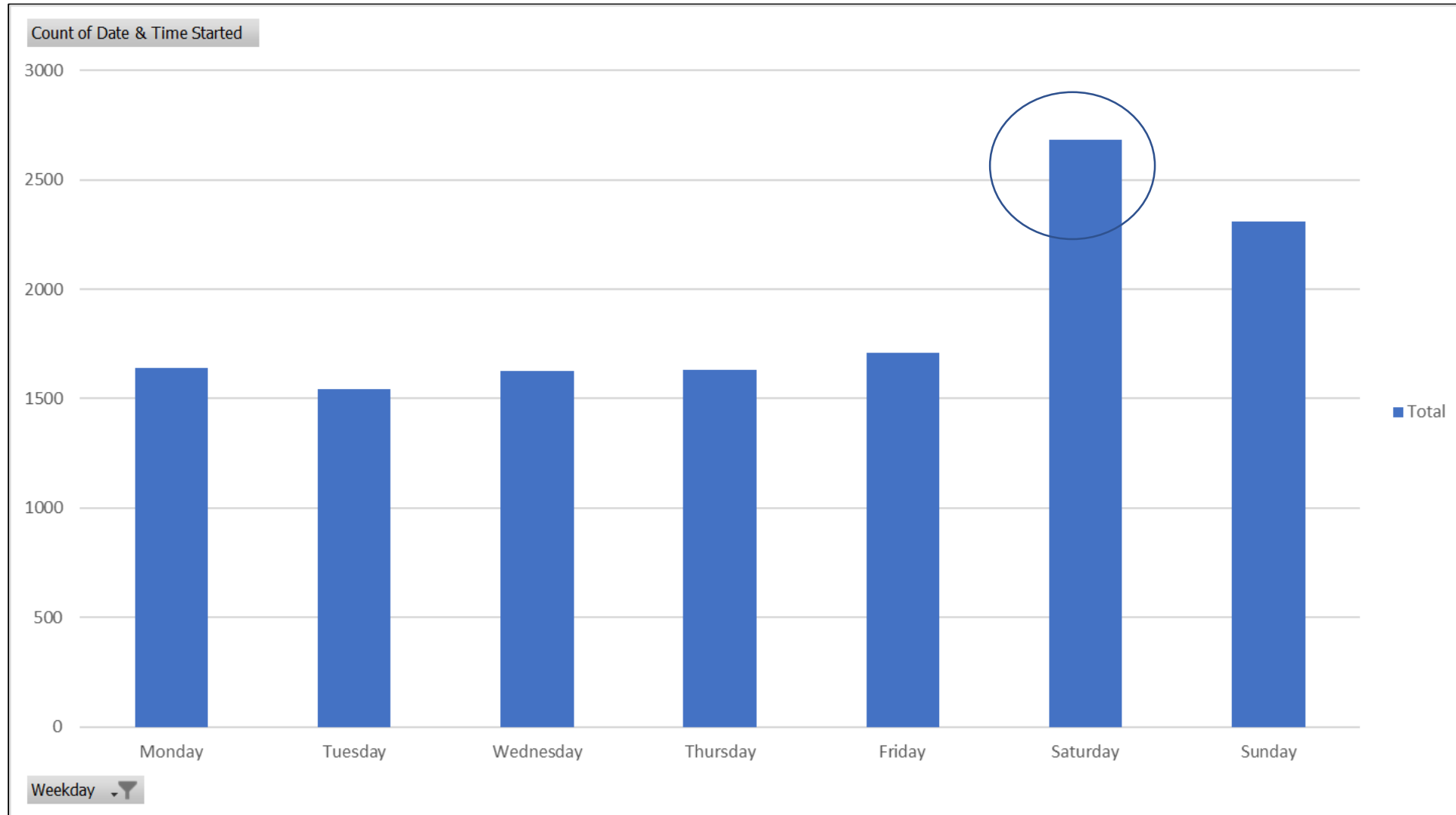
Weekday peak hours are from 6am until the Call Centre opens at 9, then again from the call centre closing at 5pm through to late evening.

Weekends

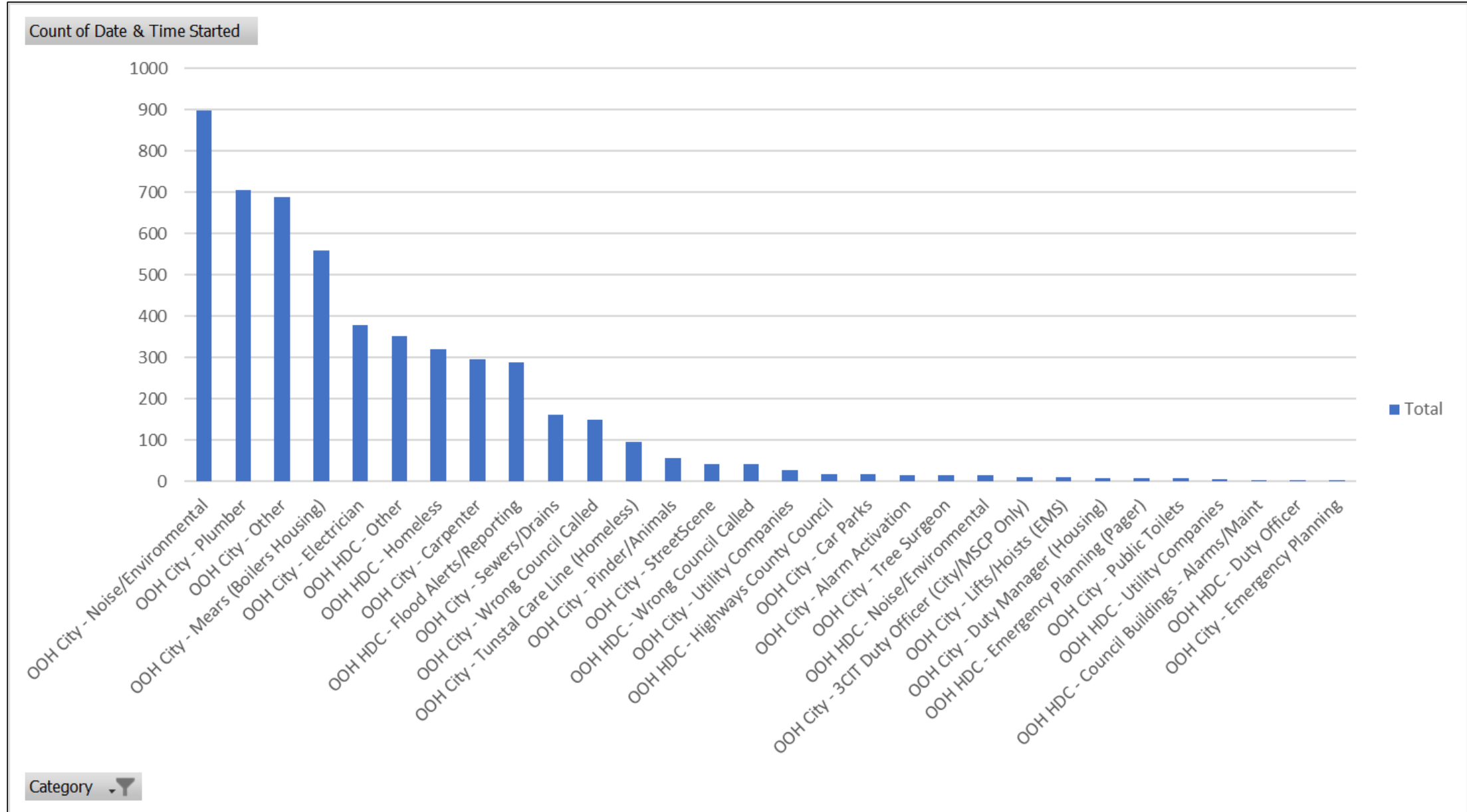


Weekend peak hours are from 6am, drop off later in the afternoon and peak again from 6-8pm.

OOH PEAK DAYS – FULL YEAR 2020/21



OOH CATEGORIES – FULL YEAR 2020/21



OTHER THINGS TO INCLUDE FOR THE FUTURE REGULAR REPORTS

- Call source / proactive incidents and arrests vs PY
- Incidents by town & type vs PY
- Arrests by town vs PY
- OOH by type vs PY
- Camera performance by town vs PY
- Camera incident hot spots