

Policy and Objectives

The primary purpose of the CCTV system is to support the Corporate Strategy objectives of an efficient and effective delivery of our services & support to our communities addressing all types of anti-social behaviour and encouraging respect for each other.

The objectives of the CCTV System are:

- *To help reduce the fear of crime.*
- *To help deter crime and detect crime.*
- *To deter offences against the person, property and good order.*
- *To help maintain of public order and anti social activities*
- *To provide evidence to assist in the apprehension and prosecution of offenders.*
- *To help the safety and wellbeing of the public in Kings Lynn town centre, Industrial Estate Associations, Housing Estates etc.*
- *To assist in the overall management of Kings Lynn town centre, Industrial Estate Associations, Housing Estates etc.*
- *To enhance community safety, boost the economy and encourage greater use of the town centre, Industrial Estates, Housing Estates etc.*
- *To assist the Local Authority in its enforcement and regulatory functions within the town centre, Car Parks, Industrial/Trading Estate Associations and Housing Estates.*
- *To assist with traffic management, parking operations and on and off-street parking.*
- *To assist in supporting civil proceedings help detect crime.*
- *To provide quality evidence sufficient to assist the Police or other enforcing bodies in the investigation of a possible criminal offence including on-going surveillance where the criteria are met as authorised by the Nominated Officer following discussions with the Police or other enforcing bodies, under The Regulation of Investigatory Powers Act 2000.*
- *To provide evidence from the CCTV System and its operators to enable the Police and/or other enforcing bodies to take civil and criminal action in Court where necessary.*
- *To assist with the effective management of the car parks.*
- *To assist in Civil Emergencies and to assist the fire, ambulance and civil emergency services with the efficient deployment of their resources to deal with emergencies.*
- *To provide security to dignitaries*
- *To demonstrate the system to visitors*

CCTV the last year

We've had a busy year in CCTV increasing our local customer base and coverage across Norfolk.

We have been working in partnership with the Queen Elizabeth Hospital to integrate their internal CCTV systems, so they are all on one platform managed by us. Alongside the integration of existing cameras, we have installed cameras to cover new areas within the hospital as it goes through its challenging transition to the new hospital site within its existing grounds. They now have a bank of Bodyworn cameras for their security staff to use to assist with their sometimes difficult job.

We have supplied CCTV cameras & Bodyworn cameras to existing and new customers including Breckland District Council, South Norfolk Council, Great Yarmouth Council & The Environment Agency (at the Denver Sluice Complex).

We have also provided several internal departments at BCKLWN that have an enforcement role with Bodyworn cameras to assist them with investigations and increase their safety whilst doing their work.

We have improved the telemetry at North Lynn Industrial Estate, Edward Benefer Way & Swaffham Town Centre over the past 6 months utilising broadband links where wireless heads were struggling to cut through the busy traffic in those areas.

We have provided Breckland District Council with a radio system for their newly appointed street rangers in Thetford and continue to expand and provide the radio system for Kings Lynn BID & Hardwick areas.

Within the CCTV Control Room we have worked hard on the continuous improvement of working practices for the CCTV Operators to enable them to do their job more efficiently & effectively.

We have also played a big part in assisting with the monitoring of the many public events that The Council has for the towns of Kings Lynn & Hunstanton during the summer.

Portfolio Holders report to Council

CCTV

Over the last few weeks, I have managed to see first-hand the work of our CCTV operators and how they respond to incidents around the clock, not just to keep the residents of west Norfolk safe but to support our staff in times of need as well. No matter what job you do, you deserve to be able to go about it without fear of violence, so when one of our parking staff was threatened whilst undertaking their patrols it was good to see how quickly help arrived being coordinated by our CCTV operators liaising with the police. This collaborative working was never so evident, as, after a spate of vandalism in the regeneration area, where real-time reviews of the local CCTV allowed the police to apprehend several suspects within minutes of the incident. These are just two examples of how public bodies are far more effective working together, I would like to personally thank our CCTV operators and the west Norfolk policing teams for their collective efforts in bringing these matters to a speedy resolution.

CCTV helping in the Community.

Large theft Hardwick –

In June 2023 an incident occurred where a group of people entered the store on Hardwick Road and stole approximately £650 worth of stock. 6 people from Peterborough were arrested with our assistance and charged with theft.

ASB & CCTV –

In August 2023 Operators on duty spotted a car on the top of the old Cattle Market carpark next to Sainsburys repeatedly drifting his vehicle nearly clipping steel railings and leaving tyre marks on the car park surface . This was in breach of the PSPO in place for the area (inappropriate & inconsiderate vehicle use). He pleaded guilty in court and using stills from the CCTV camera we were able to prove the offence. He was fined a total sum of £1400 in fines, costs & victim surcharge.

Later in the year in October 2023 a car was seen speeding down Chapel Street and into the car park and were seen spinning around and doing doughnuts. Police were alerted by the CCTV team and on the occupants seeing the police they decamped and left the car down Paige Stair Lane and the 5 occupants proceeded to run across the Tuesday Market Place where they were stopped by police. One male was arrested as he was wanted, and the driver issued with a section 59 warning.

Burglaries & Damage at KLIC & nearby premises on Nar Ouse Way-

After an attempted break to a premises on Nar Ouse Way in July 2023 the description of 4 young males in dark clothing was received. Males matching the description were spotted in the area and it was noted that 1 of the males matched the description of males seen breaking into the KLIC building earlier in the week causing a lot of damage. The operators searched the area and after contact with Tesco's on the radio system the group were in store stealing items. Between us we were able to guide the police to the youths and they were arrested for all the crimes. They were later all found guilty and charged for the combined total of 34 offences.

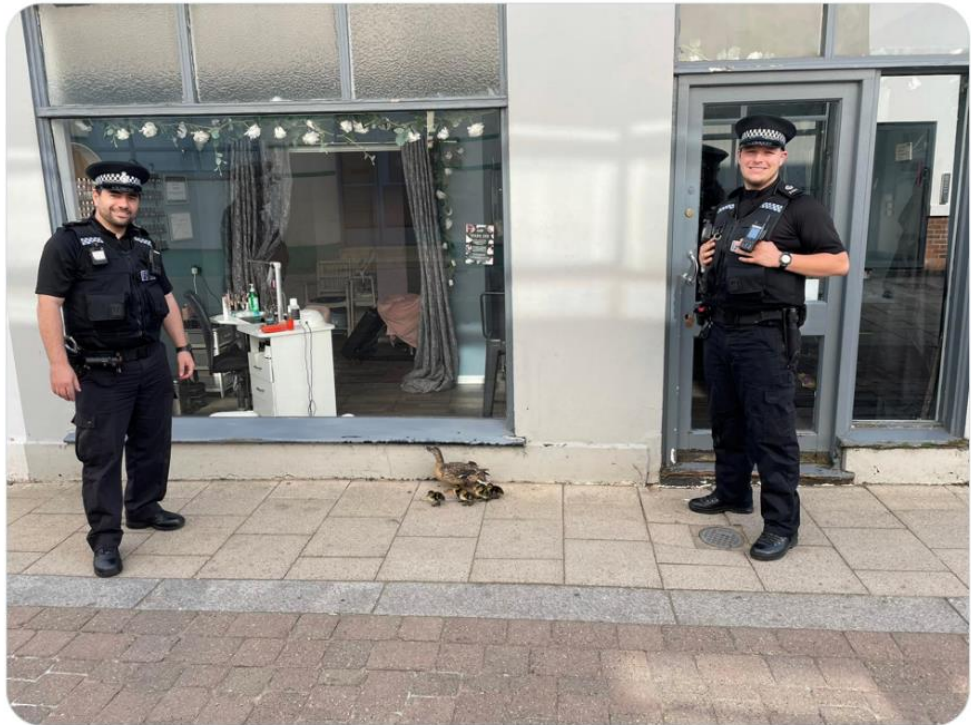
Assisting above and beyond – In June 2023 we received a Out of Hours call from a member of the public who had seen a distressed duck who had had one of her ducklings fall down a drain cover in the town centre. We enlisted the help of our local police to rescue the duckling and reunite it with its mother.



King's Lynn Police @KingsLynnPoli... · 26m ...

Team 4 escorted a mother and her babies to safety today whilst conducting [#ParkWalkTalk](#) in Kings Lynn today.

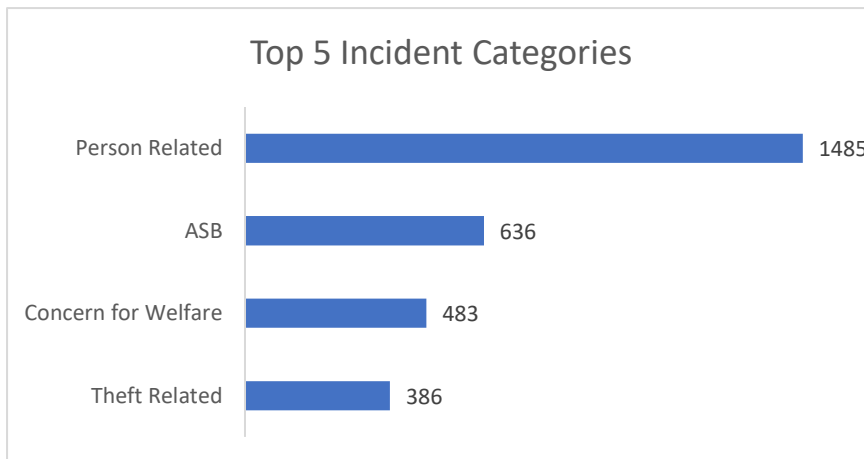
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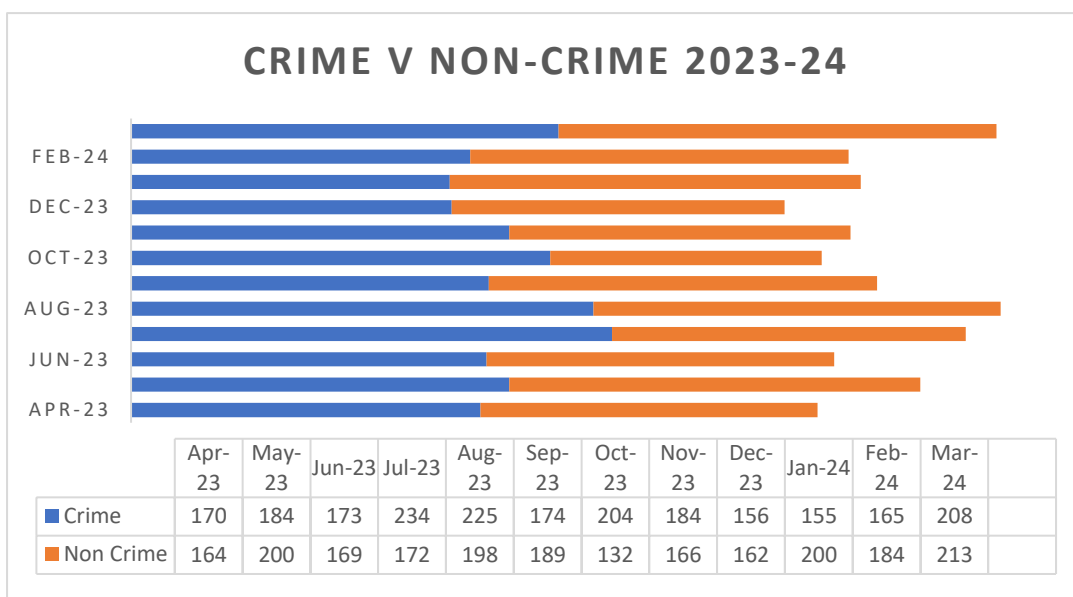
Our Performance 23-24

During the last year the control room has dealt with 4458 incidents. (This is slightly down overall from the previous year) The biggest category is 'person related' which includes all incidents we deal with involving people involved in crime or non-crime situations e.g public order, assault, drink/drugs

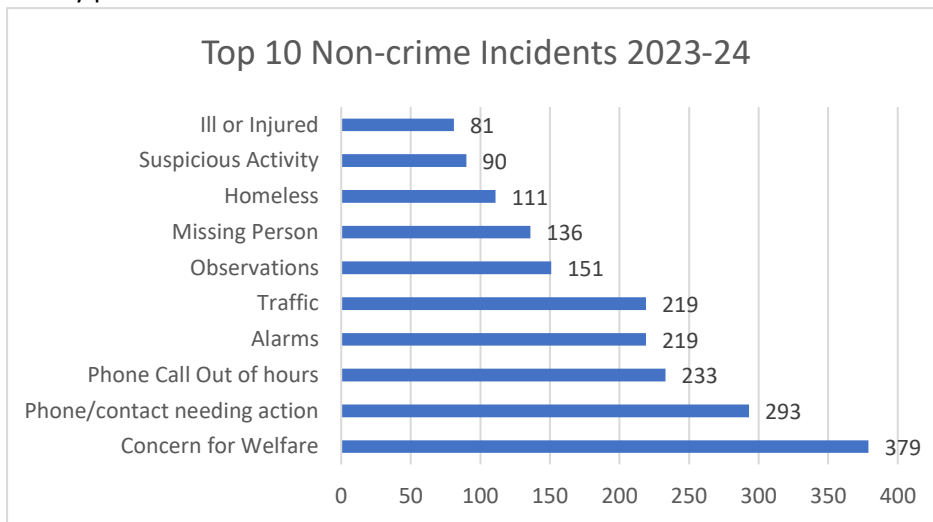
This chart shows the top 5 overall incident categories we have dealt with during 2023-24



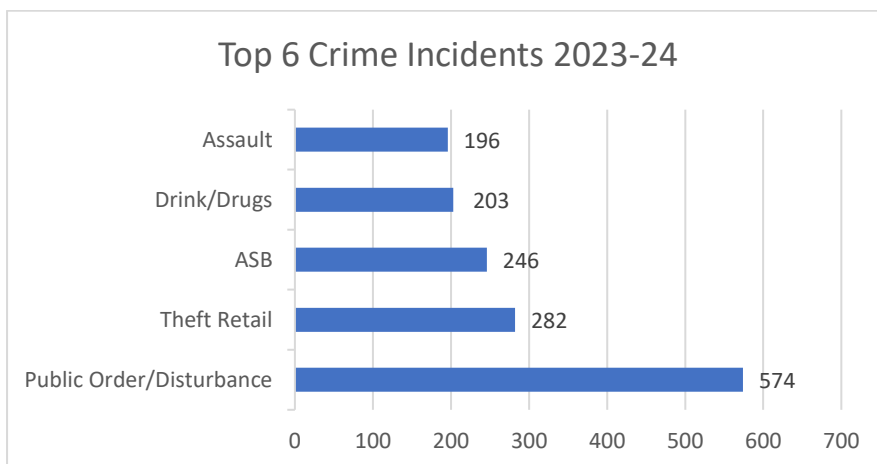
This chart shows the breakdown between criminal and non-criminal incidents we dealt with during 2023-24. The figures show there is a fairly even split between these 2 types of categories.



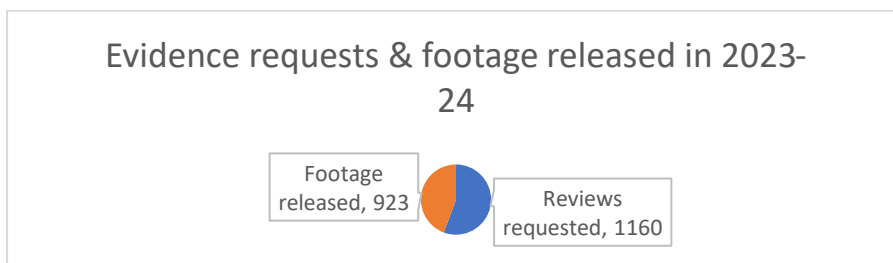
This shows the top 10 types of non-crime incidents that we dealt with during 2023-24. These are mainly person -related incidents.



This shows the top 6 types of crime related incidents that we dealt with during 2023-24.



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)