

Report Purpose

CCTV Service

Author

Town Clerk

Update

The Town Council has been a longstanding financial partner of the Cheshire East Council CCTV Service, contributing towards the provision and monitoring of CCTV cameras in Macclesfield. The current three-year agreement was based on an annual contribution of **£35,447.02**, fixed for 2024/25, 2025/26 and 2026/27.

Cheshire East Council has now asked the Town Council to consider continued funding from 2027/28. Two options have been offered:

- **One-year agreement:** £36,652.22 for 2027/28, with future contributions reviewed annually in line with September RPI.
- **Three-year agreement:** £36,652.22 per annum for 2027/28 to 2029/30, fixed for the duration of the agreement.

The proposed contribution represents an increase of **£1,205.20 (3.40%)** on the current annual contribution, following three years during which the contribution was fixed.

Performance and Reporting

The Town Council has previously raised the importance of receiving regular performance information. Following discussions in March 2025, Cheshire East Council provided a Macclesfield CCTV report for 2024/25, including quarterly statistics and comparison data. The reporting information discussed included incident numbers, public enquiries relating to CCTV, support provided to emergency services, camera/system uptime, noteworthy incidents and information on upgrades and projects.

The last quarterly CCTV performance report received by the Town Council covered Q4 2025/26, ending 31 March 2026. Cheshire East Council has subsequently acknowledged that the usual quarterly partner reports have not been provided consistently over the past 12–18 months. While CEC has stated that partner reporting will be reintroduced through a more streamlined process, no timescale has been provided.

The Town Council also has concerns about the responsiveness of the service when additional CCTV provision has been requested. Requests have been made for CCTV coverage at Exchange Square and on the side of the Town Hall, but these requests have not been progressed. Given that the Town Council is contributing significantly towards the CCTV service and has 2 mobile cameras, there is an expectation that requests for additional coverage and consideration of local CCTV requirements are responded to within a reasonable timeframe.

The Town Council recognises the importance and value of the CCTV service and the latest figures provided by Cheshire East Council demonstrate its significant contribution to community safety. However, regular performance reporting and a more responsive approach to requests for additional CCTV provision are considered important elements of an effective partnership.

2025/26 Service Performance

The latest information provided by Cheshire East Council reports that during 2025/26 the service:

- managed and responded to 30,098 incidents
- proactively identified and initiated 16,220 incidents
- directly contributed to 490 arrests
- achieved an overall detection rate of 91.89%
- prepared and supplied 2,026 evidential packages to Cheshire Police

The service has also reported overall CCTV system uptime of approximately 96% across the estate.

These figures demonstrate the significant operational role of the service and its contribution to crime detection, prevention, policing and community safety.

Recommendation

That the Town Council agrees to enter into the three-year CCTV funding agreement at £36,652.22 per annum, subject to Cheshire East Council confirming that the Service Level Agreement includes regular quarterly performance reporting to the Town Council covering the information previously requested, together with a clear process and reasonable response times for requests from the Town Council regarding moving the mobile cameras.

Public Space CCTV Services

Town Hall,
Market Place,
Macclesfield,
SK10 1EA

Date: 25/08/26

Dear Laura,

Continued Partnership Funding for the CCTV Service

I am writing to you as a valued partner of the Cheshire East CCTV Service to discuss our continued partnership arrangements from 2027 onwards and to seek your support in helping us maintain and further develop a service that continues to play a vital role in protecting our communities.

Over the last three years, the CCTV Service has continued to evolve in response to increasing demand from Cheshire Police, local authority services, partner agencies, businesses and members of the public. CCTV has become an increasingly important tool in supporting community safety, preventing crime and anti-social behaviour, safeguarding vulnerable individuals, and providing reassurance to those who live, work and visit our town centres.

We have retained our British Standard BS7958 accreditation, the recognised benchmark for CCTV operational management, demonstrating our ongoing commitment to the highest standards of professionalism, governance and operational excellence. The performance of the service continues to demonstrate its significant contribution to public safety, crime prevention, council service delivery and partnership working. Operating 24 hours a day, 365 days a year, our Control Room provides continuous monitoring and support across 13 towns through a network of 160 fixed CCTV cameras and 26 mobile CCTV deployments.

During 2025/26 alone, the service:

- Managed and responded to **30,098 incidents**.
- Proactively identified and initiated **16,220 incidents**, demonstrating the vigilance and effectiveness of our CCTV Operators.
- Directly contributed to **490 arrests**.
- Achieved an overall **detection rate of 91.89%**, equating to an exceptional 12:1 success-to-miss ratio.
- Prepared and supplied **2,026 evidential packages** to Cheshire Police in support of criminal investigations and prosecutions.

These figures demonstrate the tangible impact that CCTV continues to have in supporting policing operations, assisting victims, reducing crime and helping to keep our towns safe. They also highlight the dedication of our operators, who work proactively to identify incidents and provide effective operational support long before issues are reported by others.

The continued success of the service is a direct result of the strong partnerships we have built with our Town Councils, Cheshire Police and other key stakeholders. Your support has helped us establish and maintain a service that is recognised as one of the highest performing local authority CCTV operations in the country, whilst continuing to adapt to the changing demands of modern community safety.

We also recognise that many elected members and officers may not have had the opportunity to visit the CCTV Control Room and see first-hand the breadth of support the service provides. As part of our commitment to openness and partnership working, we would be delighted to welcome representatives from your Council to visit the Control Room, meet the team, observe the service in operation and learn more about the role CCTV plays in protecting our communities and supporting criminal investigations.

As we look ahead to the next funding period, we are keen to maintain and strengthen our successful partnership arrangements. Continued investment will ensure we can sustain the high standards expected of the service, respond to growing demand and continue delivering excellent value for money across all participating communities. To assist with your medium-term financial planning, we are pleased to offer the following options:

Option 1: One-Year Agreement

Annual contribution reviewed in line with the September Retail Price Index (RPI) each year.

Contribution for 2027/28: £36,652.22

Option 2: Three-Year Agreement

Contribution fixed for the duration of the agreement, providing certainty and stability for budget planning purposes.

Contribution for 2027 - 2030: £36,652.22

The contribution is calculated in relation to individual cameras, a proportion of the contribution is applied toward the general administration, monitoring, technical and support functions carried out in order to operate the overall CCTV system without which the individual cameras could not fulfil their function.

We very much value our longstanding partnership and the shared commitment we have to keeping our communities safe. I would therefore be grateful if you could consider the options outlined above and indicate which arrangement would best meet your requirements. Should you require any further information, performance data, or wish to discuss the proposals in more detail, please do not hesitate to contact me and I will be pleased to assist.

Thank you for your continued support, and I look forward to working with you throughout the next phase of our partnership.

Yours sincerely,

