

## **CCTV Strategy Survey – Summary of Responses**

Survey completed 241, with 267 started (26 drop-outs). Viewed 10,589

### **People completing the survey;**

- Member of public; 98.74%
- Owner / operator local business: 2.33%
- Both: 1.94%

### **Do you think we should place fixed and mobile CCTV cameras in areas that see ongoing threats and issues?**

- Yes: 97.68%
- No: 0.77%
- Not sure: 1.54%

### **Do you think the Council has the right level of CCTV coverage across the borough (we currently have 153 static CCTV cameras and 17 Rapid Deployment Cameras)**

- Yes - I think it is the right balance between safety and privacy: 13.51%
- No - Too much coverage, it's intrusive: 1.54%
- No - Not enough coverage, I don't feel safe: 66.41%
- Not sure / Don't know: 18.53%

### **Do you think any of the following initiatives might help reduce crime and antisocial behaviour across the borough?**

- An integrated tannoy system in town centre to allow operators to speak to the public directly: 20.7%
- Classical music in certain areas to deter groups gathering: 10.52%
- The sharing of CCTV footage in a "caught on camera" style to catch criminals: 36.23%
- Using temporary cameras in areas that have issues: 32.55%

### **Does your organisation / business have CCTV cameras?**

- Yes: 72.73%
- No: 27.27%

### **Would your business be willing to work in partnership on CCTV strategies with us to reduce opportunities for crime and antisocial behaviour in shopping areas?**

- Yes: 54.55%
- No: 9.09%
- Not sure: 36.36%

### **If you are interested in working in partnership please leave your contact information here**

- 13 respondents left contact information

**Comments** – see below for themes from responses comments offered

## **Analysis**

Respondents overwhelmingly (98.74%) felt that CCTV cameras should be in place where there are ongoing threats and issues. Over half (66.41%) feel NELC does not have enough cameras in place or available. Two of the proposed initiatives were most popular with respondents - that of sharing CCTV footage (36.23%) or use of temporary cameras in areas of higher concern (32.55%). A fifth of respondents (20.7%) thought a public address system would be effective.

Of those business operators who say they have CCTV (72.73%) more than half (54.55%) said they would be willing to work in partnership to improve CCTV strategies in the shopping areas. A significant minority (36.36%) said they weren't sure. This may be as the specifics of the working relationship were not stated (costs, staffing, equipment, maintenance etc). 13 respondents left contact details, expressing interest in working in partnership.

While the gender split for respondents was fairly even (M: 56.54%, F: 42.93%) the over-45 age group made up more than two-thirds of respondents (73.68%). Just 4.21% of respondents were under 24. Almost all (98.9%) consider English their first language, with White ethnicity standing at 99.47%. Almost a fifth (18.85%) of respondents consider themselves to have a disability. Half of the respondents (50.77%) would like to hear the results of the consultation.

### **Themes from comments include** in rough order of frequency

*Cameras that work, are maintained, monitored and responded to*

*Camera appear broken, aimed at the ground, lacking mobility. Improve quality of cameras and maintain them. Feeling is it is known when cameras don't work. Quicker (immediate?) response from police / local authority to events caught on camera*

*Better quality images*

*Blurred photos when used in press, or social media (also often too long after the fact). Angles all wrong*

*More cameras and better placement*

*Target known hotspots, have more rapid response cameras. Lots of suggestions for places cameras might be sited as well as town centre. Town centre is felt to be a bad place for antisocial behaviour particularly.*

*Suggestion of a live public-address system for Town centre. Add cameras to traffic lights for traffic monitoring*

*Vulnerability*

*Recognise vulnerability of the elderly and the young*

*Transparency*

*Show that CCTV works, perpetrators are punished, named and shamed. Make use of live feed, on internet or video wall. Show that the law is enforced and CCTV helps*

*Partnership working*

*Offers of working together were made. One comment that business should contribute as they cause the hotspots and benefit from added security. Better information sharing (with public as well as businesses)*

*Investment*

*Spend right in the first place, good equipment, better quality, maintained and monitored. Many comments said more cameras, if you've done nothing wrong then you've nothing to hide.*