

REPORT TO FULL COUNCIL

FUNDING OF CCTV SERVICE



Report Reference C-26-11
Meeting Date 21st September 2026
Agenda Item 9
Prepared by A Keppel-Green, Town Clerk

1.0 BACKGROUND

In 2014 Cheshire East Council approached the Town Council to contribute towards the funding of CCTV (at a cost per camera) with the intention that if the council did not contribute it would be removed from the town centre. Initially, the Town Council rejected a request to fund the CCTV and it was scheduled for removal. Following a meeting with the then Inspector for Knutsford Police and members of the public having expressed concerns, the Town Council determined to enter into the three-year agreement on the basis that it would be proactively monitored. The first agreement commenced 1st April 2015 and ran until 31st March 2018, it was subsequently renewed for 2018-2021, 2021-2024 and 2024-27 terms. The current agreement ends 31st March 2027.

2.0 FUNDING REQUEST

The request for continued support letter outlines:

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: £15,092.08*

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: £15,092.08

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.

3.0 DECISION REQUIRED

Council should decide whether to continue funding the town centre CCTV system and whether to enter into a single year or three-year agreement.