# East Cornwall CCTV Control Room Report

**01/10/2025 to 09/09/2026**

**Cumulative Report**



Email: **cctv@eastcornwall.org**

Address: **Emergency Centre (The Bunker) | New County Hall | Treyew Road | Truro | TR1 3AY**

## General Information

**East Cornwall CCTV Cohort (Liskeard TC, Bodmin TC & Wadebridge TC)** effectively took on the monitoring of its town CCTV systems from the 1st October 2025.
The cameras are monitored by Infinitus Security and Training who provide staff for five shifts per week, for 35 hours.
Shift timings are flexible and changeable to ensure maximum effectiveness and events in the towns will affect when those shifts are active.
Footage from all cameras is recorded 24 hours a day 7 days a week and this is stored for 30 days. If police request copies of footage within this period, we produce this for them after submission of the appropriately authorised Authority to View (ATV) form. Footage is then stored for 120 days after submission.

## Aims and Objectives

Our aim is to provide a CCTV monitoring service to **actively trace and track** anti-social and criminal behaviour in Falmouth, and secure **court-ready evidence** to ensure those responsible are brought to justice.
Our objectives are to increase and continually improve the use of various tools to aid communication and enhance the CCTV control room's effectiveness, such as the Townlink radio systems, Disc/SentrySIS apps where they are in operation.

## Training, Regulation and Codes of Practise

All Infinitus operators are SIA trained and licensed to practise. Some operators have received Behavioural Detection and Analysis training from Police, and all will ultimately attend this training. We are also looking into a Security Control Room (SCR) Operators course provided by the National Protective Security Authority (NPSA), a week long programme designed to enhance their ability and readiness to deal with a terrorist incident.
All operations in the control room are subject to General Data Protection Regulations (**GDPR**) and Regulation of Investigatory Powers Act (**RIPA**) legislation, which we take very seriously.
We follow guidance from the Home Office **Surveillance Camera Code of Practise** and **BS7958-2015** Closed circuit television (CCTV) – Management and operation – Code of practice**.**

## Cameras Monitored

Liskeard CCTV - **11** PTZ cameras

| | |
|---|---|
| **OSL601** | Liskeard: Barras Place |
| **OSL602** | Liskeard: Pike Street |
| **OSL603** | Liskeard: Baytree Hill/Fore Street |
| **OSL604** | Liskeard: Baytree Hill |
| **OSL605** | Liskeard: Roundabout E068 |
| **OSL606** | Liskeard: Cattle Market B028 |
| **OSL607** | Liskeard: Old Cattle Market Car Park |
| **OSL608** | Liskeard: Lux Street |
| **OSL614** | Liskeard: Castle Park |
| **OSL615** | Liskeard: Sun Grit CP |
| **OSL616** | Liskeard: Castle Park - 004KK |

Bodmin CCTV – **13** PTZ cameras

| | |
|---|---|
| **OSB701** | Bodmin: Skate Park |
| **OSB702** | Bodmin: Football Pitch |
| **OSB703** | Bodmin: Car Park |
| **OSB704** | Bodmin: St Nicholas Street |
| **OSB705** | Bodmin: Mount Folly |
| **OSB706** | Bodmin: Clock Tower, Folly |
| **OSB707** | Bodmin: Turf Street |
| **OSB708** | Bodmin: For Street |
| **OSB709** | Bodmin: Wetherspoons |
| **OSB710** | Bodmin: Higher Bore Street |
| **OSB711** | Bodmin:  Clock Tower, five ways |
| **OSB712** | Bodmin: Fair View Park |
| **OSB713** | Bodmin: Priory Road |

Wadebridge CCTV – **6** PTZ cameras

| | |
|---|---|
| **OSW801** | Wadebridge: Camel Trail Padstow |
| **OSW802** | Wadebridge: The Platt |
| **OSW803** | Wadebridge: Bridge East |
| **OSW804** | Wadebridge: Coop Car Park |
| **OSW805** | Wadebridge: Pavilions |
| **OSW806** | Wadebridge: Camel Trail Bodmin |

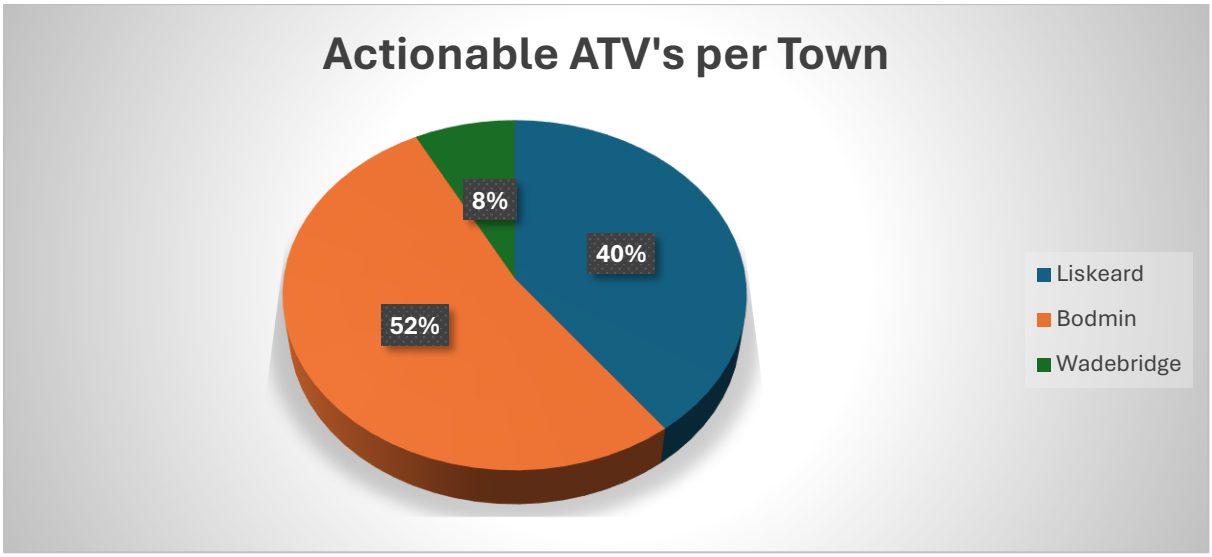
# Authorisation to View (ATV) Analysis

An authorisation to view is a request from Police to have footage of an incident sent to them for investigation and/or potential criminal proceedings. All ATV's have to be authorised by a senior Police Officer. A master copy is kept on file for a limited period and then deleted in accordance with GDPR.

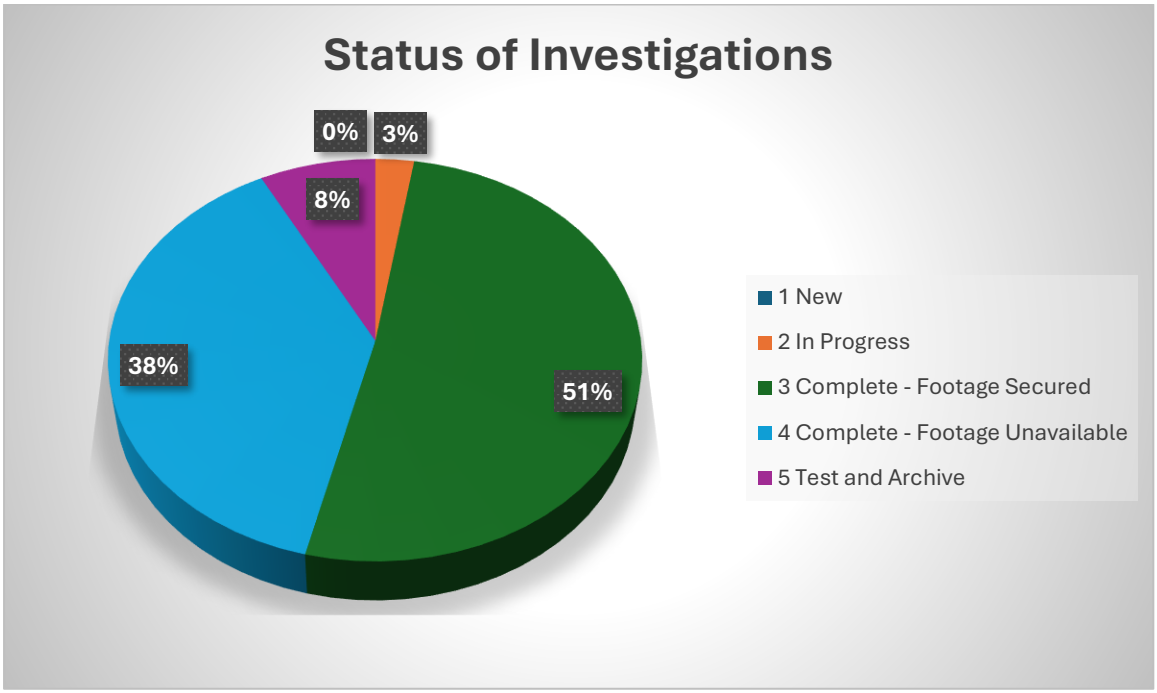
*ATV footage is sent to the Police via secure digital means (NICE Evidencentral), negating the need for an officer to drive and collect. Plastic waste is zero.*

## Total ATV's Processed since 01/10/2025

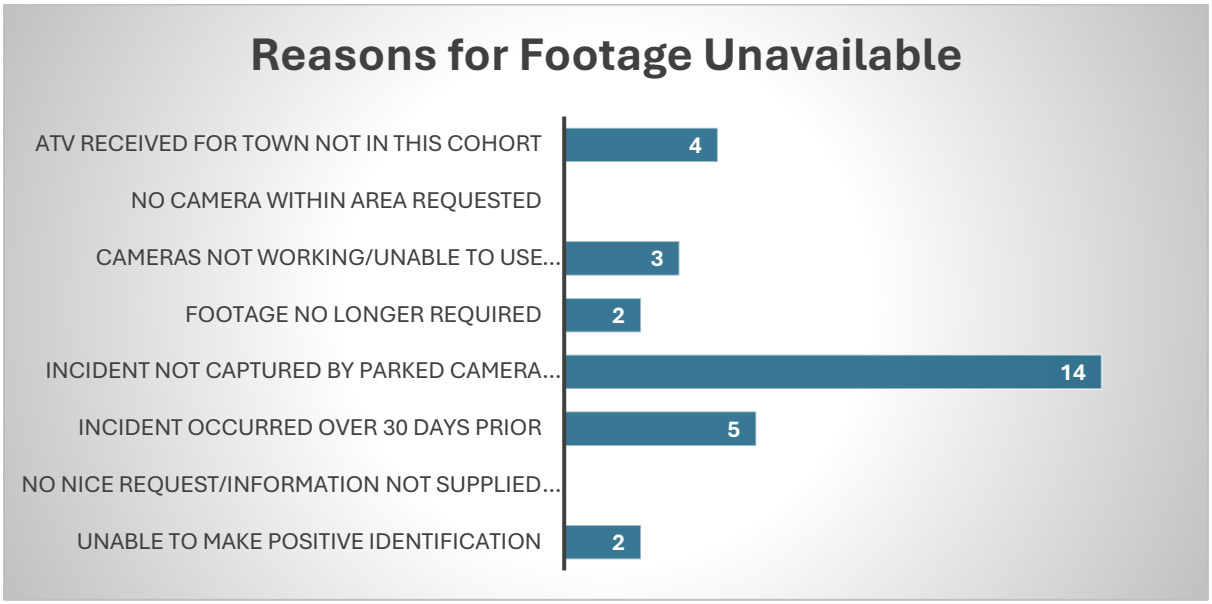
| Actionable ATV's per Town | Count |
|---|---|
| Liskeard | 31 |
| Bodmin | 41 |
| Wadebridge | 6 |
| **Total** | **78** |



| Status of Investigations | Count |
|---|---|
| 1 New | 0 |
| 2 In Progress | 2 |
| 3 Complete - Footage Secured | 40 |
| 4 Complete - Footage Unavailable | 30 |
| 5 Test and Archive | 6 |
| **Total** | **78** |

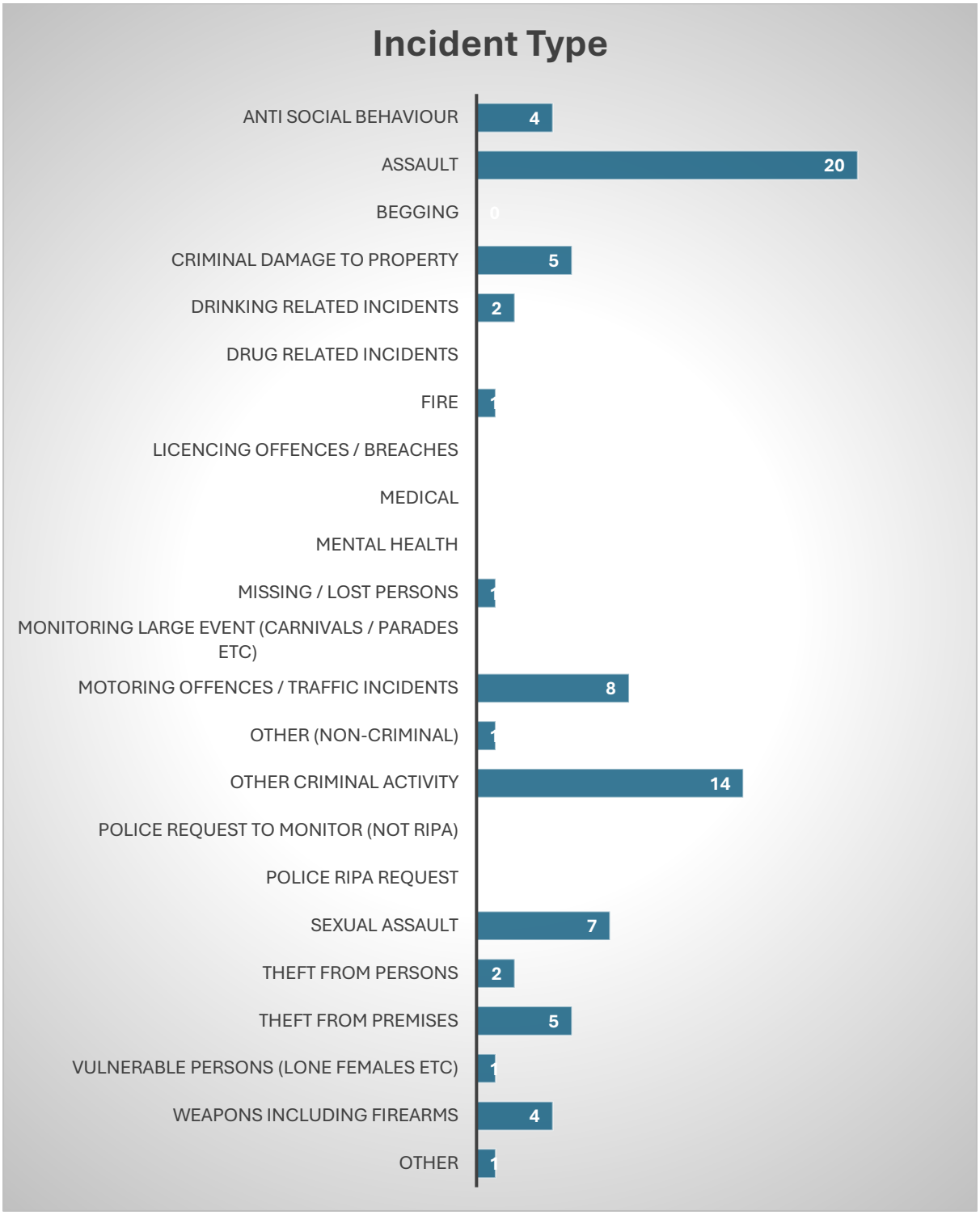


| Reasons for Footage Unavailable | Count |
|---|---|
| ATV received for town not in this cohort | 4 |
| No camera within area requested | 0 |
| Cameras not working/unable to use another camera | 3 |
| Footage no longer required | 2 |
| Incident not captured by parked camera position | 14 |
| Incident occurred over 30 days prior | 5 |
| No NICE request/information not supplied by Police when requested | 0 |
| Unable to make positive identification | 2 |
| **Total** | **30** |



## Incident Types

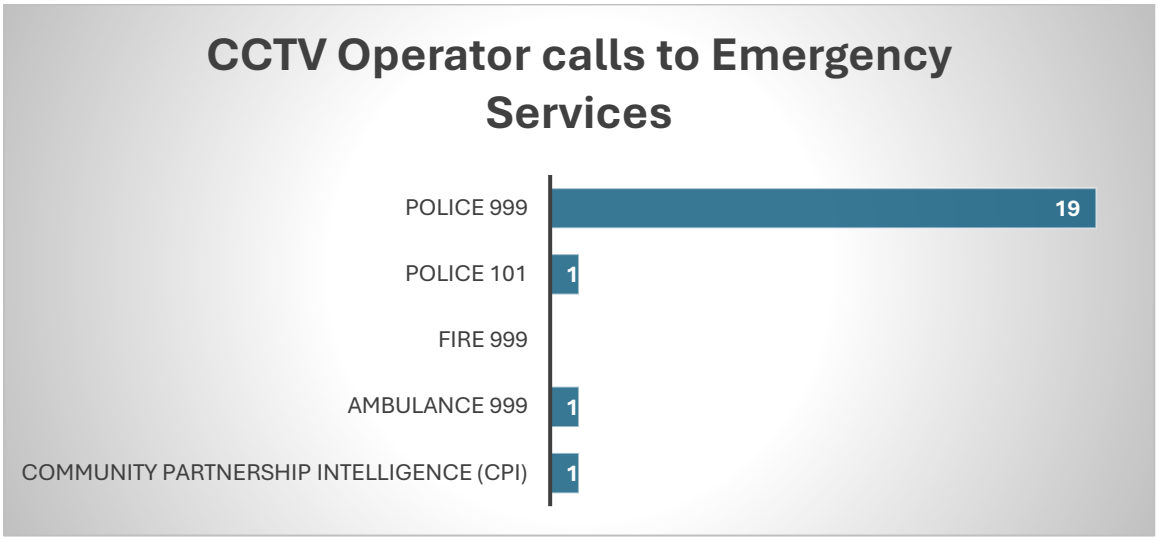
Incident types are recorded by the Police Officer in Charge (OIC) when making an ATV request.



## Partnership Working

CCTV Operators will, on occasion, need to call for emergency services to respond to incidents they witness on the cameras. They will also send intelligence information to Police vis partnership forms.

| CCTV Operator calls to Emergency Services | Count |
|---|---|
| Police 999 | 19 |
| Police 101 | 1 |
| Fire 999 | 0 |
| Ambulance 999 | 1 |
| Community Partnership Intelligence (CPI) | 1 |
| **Total** | **22** |



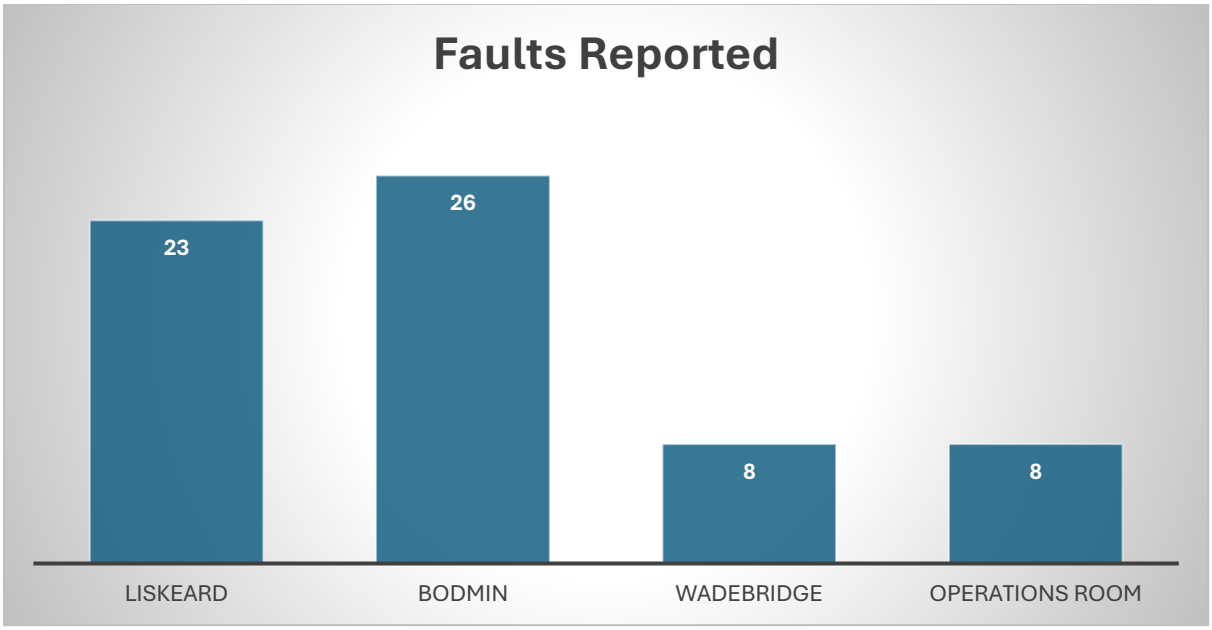
## Fault Management

Camera, infrastructure and CCTV PC faults are managed by **Enerveo Ltd**.

Admin PC faults are managed by **Acronyms Ltd**.

## Total Faults Recorded and processed

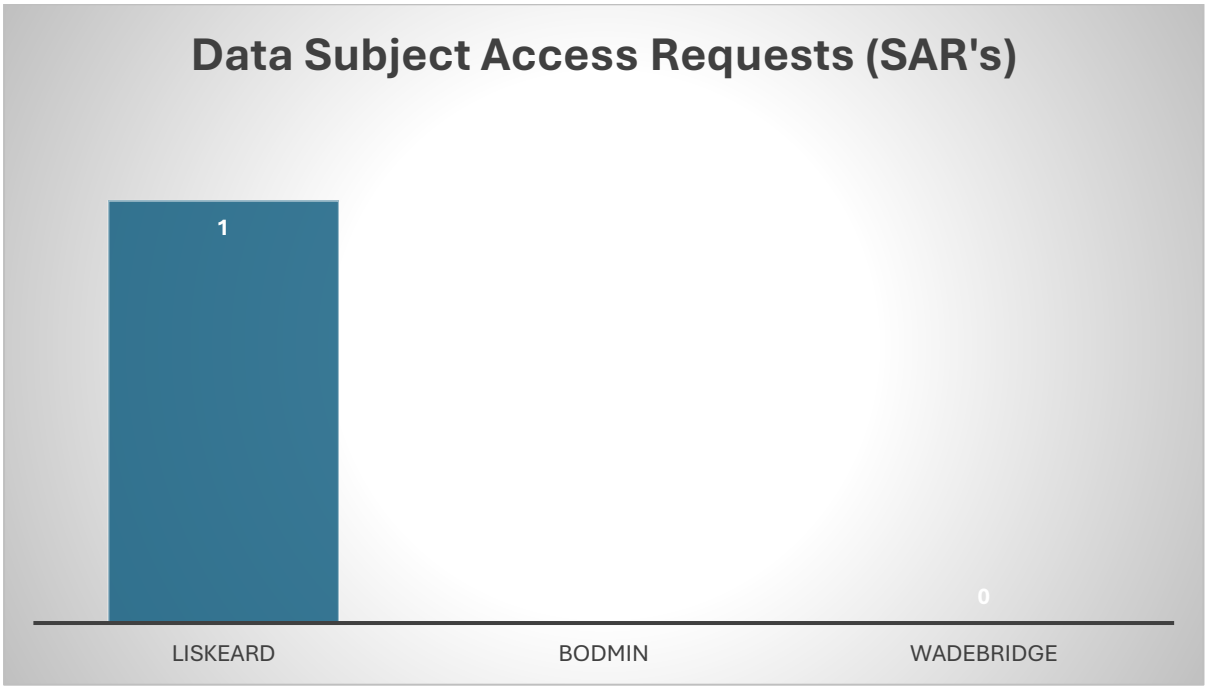
| Faults Reported | Count |
|---|---|
| Liskeard | 23 |
| Bodmin | 26 |
| Wadebridge | 8 |
| Operations Room | 8 |
| **Total** | **65** |



## Data Subject Access Requests (SAR's)

FOI requests submitted to date.

| Data Subject Access Requests (SAR's) | Count |
|---|---|
| Liskeard | 1 |
| Bodmin | 0 |
| Wadebridge | 0 |
| **Total** | **1** |



## Additional Monitoring

Councils and Police are able to purchase additional monitoring hours. This is for monitoring of cameras in the respective town outside of the normal hours as outlined above.

**Liskeard Town Council** have not requested extra monitoring for events in the reporting period.

**Bodmin Town Council** have not requested extra monitoring for events in the reporting period.

**Wadebridge Town Council** have not requested extra monitoring for events in the reporting period.

**D&C Police** (PCC Account) have not requested emergency monitoring or ATV processing in the reporting period.

## Please direct any queries relating to the content of this report to:

Kim Phillips
Infinitus Security

cctv@eastcornwall.org