2024-25

CCTV Service
Annual Statistical Report

SOUTH HOLLAND DISTRICT COUNCIL

BOSTON BOROUGH COUNCIL

East Lindsey DISTRICT COUNCIL

served by One Team

Introduction

This document provides an examination of data collected by the CCTV department for the CCTV areas within East Lindsey District Council, Boston Borough Council and South Holland District Council. This data is collected and studied to better understand the performance and achievements of the CCTV service. This report is not (nor indeed intended to be) a full picture of criminal activity within the areas it covers.

All CCTV camera areas within this report are monitored from the Boston CCTV control room. Towns and Parishes within the above districts that have alternative monitoring solutions are not included in this report. For example: the towns of Coningsby and Spilsby within the ELDC region have town centre CCTV systems that are not monitored by our control room, and therefore any incident data from those areas are not available to us.

Data for North Kesteven District Council in this report relates to the CCTV area of Sleaford which is monitored from the Boston CCTV control room.

The data presented in this report is primarily derived from the 'Viewscape' software (previously referred to as VTAS), which is utilised by the CCTV service.

Summary of Data

The data within this report relates to the period between 01/04/24 and 31/03/25. Within this time period, CCTV operators have recorded:

13,374 Administrative Daily Log entries.

The Operators 'Daily Log' is a record of routine actions, such as marking the beginning and end of a work shift, routine camera patrols, radio & telephone communications and Control Room administrative duties.

1360 Incident Records which includes...

628	East Lindsey camera area incidents
530	Boston camera area incidents
120	South Holland camera area incidents
82	North Kesteven camera area incidents.

An incident is an event or happening that deviates from the normal or expected course of events, often causing disruption, harm, or requiring attention or action. The CCTV incident log is a record of an Operator's actions and their assessment of the kind of incident they are involved with.

442 CCTV contributed arrests. This breaks down further to:

183	East Lindsey camera area arrests
208	Boston camera area arrests
28	South Holland camera area arrests
23	North Kesteven camera area arrests

A CCTV operator records police arrests for incidents that they have been involved with or arrests they have witnessed. This performs a safety function for all involved and also acts as an objective performance indicator.

514 Evidence Packages for Police / Court use. Divided by district…

136	East Lindsey area evidence packages
252	Boston area evidence packages
96	South Holland area evidence packages
30	North Kesteven area evidence packages

A CCTV evidence package as produced by our CCTV Operators consists of a written witness statement and a DVD ROM disk of CCTV footage (sealed in an evidence bag for court use). Each evidence package takes a minimum of 30 minutes to produce but may take longer depending upon the complexity and volume of the footage. Flash drives or Hard Drives are sometimes used in evidential packages where bulk footage is requested.

Total Performance Data

The chart below shows a monthly breakdown of the arrests, produced evidence, image reviews and arrests logged by CCTV across all monitored districts combined. This is compared with the figures from last year (23/24) and a percentage increase / decrease shown. The table on the page following shows a breakdown of the numbers by district.

Figures are highlighted red where there is an increase in logged incidents on the previous year, green where there is a decrease and yellow where it has remained the same.

Total CCTV Performance Data 24/25 (Boston CCTV Control Room)								
Month	**Arrests**		**Evidence**		**Reviews**		**Incidents**	
April	28	**56%**	40	**3%**	57	**-16%**	110	**24%**
May	43	**5%**	50	**14%**	75	**-3%**	108	**-10%**
June	30	**-27%**	58	**87%**	98	**51%**	76	**-6%**
July	34	**-23%**	46	**5%**	69	**21%**	112	**0%**
August	45	**0%**	46	**21%**	92	**42%**	137	**13%**
September	31	**-14%**	38	**6%**	69	**-1%**	107	**10%**
October	36	**64%**	37	**32%**	86	**91%**	116	**76%**
November	48	**37%**	42	**5%**	61	**-9%**	106	**112%**
December	35	**119%**	40	**43%**	58	**-5%**	106	**74%**
January	31	**19%**	38	**15%**	63	**29%**	108	**112%**
February	36	**29%**	34	**-3%**	47	**-18%**	118	**115%**
March	45	**45%**	45	**-17%**	63	**-28%**	156	**200%**
Year Total	**442**	**15%**	**514**	**14%**	**838**	**9%**	**1360**	**42%**

Image Reviews. An image review refers to the process of a police officer or other authorised person viewing previously recorded CCTV footage in either the Boston CCTV Control Room or the CCTV Review Suites in Skegness, Mablethorpe and Spalding Police Stations to investigate a crime, anti-social behaviour, or other incidents.

District Monthly Breakdown

	Boston				East Lindsey				South Holland			
Month	Arrests	Evidence	Reviews	Incidents	Arrests	Evidence	Reviews	Incidents	Arrests	Evidence	Reviews	Incidents
April	15	21	31	45	11	8	12	55	2	11	14	8
May	21	17	33	46	16	23	29	54	1	9	10	2
June	15	37	65	29	13	14	18	35	1	5	9	7
July	17	22	38	47	10	16	17	45	5	8	14	17
August	17	25	58	46	22	12	14	76	4	9	18	8
September	12	17	35	38	16	9	14	47	0	6	8	6
October	18	21	56	50	13	8	18	52	4	6	7	12
November	18	25	38	36	25	8	11	50	5	7	10	150
December	19	15	24	37	14	9	14	49	0	13	14	12
January	12	12	29	42	15	9	12	53	2	12	16	8
February	17	16	22	50	14	10	13	46	3	5	9	10
March	27	24	38	64	14	10	11	66	1	5	8	15
Year Total	**208**	**252**	**467**	**530**	**183**	**136**	**183**	**628**	**28**	**96**	**137**	**120**

Live* Incidents: Category Breakdown

	BBC		ELDC		SHDC	
Incident Category	23-24	24-25	23-24	24-25	23-24	24-25
Alarm Activation	10	10	6	8	3	1
Alcohol	19	20	19	18	10	6
Anti-Social Behaviour	31	29	44	31	13	8
Bicycle Theft	0	1	0	1	0	0
Breach of Conditions or Ban	2	2	3	2	1	1
Burglary	8	10	26	17	3	3
Criminal Damage & Arson	12	27	17	27	8	4
Domestic Abuse	6	12	12	22	2	1
Drugs	14	17	42	13	7	1
Emergencies	1	0	0	3	1	0
Environmental Crime	3	2	6	4	0	0
Events	0	0	0	0	0	0
Fire / Ambulance / Sudden Death	8	6	12	18	2	0
Fraud	3	2	0	19	3	1
Licensing	1	1	0	0	1	0
Other Crime	8	24	5	2	4	1
Other Theft	3	4	6	3	0	0
Public Order	16	15	44	23	14	2
Robbery	6	8	8	5	0	1
Search for Person	57	122	122	175	21	43
Shoplifting	40	33	19	18	14	3
Suspicious Behaviour	6	18	17	8	3	0
Theft from the Person	2	1	3	4	2	0
Traffic Offence	26	57	60	60	17	4
Vehicle Crime	4	7	10	5	0	0
Violence and Sexual	58	69	107	82	37	34
Weapons	21	30	50	57	6	7

The table above shows the incidents monitored and logged by CCTV operators and their assessment of the incident category it relates to.

*The incidents in this section are those that were monitored live as they happened and logged by our CCTV Operators. Here we can see that some crime types (like Bicycle Theft) can be difficult for operators to spot unless the behaviour is particularly obvious. However, these incident types can be picked up at a later date by a review of recorded images.

District Locations – Top 15 Cameras

The table below shows the top 15 most active cameras in each district, as per the number of CCTV incidents logged for their usage.

Boston Borough Council		
ID	Location	Incidents
3	West Street	55
5	Market Place	53
6	Market Place	53
10	Wide Bargate	45
7	Strait Bargate	39
1	West Street	38
20	Ingram Memorial	36
23	Haven Bridge	34
8	Strait Bargate	29
21	Town Bridge	29
13	St Botolph's Bridge	25
80	Bargate Bridge	25
31	Central Park	24
19	Lister Way	23
29	Park Gate	21

East Lindsey District Council			
ID	Town	Location	Incidents
482	Skegness	North Parade	66
495	Skegness	Roman Bank	61
490	Skegness	Lumley Road	60
491	Skegness	Lumley Square	52
483	Skegness	Grand Parade	49
496	Skegness	Roman Bank	49
484	Skegness	Grand Parade	39
488	Skegness	Beresford Avenue	36
489	Skegness	Lumley Avenue	36
487	Skegness	Tower Esp Car Park	33
481	Skegness	Sunshine Play Area	24
511	Ingoldmells	Sea Lane	20
468	Mablethorpe	High Street	17
466	Mablethorpe	Main Pullover	16
498	Skegness	Bus Station	16

South Holland District Council			
ID	Town	Location	Incidents
204	Spalding	Hall Place	17
205	Spalding	Sheep Market	14
203	Spalding	Market Place	11
209	Spalding	Swan Street	11
207	Spalding	New Road	10
210	Spalding	Winfrey Avenue	10
206	Spalding	Red Lion Street	9
211	Spalding	Westlode Street	8
212	Spalding	Winsover Road	8
201	Spalding	Bridge Street	7
202	Spalding	Broad Street	5
213	Spalding	St Thomas Road	5
208	Spalding	Herring Lane	4
215	Spalding	Vine Street	2
220	Holbeach	High Street	2

Incidents are often covered by more than one camera to follow proceedings or cover the incident from multiple angles for better evidence capture. Therefore, adding up the columns will often produce a number higher than the total number of incidents logged.

Conclusions

It's encouraging to see a continued increase in the number of evidential packages produced during 2024-25. This trend is a clear indication that our upgrade strategy is delivering tangible results. Where financially viable, we've been enhancing camera installations by adding high-resolution static cameras to provide comprehensive recorded coverage, often achieving full 360-degree visibility. This significantly increases the likelihood of capturing incidents and, in turn, drives up the number of requests for evidential images.

In the past, our Image Review records too frequently included the phrase "nothing seen." Reducing this has been a long-standing goal, and we've made steady progress thanks to advances in more effective and affordable technology. Across the Partnership region, 61% of police CCTV image searches in 2024–25 resulted in evidential images—up from 58% in 2023–24 and 51% in 2022–23. While this upward trend is promising, we recognise there is still room for improvement. Where funding allows, we will continue to explore ways to push this percentage even higher.

However, this increase in evidence production does come with challenges, particularly the added pressure on CCTV staff. Each evidential package takes an average of 45 minutes to produce, which has the potential to divert resources from proactive monitoring. In practice, most Operators manage this by scheduling evidence production during quieter periods or multitasking where possible. Nonetheless, we will continue to monitor the situation closely to ensure that these higher levels of output remain sustainable with our current staffing levels.

In the meantime, we will continue to keep a dialogue with our end users to look at more efficient methods of evidence production and transfer. For the medium term, this will likely take the form of digital uploads directly to Lincolnshire Police through a digital evidence management system. Similar methods could be used internally to provide evidence to ASB Officers, Environmental Enforcement Officers or any other department with the aim of achieving prosecutions through CCTV evidence.