HAWK EYE

Huntingdonshire District & Cambridge City Council

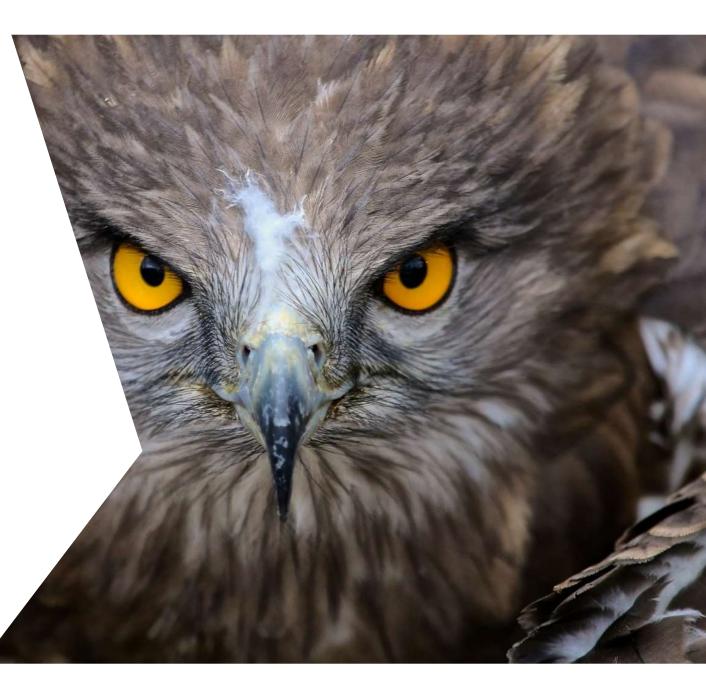
Shared Service Monitoring Centre

Annual Performance Review

Financial Year 2021/22







Prepared by K Rowell May '22

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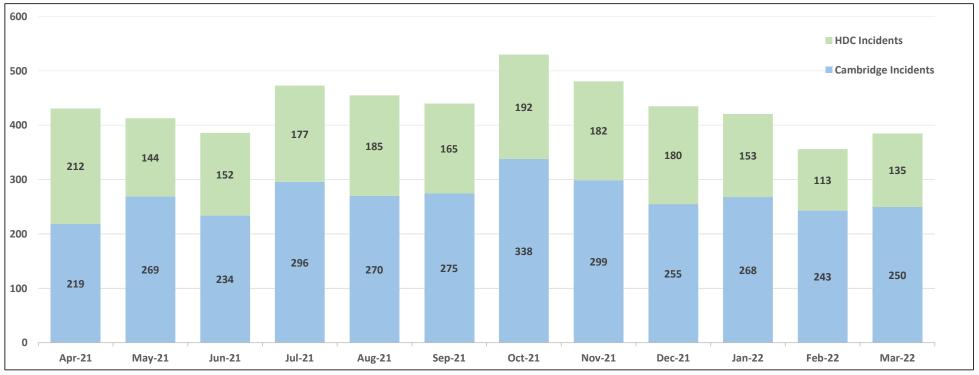


TOPLINE SERVICE PERFORMANCE



TOTAL CCTV INCIDENTS BY COUNCIL APRIL 2021 – MARCH 2022





This chart shows the total number of CCTV incidents split by HDC and Cambridge City Council from April 2021 through to March 2022.

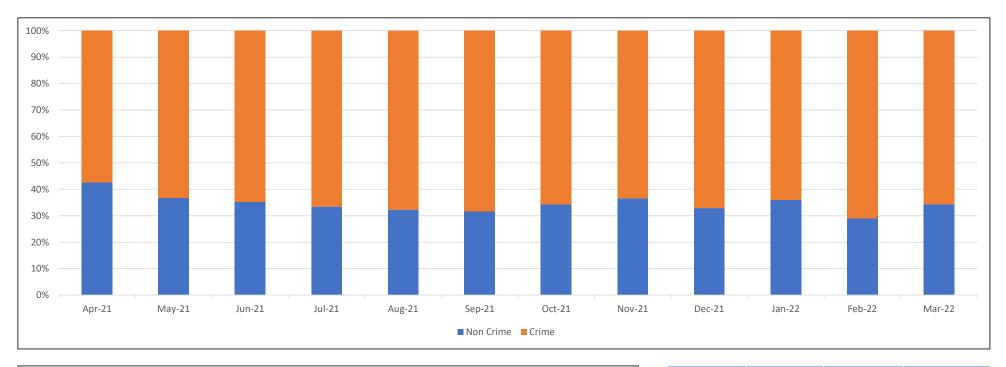
There has been a significant increase in incidents across the councils, with a total of 5206 recorded by the CCTV team in the last year. This is a 34% increase from the previous year which totalled 3866.

As mentioned in previous reports, the number of incidents have increased largely due to covid restrictions coming to an end and hospitality/ night time economy now being fully open again.



TOTAL CCTV INCIDENTS: CRIME VS NON-CRIME % SPLIT APRIL 2021 – MARCH 2022





This chart shows the percentage of crime vs. non-crime incidents across the shared service. As you can see the figures have remained fairly steady across the year, with between 30-40% of incidents falling in the non-crime categories.

The table on the right shows the movement % compared to last years figures, the number of crime related incidents have increased by 47% compared to the previous year.

	April '20 March '21	April '21 March '22	Movement %
Crime	2,308	3,399	+ 47%
Non-Crime	1,558	1,797	+ 15%



TOTAL CCTV <u>CRIME</u> INCIDENTS BY CATEGORY APRIL 2021 – MARCH 2022



	Sum of											
Row Labels	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Anti Social Behaviour	80	79	75	77	73	69	72	74	70	58	57	68
Begging/Vagrancy	1	4	4	6	4	4	2	1	5	1	9	4
Breach of Conditions	4	3	0	0	2		1	2	3	6	1	1
Criminal Damage	3	3	4	10	5	9	8	4	8	6	2	3
Drug Offences	7	12	10	19	10	16	19	8	9	5	5	4
Fraud	1	0	0	2	2	1	2	1	1	4	2	3
Hoax Calls	0	0	0	0	0	0	0	0	0	0	0	0
Possession of Offensive Weapon	4	5	5	8	14	8	7	10	7	8	8	6
Public Indecency	1	0	2	2	4	1	2	1	3	1	0	0
Road Traffic Incidents	10	18	7	10	8	15	9	11	4	8	8	9
Road Traffic Offences	17	20	31	29	19	19	46	25	27	19	34	16
Robbery / theft	5	3	3	9	4	2	5	8	7	4	7	3
Sexual offences	0	2	1	2	5	3	9	3	2	1	2	3
Suspicious Activity	30	24	14	22	24	25	27	26	20	25	19	18
Theft / Shoplifting	36	20	23	33	33	34	46	49	55	48	44	39
Violence	41	58	62	73	89	85	79	71	65	65	52	70
Wanted Person	5	8	9	12	12	11	13	11	6	10	3	6
Grand Total	245	259	250	314	308	302	347	305	292	269	253	253

The table above shows the total crime incidents recorded over the last year, broken down into categories. As you can see from the highlighted rows, 'Anti-social behaviour', 'Theft/Shoplifting' and 'Violence' are consistently higher than other categories.

The table to the right shows the significant increases compared to the last year.

Category	April '20 March '21	April '21 March '22	Movement %
Drug Offences	62	124	+ 100%
Fraud	9	19	+ 111%
Possession of Offensive Weapon	39	90	+ 130%
Sexual Offenses	11	33	+ 200%
Violence	470	810	+ 72%
Theft/shoplifting	284	460	+ 62%

TOTAL CCTV <u>NON-CRIME</u> INCIDENTS BY CATEGORY APRIL 2021 – MARCH 2022



	Sum of Apr-	Sum of										
Row Labels	21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Alarm Activation	14	11	4	7	4	9	6	13	7	3	5	6
Ambulance Incident	0	5	3	1	2	2	4	0	2	3	1	6
Demonstration/Protest	14	10	5	2	7	6	3	11	3	3	6	5
Fire Incident	5	1	0	3	0	1	3	2	1	2	0	0
Police Incident	35	12	13	18	10	9	12	18	28	25	9	13
Public Welfare	114	108	111	124	118	107	150	132	102	116	82	102
Grand Total	182	147	136	155	141	134	178	176	143	152	103	132

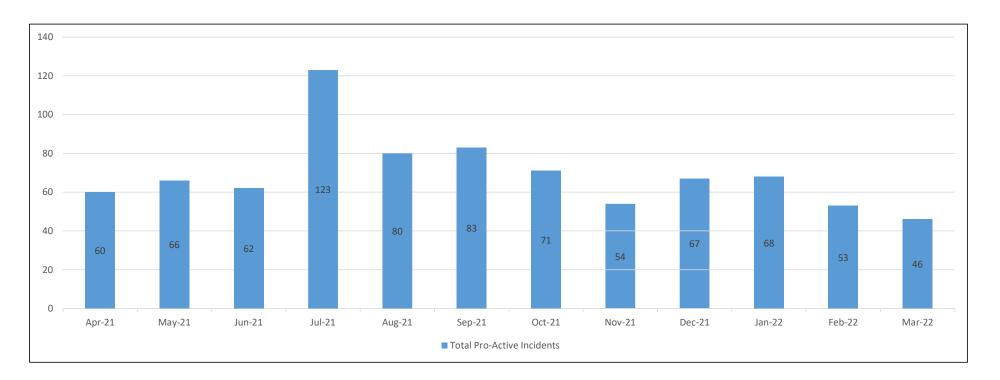
The table above shows the total non-crime incidents recorded over the last year, broken down into categories.

Public welfare* is by far the highest category, consistently making up over 50% of the total figures. The team recorded 1383 public welfare incidents over the last year, compared to 1118 in the previous year (a 23% increase).

*Public welfare category includes incidents such as missing person, concern for vulnerable people etc.





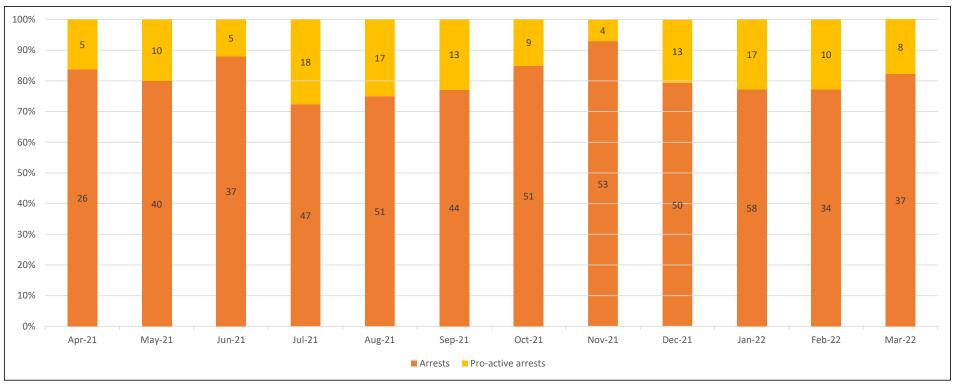


This chart shows the number of pro-active incidents by month. These are incidents where CCTV operators have used their observation skills and training to spot incidents that may have otherwise been missed.



TOTAL ARRESTS / PRO-ACTIVE ARRESTS APRIL 2021 – MARCH 2022



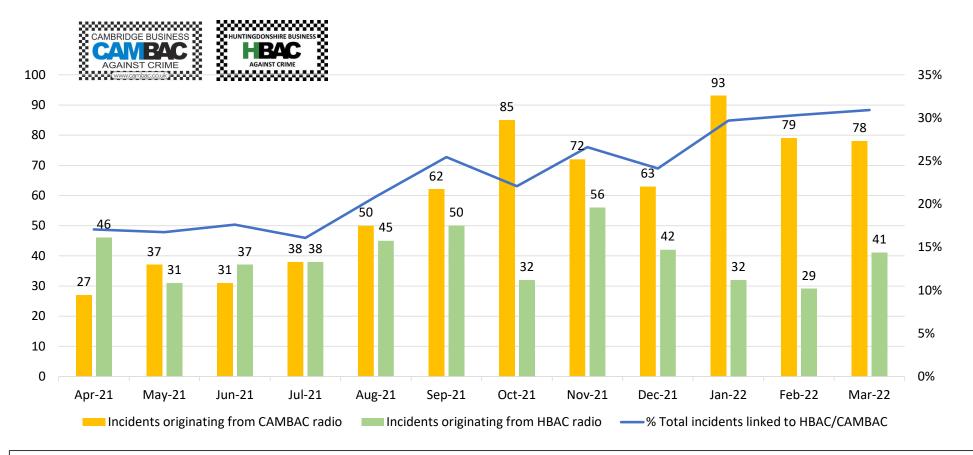


This chart shows the total number of arrests logged on the VTAS system and also the percentage of those arrests that were linked to pro-active incidents.

It is worth noting that not all arrests linked to incidents are recorded. This is an area in which our team can improve, better communication between CCTV and police, following up after incidents are closed.

TOTAL CCTV INCIDENTS LINKED TO HBAC & CAMBAC APRIL 2021 – MARCH 2022



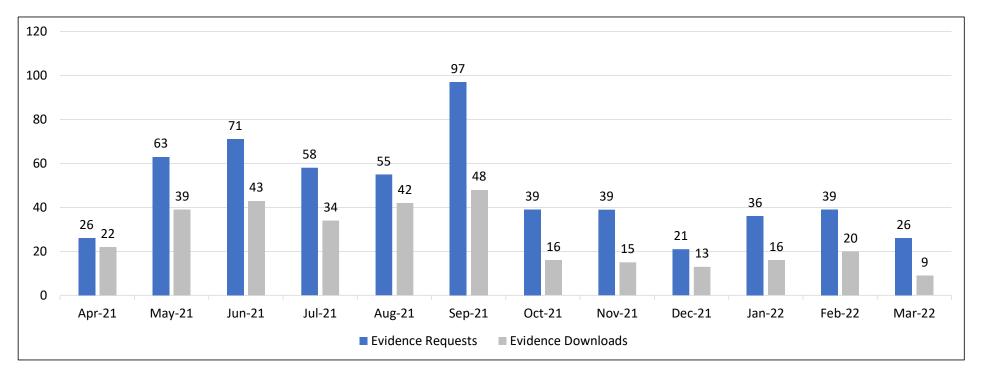


The chart above shows the number of incidents directly linked to the CAMBAC and HBAC radios. The dark blue line shows the total percentage of all incidents recorded. As you can see, this has been increasing steadily throughout the year as covid rules have been relaxed/removed and the night time economy is back to normal.



TOTAL CCTV EVIDENCE REQUEST & DOWNLOADS APRIL 2021 – MARCH 2022





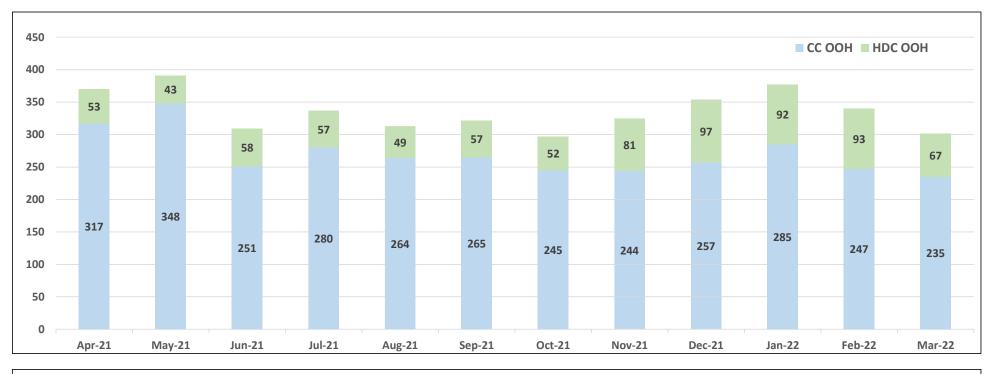
This chart shows the number of evidence requests and downloads over the last year. This is a slight increase on the previous year but nothing too significant.

	April '20 March '21	April '21 March '22
Evidence Requests	459	570
Evidence Downloads	314	317



TOTAL OUT OF HOURS CALLS RECEIVED APRIL 2021 - 2022



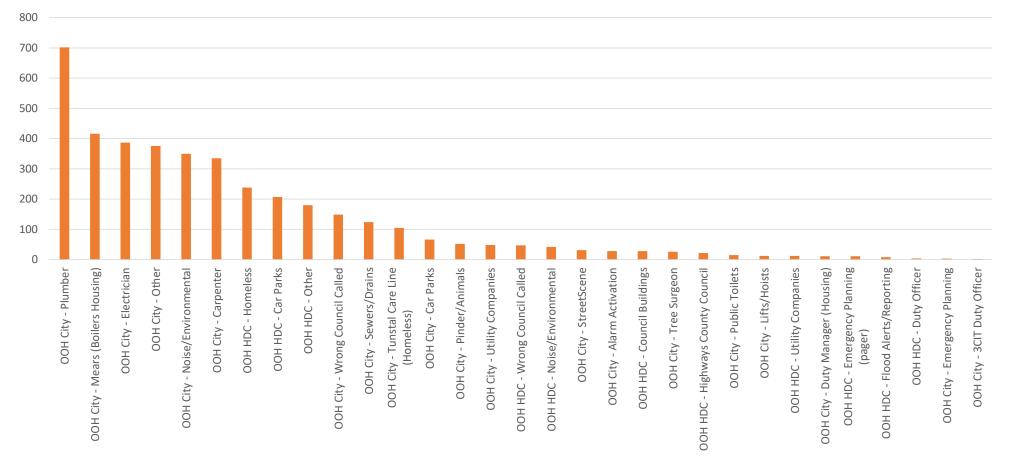


- OOH call numbers have remained at a similar level to the previous year (4037 vs. 4028 in 2020-2021)
- Noise calls have been one of the most significant reductions 350 calls vs. 667 in previous year.
- Car park calls have increased significantly 273 calls vs. 17 in previous year (173 of these calls were logged in the last 4 months this is directly linked to an increase in anti-social behaviour seen in the Huntingdon town centre multi-storey car park).
- New telephony system STORM now in place across the shared service, this will make dealing with OOH calls much easier for the team and also improve reporting and monitoring capabilities.



TOTAL OUT OF HOURS CALL CATEGORIES APRIL 2021 – MARCH 2022





PERFORMANCE SUMMARY

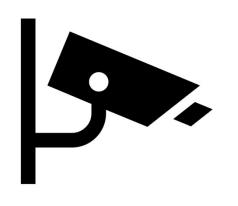
- The team has been very busy over the last year. They have worked extremely hard to maintain good links with police, shops and the night time economy at the same time as dealing with covid related pressures. Staff sickness and increased workload has put a lot of pressure on the controllers, often having to work extra shifts in order to maintain a 24/7 service.
- We are thrilled to say that we have just passed the SSAIB Stage 1&2, BS7958 and ISO 9001 Surveillance Camera Commissioner's Code of Practice, and the team is now fully accredited to these levels. There has been months of focus for the management team and also the controllers who worked extremely hard to get us over the line. This accreditation is a huge achievement for the department and one we intend to shout about from the rooftops!

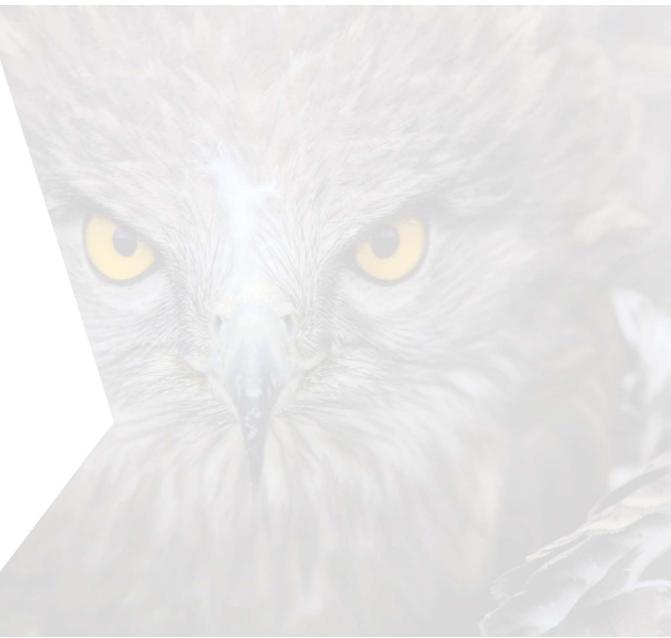




CCTV INCIDENT HIGHLIGHTS

APRIL 2021 – MARCH 2022





CCTV INCIDENT HIGHLIGHTS

- Our CCTV Operators regularly achieve fantastic results and we would like to share a number of highlights captured over the last year.
- The following incident write ups include a mx of crime and non-crime across both councils.
- We have experienced some excellent results; from pro-active arrests to tracking down some of our most vulnerable residents; saving lives and preventing crime from the control room.







ARREST – PUBLIC WELFARE - HUNTINGDON



Incident 3764 - 17th April 2021

SPEEDY RECOVERY OF A MISSING PERSON

Operators received a call from the police dispatcher asking them to look out for a male who had gone missing from Hinchingbrooke hospital.

The team checked playback and spotted him heading into the town centre. They deployed cameras in the town centre at 14:24 and found him on the high street just **4 minutes later.** At 14:35 he was back in custody and on his was back to Hinchingbrooke for his own welfare.

Now that's what we call a good result!



HBAC ARREST – SHOPLIFTING – HUNTINGDON



Incident 4232 – 21st May 2021

SHOPLIFTING IN HUNTINGDON TOWN CENTRE

A Huntingdon retailer reported a suspected shoplifter in their store over the HBAC radio system so operators deployed cameras in the area.

The team saw the suspect walk into another store, and informed the store of suspect's recent suspicious activity, then informed the police dispatcher over airwaves. The suspect made his way to the High St where he emptied the contents of his pockets into his backpack, meeting up with 2 other males. This was all captured on camera and shown on the camera feeds to the police! Oops!

After attempting to make their way out of town with his 2 buddies, the police eventually caught up with them and arrested the suspected shoplifter, allowing the other males to leave.





Incident 4701 – 20th June 2021

JAIL FOR CRIMINAL DAMAGE

Operators were alerted to a report of a criminal damage incident. They located the male and relayed the live images to the police, guiding them to the suspect.

The first officer on scene tried to put cuffs on the male but he resisted, so the officer threw him to the ground and the police dispatcher requested more officers as back up. The lone officer then got the male to his feet but the male then headbutted him. More officers arrived and after a little struggle, they got him into the van and arrested him. Operators then reviewed footage of the reported criminal damage and were pleased to confirm that they had caught this on camera in shocking footage that was shared by the police on social media, after his conviction.

On 21st June, the arrested male appeared at Peterborough Magistrates Court and was sentenced to 16 weeks in prison after pleading guilty to attempted bike theft, common assault of an emergency worker and using threatening behaviour with intent to cause fear. Excellent work by our team in partnership with the police.





Incident 5572 – 11 August 2021

OIL THIEVES CAUGHT IN THE ACT

Whilst patrolling the cameras, an operator spotted 2 suspicious males walk to a van and put on high visibility vests. They then started to unscrew a container outside a takeaway restaurant that was locked. They removed a drum of cooking oil and placed it in their van.

Police dispatcher sent officers to the scene where the two males were apprehended. The van was found to be full of containers and was linked to multiple thefts of cooking oil throughout southern England. A fantastic result for one of our newest team members.





Incident 6185 – 18th September 2021

DRINK DRIVER CAUGHT IN THE ACT

A group of people were observed staggering along Park Terrace, clearly under the influence of alcohol.

The group were seen getting into a vehicle and operators immediately alerted police dispatch of the car description and direction of travel. Operators continued to track the vehicle which had a near miss with another parked along Park Terrace, continued to drive along East Road and then Elizabeth Way.

Traffic police finally caught up with the vehicle on Milton Road, when the officers stopped the vehicle they immediately asked for a van as the driver was very drunk.





Incident 6921 – 27th October 2021

CAR PARK CASH BOX THEFT – SUSPECT CAUGHT & ARRESTED

Operators observed a male standing next to a pay machine in a St Neots car park, he appeared to have a drill in a clear plastic bag. He was then seen drilling into the pay machine lock, it was soon determined that this was the same male who had been seen breaking into other cash machines in the area.

Operators immediately called the police over the airwaves, alerting them to the theft in progress and giving a clear description of the male and his location. The male was then seen to give up and walk away empty handed. A few minutes later the same male was seen returning to the car park for another attempt, this time he was accompanied by a female. This attempt was also unsuccessful and they left the scene once again.

Officers were now on route to the scene so operators searched for a vehicle leaving the area, they soon spotted a vehicle which seemed to be driven by the suspect and passed this information to the police. The vehicle was spotted by the police parked outside a shop, the driver saw the police and drove off at speed. Police pursued the vehicle which drove at speeds reaching up to 90mph, eventually a stinger was deployed which brought the vehicle to a stop. The driver was arrested.

This was a great result not only for the operators on shift but for the whole team. This chap had alluded the team for several weeks so to finally catch him was a great outcome for everyone involved.





Incident 7860 – 19th December 2021

3 MALES ARRESTED FOR BREAKING & ENTERING AND BURGLARY

Operators were called over the radio and asked to deploy cameras to the location of a possible burglary in progress. Cameras were deployed and all looked to be ok, operators decided to check playback. Footage showed 3 males trying to break into the premises in question, the males entered the building and were seen leaving and walking down the street, 2 of them were seen carrying something large and putting it next to a white van. Shortly after this a car arrived to pick them up, they collected the large item and drove off with it. Police were alerted and operators gave them the vehicle details.

Police caught up with the vehicle later that night, the passengers were seen throwing items from the vehicle before it was eventually stopped. Despite trying to run from officers all 3 suspects were caught and arrested, with the help of a police dog handler and his faithful friend.

(See 'CCTV IN THE NEWS' slide for further information about the incident)





Incident 8089 – 3rd January 2022

VULNERABLE PERSON STOPPED ON ROOFTOP

Operators observed a female heading up to the roof of a town centre carpark, she was known to the team and police as having previous mental health concerns. Police were immediately informed over the airwaves.

Observations continued and she was seen drinking alcohol and being sick, worryingly she was then seen climbing over the edge of the roof and sitting down with her legs dangling.

Police arrived very quickly and the area was taped off, a negotiator was requested. Soon after, the female was seen having a seizure so police grabbed her to stop her falling. She was moved away from the rooftop and safely taken away in a police van.



Incident 8202 – 9th January 2022

MISSING 15 YEAR OLD FOUND

Operators received an email from police regarding a high risk missing person, a young male who was believed to be involved in drug dealing. The police gave operators a full description of his appearance and also let the team know he was known to be carrying a knife.

In the early hours of the morning, whilst monitoring the city centre, operators spotted the missing male on his bike, hanging out with several other males. Police were informed over the airwaves and observations were maintained until officers arrived on the scene.

The male was seen leaving the location at speed on his bicycle, cameras were used to track his movements and police were updated. Police eventually caught up with him as he was leaving the city centre. He was safely returned to his home address.

This was a great result for the team!







Incident 8243 – 13th January 2021

SUSPICIOUS MALE ARRESTED

Operators observed a male acting suspiciously in Cambridge city centre, the male was dressed all in black, including a balaclava covering his face. He was seen approaching a female and also observed scratching himself with a knife.

Police were informed over the airwaves and officers were deployed, the male was arrested and taken away in a police van. It was revealed that the male was known to police and had been arrested before for possession of an offensive weapon.

Police later called the CCTV team to thank them for their role in this arrest, the male in question was found carrying Viagra and other drink spiking substances along with other unusual items. This was a great catch for the team, this man was obviously up to no good and things could have led to a much more serious encounter.





Incident 8443 – 26th January 2022

MALE ARRESTED FOR POSSESSION OF OFFENSIVE WEAPON

Operators observed a group of 6 males gathered in the town centre, on closer inspection they were able to see one of the males flicking a butterfly knife.

Police were informed of this over the airwaves and officers were deployed. Observations were maintained, watching the group move around the town, eventually stopping and sitting on a wall in the town. The male in possession of the knife is seen passing it to another male in the group, this information is relayed to the police.

Police arrive on the scene, search the male and find the knife. He is arrested for possession of an offensive weapon. A great bit of proactive work from the team and a dangerous weapon removed from the streets.





Incident 8883 – 25th February 2022

SUSPICIOUS MALE FOLLOWED AND REPORTED

Whilst carrying out observations in the City centre, operators spotted a male acting suspiciously. He appeared to follow a female that walked past him on her way into a park.

Operators deployed several cameras, they watched the female walk through the park and the male follow but on the opposite side of the road. Police were notified over the airwaves, operators raised their concerns for the female. Eventually, the female enters a residence in the city centre and the male waits outside. He is then seen walking towards the bus station and is passed by police officers who have been sent to check on him. Police stop the male and take his details, operators then watch him leave and follow him until they lose visual.

Thankfully no crime occurred, however the male was certainly acting suspiciously and operators were right to observe and inform the police. This is how the CCTV team assist police in keeping the streets safer at night.





Incident 9127 – 11th March 2022

CAMBAC RADIO USED TO DETER ANTI-SOCIAL BEHAVIOUR

Operators received a call via the CAMBAC radio, a night club in the city centre had ejected four females and one male for being threatening and abusive to staff, as well as attempting to steal from the establishment.

Cameras were deployed and the group were located, they were seen walking towards another club. The operator on duty contacted the club via the CAMBAC radio, warning them about the group, they were refused entry. This happened again when they tried to gain entry to another bar, the operator was able to pre-warn the establishment and entry was again refused. Eventually the group appeared to give up and left the city centre without causing anymore trouble.

A great result for everyone and a fantastic example of teamwork between the CCTV team and CAMBAC users.





Incident 9154 – 13th March 2022

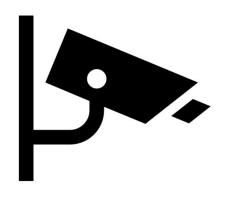
WANTED MALE LOCATED

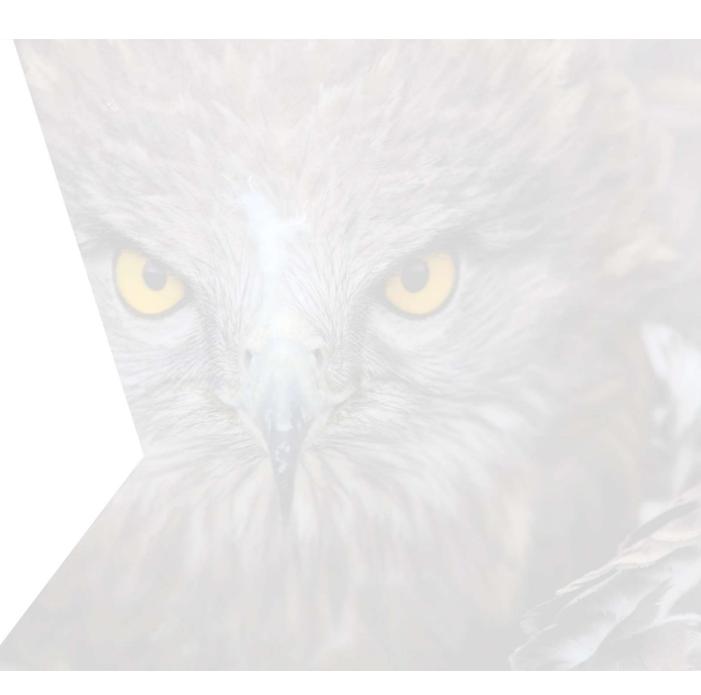
Operators received a call from police, requesting observations in the Huntingdon area. They were looking for a wanted male and gave a full description of what he looked like and the clothes he was wearing.

Cameras were deployed and the area search began. Operators spotted a male fitting the description and advised police of his location. Observations were maintained and police were given regular updates of his location until officers arrived. Once police were on scene they verified the males identity and confirmed it was the wanted male. He was arrested and taken to the police station.

CCTV IN THE NEWS

APRIL 2021 – MARCH 2022

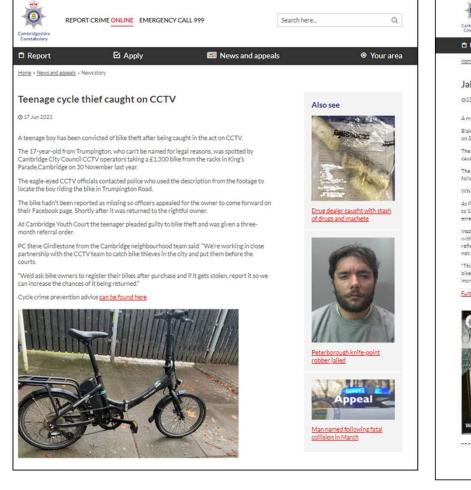






CCTV IN THE NEWS (APRIL 2021 – MARCH 2022)







Jail for man caught trying to steal bike

m23 Jun 2021

A man caught trying to steal a bike in Cambridge has been jailed.

Blake Healy was spotted by a member of the public lifting the seat from a bike in Hobson Street on Sunday (20 June) afternoon in an attempt to break the chain and steal the bike.

The member of the public configurated the 25-year-old but he lifted the saddle to threaten her causing her to run into the road and almost into the path of a bus.

The woman called police and Cambridge City Council's shared CCTV service were able to follow Healy until police caught up with him in Sidney Stree

While being arrested he attempted to headbutt and bite the officer

At Peterborough Magistrates Court vesterday (21 June). Healy of Victoria Road was sentenced to 16 weeks in prison after pleading guilty to attempted bike theft, common assault of an emergency worker and using threatening behaviour with intent to cause fear.

ector Ed McNeil said. "Thanks to this member of the public and the partnership we have with CCTV operators, we were able to catch Healy and put him before the courts. His sentence reflects how threatening members of the public, assaulting emergency workers and stealing is not acceptable and will not be tolerated.

"This case does highlight the importance of investigating in a good quality lock. We'd also ask bike owners to register their bikes after purchase and if it gets stolen, report it so we can increase the chances of it being reunited."

Further crime prevention advice can be found here



Share this page () ()

"Brazen" burglary trio caught in under 10 minutes

A burglary trio who targeted a Ramsey pub and flat were caught red handed less than 10 minutes later with the safe still in their getaway vehicle.

Craig Shearer, Louis Evans and Ryan Doorland broke into The Angel pub on High Street, Ramsey, just before 3am on 19 December by smashing through the front door from the street.

They forced a fruit machine open, emptied the tills and stole a safe from the upstairs flat where the landlord lived.

Police were called at 2.57am by the landlord who told them he could hear people downstairs inside the pub and he also believed people to have entered his flat. The landlord remained hidden behind his bedroom door but could hear people moving around and suspected they were targeting the safe under the stairs in his flat.

CCTV captured the trio breaking into the pub and leaving with something heavy at 3.05am. The heavy item was loaded into the back of white car and the three men left just two minutes later, driving towards Bury.

A further CCTV camera captured the men's clothing clearly, which they were all still wearing at the time of their arrest.



"Brazen" burglary trio caught in under 10 minutes Cambridgeshire Constabulary (cambs.police.uk)



CCTV IN THE NEWS (APRIL 2021 – MARCH 2022)







Creating a safer Cambridgeshire

News Release

Date: 01 March 2022 Status: Approved

Drink driver almost three times the legal limit

A man caught driving almost three times the legal limit has been disqualified.

Prathap Kumar Mariyappa Dasappa, 28, of Perse Way, Cambridge, was spotted by CCTV operators attempting to drive his black BMW the wrong way down a one-way street in the early hours of 25 January.

Officers caught up with him in Trumpington Road and spotted him swerving across the road before stopping him in Brooklands Avenue.

At the roadside he blew 100 microgrammes of alcohol per 100 millilitres of breath – almost three times the legal limit. In custody he blew 86 microgrammes.

At Cambridge Magistrates' Court on Thursday (24 February) Mariyappa Dasappa pleaded guilty to drink driving, driving without insurance and a licence and was disqualified from driving for a year and ten months. He was also fined £380.







CCTV team featured in Cambridge Cycling Campaign article

The potential of CCTV

A recent highlight from my cycle theft work was visiting the council's CCTV hub. I was so impressed by the team at the hub and their detailed knowledge of cycle theft hot spots, known cycle thieves and how to spot a theft in action. If a theft is captured by CCTV the footage is usually of high quality and the correct clip is easy to find and edit in a timely manner, with little effort required from the police. So, once and for all, let's end the myth of CCTV being too much work for the police. There is a great resource at the CCTV hub that is perhaps not being used to best effect (there is that lack of joined-up thinking again). But we have some great ideas that I hope can be implemented soon. Thank you to the CCTV team for allowing us such an informative visit.

Quote & image taken from article written by Roxanne De Beaux

(see link below for full article)

Save Our Cycles: the progress so far (Magazine #153, 2021) - Cambridge Cycling Campaign (camcycle.org.uk)





CCTV COMPLIMENTS (APRIL 2021 – MARCH 2022)



I've just viewed the footage and made a positive ID. We can now link this job to an ongoing series and get the victims some closure, thanks again and please pass my thanks on to the team.

Always love a positive result!

Nick Raouna

Police Constable "18" Acquisitive Crime Team 5th June 2021 Thanks all and thank you for your help with the job. A good result and we couldn't have done it without you.

PC 1105 Jake WELDON Police Officer 26th February 2022

	Total for 2021-2022
Compliments Received	11
Complaints Received	0

Good Morning,

Just a quick update for your team with regard to Incident cc-12052021-0535 which was called in by yourselves.

Following your attendance at our fortnightly meeting you were aware of the ongoing issues around the area. This meant that the operators were aware of the situation, thus meaning that they were alert to potential offences.

There observations have led to a male being in custody for possession of Class A drugs with intent to supply them, which is a great result, and when there house was searched further drugs were found.

Thanks for your teams observation and skills.

Regards

PS 686 Kevin Misik City Centre Sergeant Cambridge City Neighbourhood Team 29th May 2021

CAMERA PERFORMANCE

APRIL 2021 – MARCH 2022

CCTV CAMERA PERFORMANCE APRIL 2021 – MARCH 2022



	Cambs CC	HDC	Total	% Downtime
Q1	51	27	78	2.52%
Q2	36	22	58	1.70%
Q3	18	34	52	0.80%
Q4	27	13	40	0.63%

Overall, the camera performance remains very reliable and any faults logged by operators are dealt with in a timely manner. As you can see from the chart above, the percentage of downtime has decreased every quarter.

There are now 461 operational CCTV cameras across both councils, with lots of new projects in the pipeline. This is compared to 274 cameras the previous year, an increase of 68%.

There were 230 faults recorded, this equates to approximately 2.7% of downtime.

Source: Synectics monthly report & VTAS



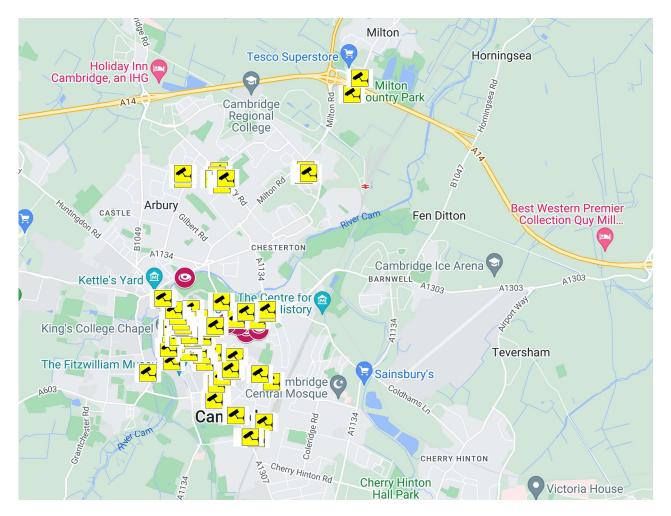
APPENDIX



Type of requests	Total for 2021 - 2022
RIPA Requests	0
Third Party viewing requests	9









Cambridge Cameras – 200 cameras across the city centre, Arbury and Milton



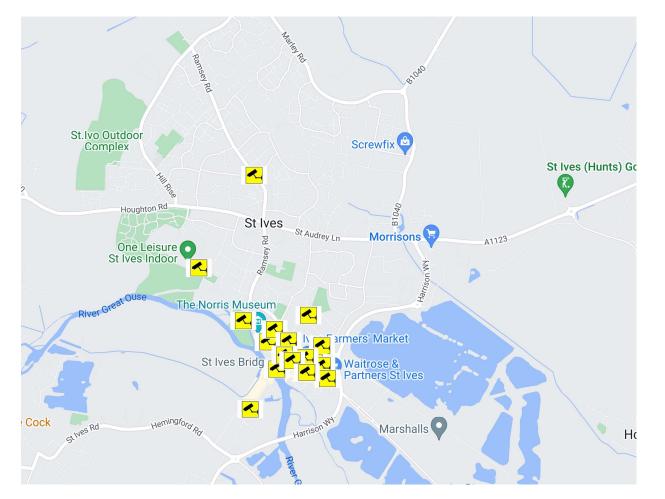


Huntingdon Cameras – 212 cameras (including 50 cameras located at Huntingdon Crematorium and 1 camera in Godmanchester)





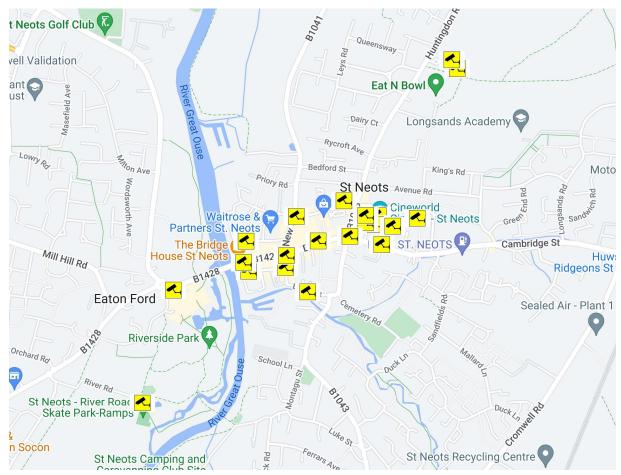




St Ives Cameras – 17 cameras

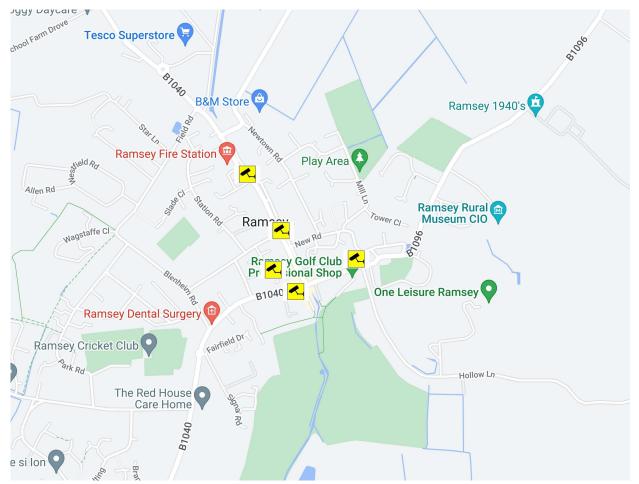






St Neots Cameras – 25 cameras







Ramsey Cameras – 5 cameras