
Good Afternoon Laura

I hope you are well. Some news in this quarters update below

BS 7958 Accreditation

I am very proud to announce that a fortnight ago, we were audited by the Security and Alarms Inspection Board (SSAIB) on behalf of the British Standards Institute against British Standard 7958 for the Management and Operation of Public Space CCTV. The audit was a full day on-site audit and is well known in the industry as the platinum standard, the highest accreditation there is available with only a handful of the 400+ councils holding the mark. At the end of the audit, we were found to not only have “passed with flying colours” but also had a number of points of exceptional practice. The media release Cheshire East has put out is on the link below. I had wanted to see if our Town and Parish Council partners wanted to run a piece together but whilst I was on leave, the release was pushed early. If any Councils would like to run any media or social media regarding this, I am happy to assist. The accreditation has been seen as such an achievement that our industry national magazine are to run a story going forward. This is the second award in a year having had the Home Office accreditation on behalf of the UK Surveillance Camera Commissioner last October.

https://www.cheshireeast.gov.uk/council_and_democracy/council_information/media_hub/media_releases/gold-standard-award-for-our-cctv-team.aspx

New Reports

Attached to this email is the new report format. I hope this email meets with your and member approval. The idea is it tells more of a story than previous report formats that were very basic but tells it in a single page. At the top of the report is the total incidents recorded. I am not a fan of this naming but it isn't worth the cost to alter it. This figure does not match the breakdown of incidents below it and the reason for this is that this figure tells you a bigger picture than before as this includes occurrences where the team have noticed something suspicious and monitored it (but lead nowhere or someone was put off doing something) or where the team have monitored someone intoxicated person along their route out of town for their safety etc. Of the four main boxes, the top right will show a bar chart of the main incidents. At the end of each business year, I will send an annual version of this report alongside the quarter 4 report, this box will show a comparison of every quarter next to each other. The bottom left shows a breakdown of any evidence packs released. Here we want to see numbers as low as possible, especially as a proactive action first control room. The bottom right box will show you a breakdown of the reports across a 24hr period so that incident time spikes can be identified.

Camera Upgrade

Over the last 18 months, I have set about a total upgrade of our aging CCTV Estate. Some cameras had been in place now for a decade or so, some we could no longer get parts for and we had multiple brands of camera which causes further issues behind the scenes. Last week marked the completion of the full upgrade. Our whole estate now uses one brand of camera, the

highest spec of camera available, full HD, night vision speed domes which send the most crystal clear images back to the Control Room for our team to monitor. The other reason for this project was to open up many other features that we will start to use in the future to further improve the proactive monitoring that my team provide around the clock.

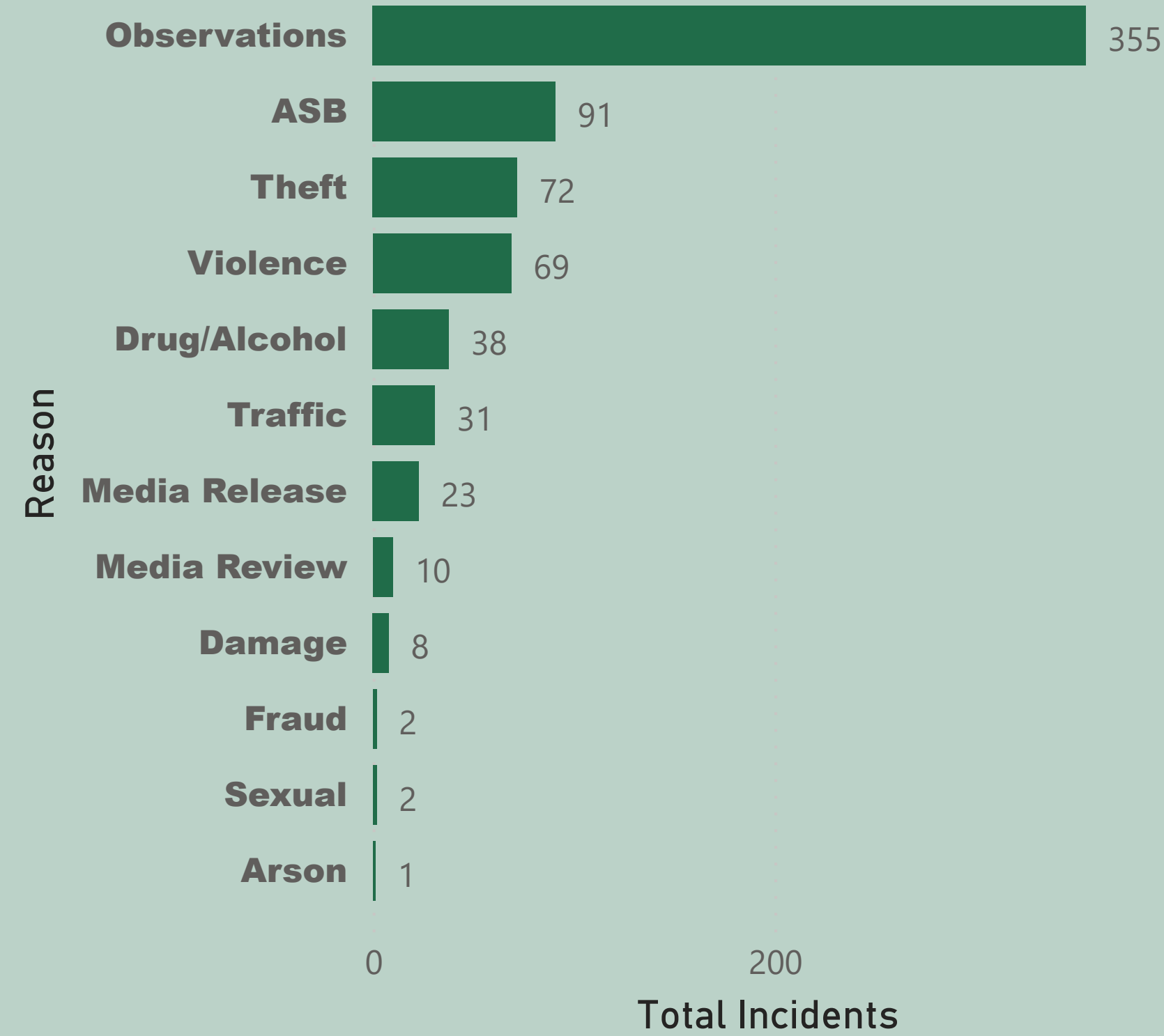
Lastly

I have been lucky enough to visit a number of our partners over the last few months and two questions have popped up a couple of times to reassure members. 1) is the service 24/7 and 2) are we proactive. Two great questions. Firstly, yes we are 24/7/365. A minimum of two operators are on duty every single hour there is including Xmas Day which sadly is a busy day. Second question is my passionate one. As Service Manager, I drill that into every one of the operators. Every single camera we have is heavily used constantly throughout the day and it shows in the amount of wear our cameras suffer. My passion is to produce you reports with the lowest numbers I possibly can, if I am producing reports with hundreds of fights and hundreds of arrests, that isn't the point of CCTV. The main point of CCTV is to deter crime and ASB. I

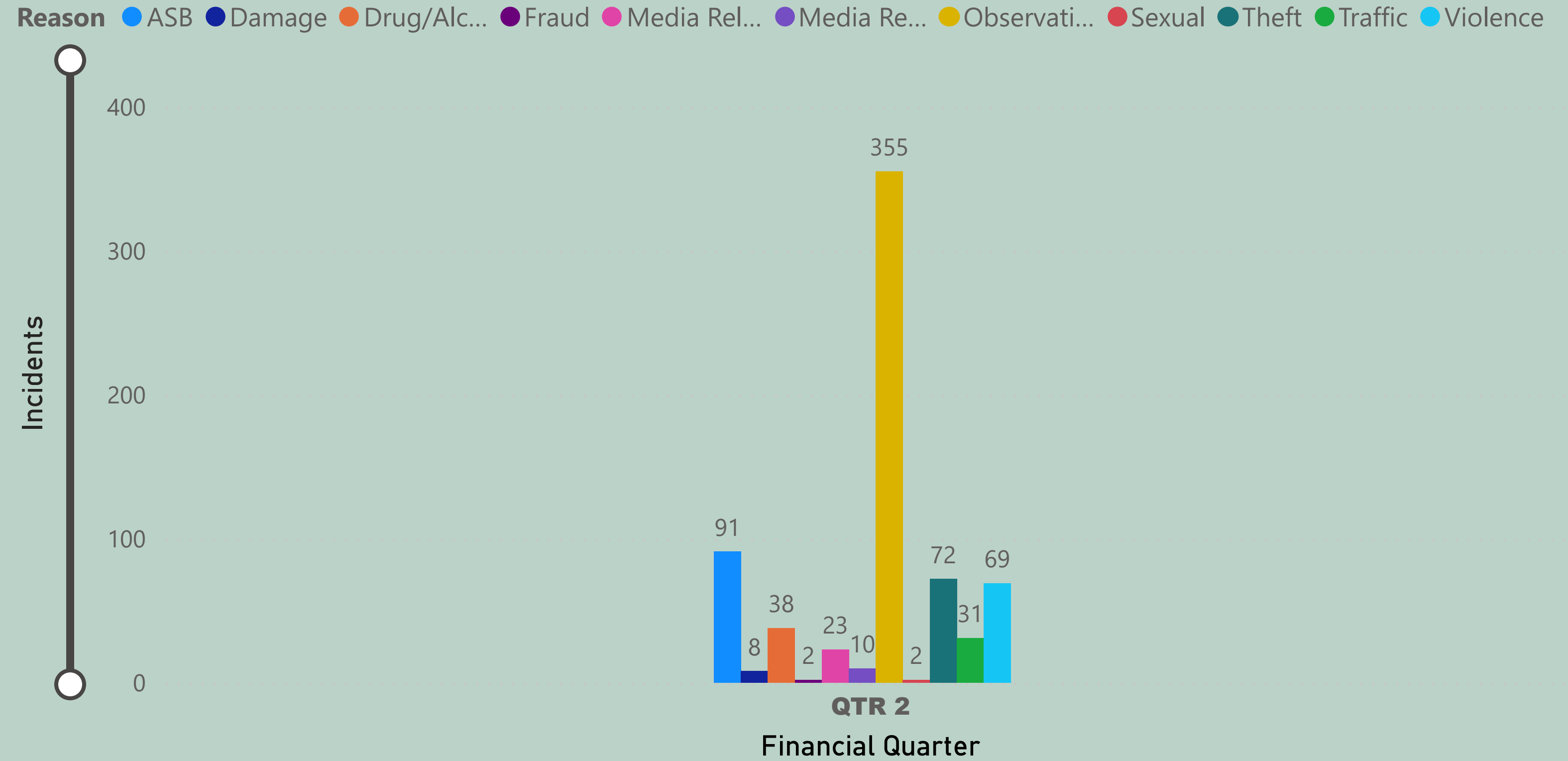
Stuart Hobson

Public Space CCTV & Emergency Control Centre Manager and Corporate CCTV SPOC
CCTV Services | Place Directorate | Cheshire East Council

Total Incidents by Reason



Incidents by Financial Quarter and Reason



Media



Incidents by Incident Time

