
Public Space CCTV



Produced April 2024

This report covers the municipal periods of 2017/18, 2018/19, 2019/20, 2020/21, 2021/22, 2022/23 and 2023/24, with a focus on the most recent year.



Elmbridge
Borough Council

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Elmbridge public space CCTV

Elmbridge Borough Council has provided a public space CCTV service since 2003.

Elmbridge has 36 fixed public space CCTV cameras which record 24/7.

The objectives of the CCTV system are to:

- Support the Community and Safety Partnership's Action Plan to reduce both the level of crime and fear of crime
- Assist Surrey Police and others in the apprehension and prosecution of those committing crime and public disorder
- Gather evidence by a fair and accountable method
- Improve confidence in law and order

In July 2017, the 36 Elmbridge public space CCTV cameras were monitored 24/7 by Synectics Security Ltd in a CCTV control room at Luton Town Hall. In 2022, monitoring continued at Luton Town Hall by Luton Borough Council and the system is maintained by Reliance High Tech Ltd.

The main users of the CCTV system are Surrey Police and Surrey County Council, who use recorded footage to support investigations and occasionally use the live monitoring facility to observe traffic flow.

The council recognises the importance of CCTV in terms of public perception as it provides a feeling of safety and reduces the fear of crime in the Borough. However, the Council and its partners also recognise that there are other useful methods such as Police bodycam, dashcam and private security systems on homes and businesses.

The **public space CCTV locations** are listed on the Elmbridge Borough Council website. CCTV footage is available on request from the control room. CCTV footage can be obtained by a person completing an **online form** on the Council's website.

The **Surveillance Commissioner** requires that any surveillance system be a justified, necessary, and proportionate response to a pressing need and consideration should be made as to whether a less privacy intrusive method could be used to address the pressing need.

Note: For the years 2014-15, 2015-16, and the first two months of 2017-18, CCTV was monitored by Safer Runnymede.

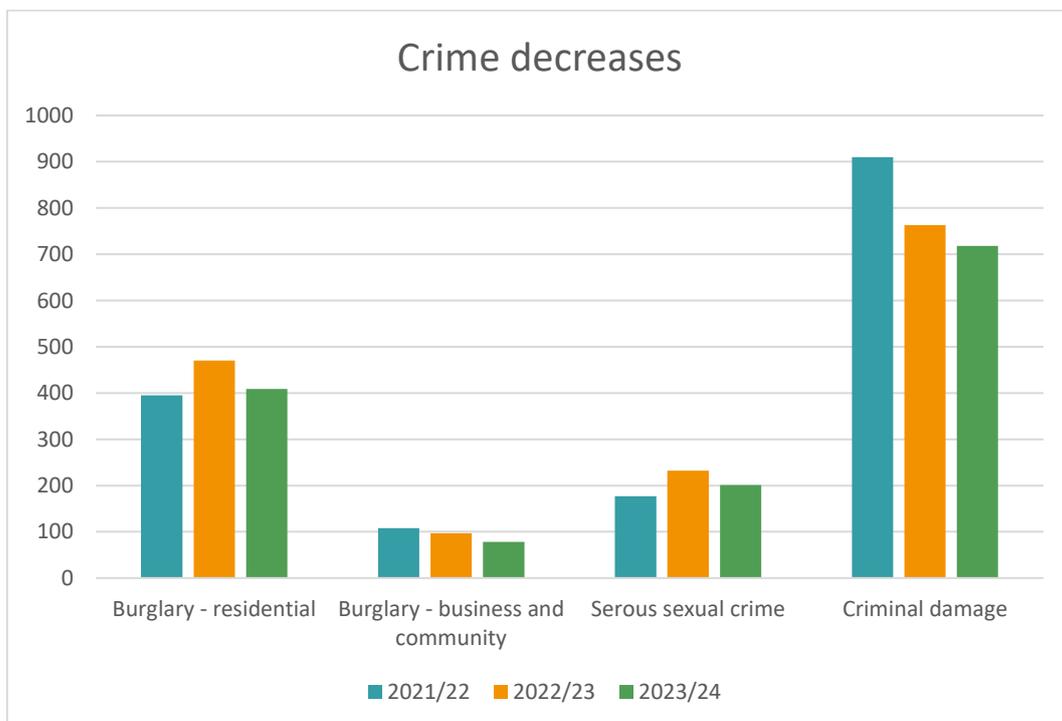
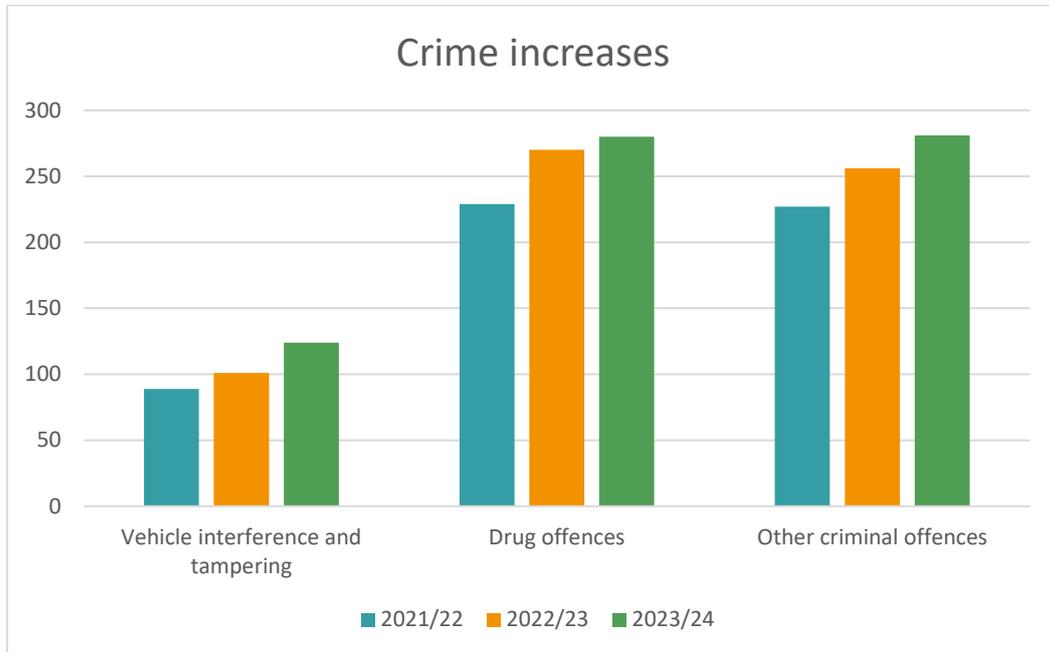
Elmbridge public space CCTV locations

The below lists the locations of the 36 public space CCTV cameras in Elmbridge:

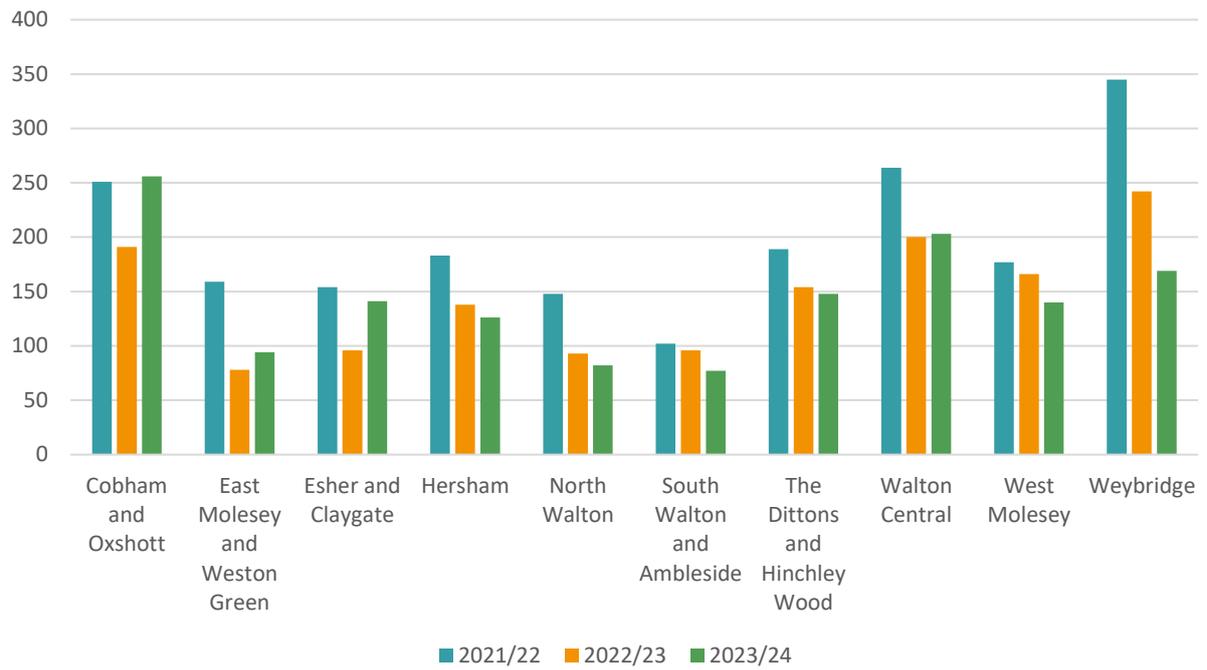
Camera	Town	Location	Postcode
501	Walton	Walton Bridge	KT12 1AT
502	Walton	Bridge Street – Walton	KT12 1AF
503	Walton	High Street/Hepworth Way – Walton	KT12 1QJ
504	Walton	Terrace Road – Walton	KT12 2SG
505	Walton	High Street (Boots) – Walton	KT12 1DG
506	Walton	High Street/New Zealand Avenue	KT12 1BW
507	Walton	St John’s Estate (opposite Post Office)	KT12 3NH
508	Walton	Halfway	KT12 1RZ
509	Walton	Mayfield Road Car Park 1	KT12 5HZ
516	Hersham	The Green	KT12 5LT
518	Hersham	Barley Mow Roundabout	KT12 4RS
522	Claygate	Hare Lane	KT10 0QX
527	Weybridge	Church Street / High Street	KT13 8DA
529	Weybridge	High Street	KT13 8AA
530	Weybridge	High Street / Ship Hotel	KT13 8BQ
532	Weybridge	Monument Hill / Morrisons	KT13 8RT
533	Weybridge	Monument Hill / Oatlands Drive	KT13 9DL
534	Weybridge	Queens Road / York Road	KT13 9UT
537	Weybridge	Weybridge Station Car Park	KT13 8TX
538	Weybridge	Opp Noir Nightclub Heath Road	
539	Weybridge	Heath Road / Station Approach	KT13 8UE
541	Molesey	Central Avenue	KT8 2QY
542	Molesey	Walton Road / High Street	KT8 2QF
544	Molesey	Walton Road / Europa P/H	KT8 0DX
545	Molesey	Walton Road / Kent Road	KT8 0DR
552	Hampton Court	Riverside	KT8 9HA
551	Hampton Court	Creek Road / Bridge Road	KT8 9ER
553	Hampton Court	Hampton Court Station	KT8 9BE
556	Cobham	Between Streets / Portsmouth Road	KT11 1BY
557	Cobham	High Street / Anyards Road	KT11 2JZ
558	Cobham	High Street	KT11 3EB
591	Esher	Esher High Street / Civic Centre	KT10 9RT
592	Esher	Esher High Street / Barclays Bank	KT10 9RX
593	Esher	The Bear P/H / High Street	KT10 9RQ
594	Esher	The War Memorial	KT10 8QS
595	Esher	Waitrose / High Street	KT10 9QE

Crime Summary 2023/24

Below are the increases and decreases in crime for the period April 2023 to March 2024 compared to the same period in previous years:



Antisocial behaviour by policing area



Camera usage April 2017 to March 2024

Below is the quarterly break down of the CCTV usage between April 2014 and March 2024:

Quarter	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24
Q1	1031	1053	1081	443	105	107	82	99	98	61
Q2	1059	1202	940	201	141	111	162	123	107	70
Q3	1094	894	786	138	120	110	108	124	69	51
Q4	1283	985	689	240	100	103	64	113	66	99
Total	4467	4096	3496	1022	466	431	416	457	340	281

Average camera usage per area

Area	Number of cameras	Usage 2017-24	Average usage per camera	Usage 2023/24	Average usage per camera
Walton	9	1311	145.6	120	13
Hersham	2	186	93	9	4.5
Claygate	1	42	42	2	2
Weybridge	9	765	85	64	7
Molesey	4	320	80	21	5.25
Hampton Court	3	231	77	18	6
Cobham	3	228	76	15	5
Esher	5	288	57.6	31	6.2
Total	36	3371	93.6	280	7.8

The above table shows that over the last five years, the Walton cameras have had the highest number of usages, whilst the camera in Claygate has had the lowest average usage. The same is true for the most recent financial year.

Top five most used cameras 2023/24

Camera	Location	Area	Uses
505	High Street/Boots	Walton	30
506	High Street/New Zealand Av.	Walton	28
501	Walton Bridge	Walton	24
503	High Street/Hepworth Way	Walton	21
527	Church Street/High Street	Weybridge	21

Top three most used cameras 2017 – 2024

Camera	Location	Area	Uses
503	High Street/Hepworth Way	Walton	317
506	High Street/New Zealand Ave	Walton	282
505	High Street/Boots	Walton	200

From the above we can see that the cameras in Walton are the most used, with cameras 503, 506 and 505 appearing in both charts as most frequently used.

Top five least used cameras 2023/24

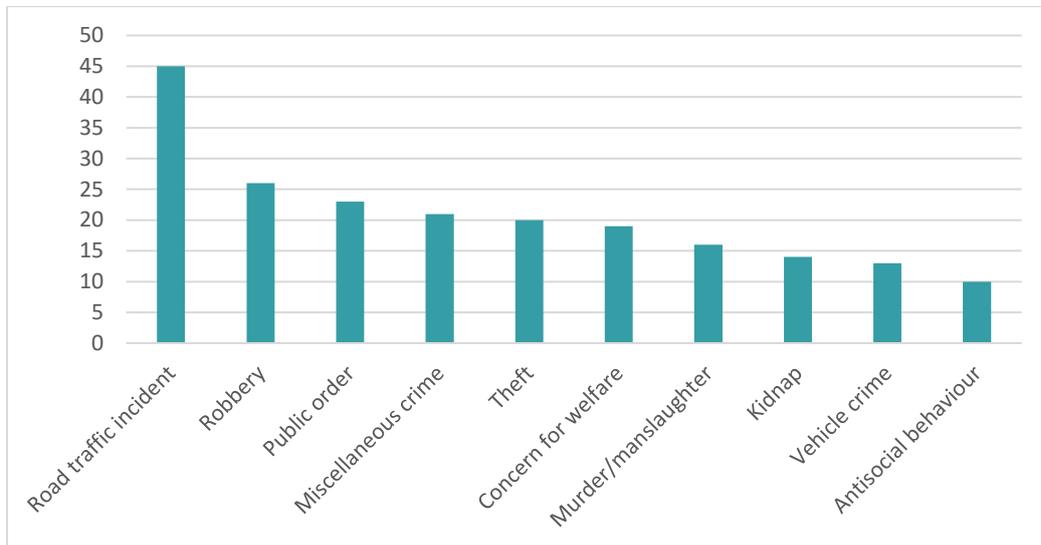
Camera	Location	Area	Uses
516	The Green	Hersham	2
522	Hare Lane	Claygate	2
537	Weybridge Heath North	Weybridge	2
538	Weybridge Station Car Park	Weybridge	2
541	Central Avenue	West Molesey	2

Top three least used cameras 2017 – 2024

Camera	Location	Area	Uses
594	The War Memorial	Esher	14
537	Heath North	Weybridge	25
522	Hare Lane	Claygate	29

Top ten types of incidents covered by CCTV

Below is the type and frequency of incidents in which CCTV was used in 2023/24:



Proactive and reactive usage

Where possible, the control room have noted how incidents were observed:

Incident type	Incidents 2019/20	Incidents 2020/21	Incidents 2021/22	Incidents 2022/23	Incidents 2023/24
Reactive	58	64	76	30	44
Proactive	24	30	44	17	6

Arrests

Where possible, the control room have noted the number of arrests that have occurred because of CCTV footage. In 2023/24 there were nine arrests made following CCTV evidence. It must be noted that not all incidents end in arrest as there are a range of alternative tools and powers available.

Review requests 2023/24

Requests for CCTV footage are made by Surrey Police, insurance companies and members of the public. Where members of the public request CCTV footage, in most cases, we work with their insurance company or go through the appropriate partner agency is normally Surrey Police. In 2023/24, there were 128 requests for footage.

Maintenance report

The 36 public space CCTV cameras in Elmbridge receive cleaning once per annum as part of the contract. Maintenance on individual cameras is carried out as and when required. The table below shows the number of faults per quarter between 2018 and 2024 and the main type of issue:

Quarter	Faults in 2018/19	Faults in 2019/20	Faults in 2020/21	Faults in 2021/22	Faults in 2022/23	Faults in 2023/24
Q1	26	21	29	50	66	24
Q2	19	33	14	10	87	21
Q3	13	21	24	6	41 (December data unavailable)	12
Q4	17	24	17	18	71	33
Total faults	75	99	84	84	265	90
Main issue types	No image, no PTZ	No image, no PTZ	No image, no PTZ	No PTZ	No image, no PTZ	No image

The large number of faults in the 2022/23 year can be attributed to a change of contractor between March to June of 2022. These issues have now been rectified, and as of April 2024 there is one open job for maintenance work.

From the above, we can see that on average there have been 8 faults per month in the past year (2023/24), with no image being the fault in 55% of cases.