

Housing, Health and Communities Committee	
Meeting Date	25 February 2026
Report Title	Swale Public Space CCTV Annual Report 2025/2026
EMT Lead	Emma Wiggins, Director of Regeneration and Neighbourhoods
Head of Service	Charlotte Hudson, Head of Housing and Communities
Lead Officer	Steph Curtis, Strategic Policy and Communities Manager
Classification	Open
Recommendations	1. For Housing, Health and Communities Committee to note the content of this report. 2. For Members to consider any additional information they would like to see in future reports.

1 Purpose of Report and Executive Summary

- 1.1 This is the first annual report of the Swale Public Space CCTV Service. It was agreed as part of the refresh of the Swale Public Space CCTV Policy that an annual performance report be compiled to demonstrate the effectiveness of CCTV services managed by Swale Borough Council.

2 Background, Context and Proposals

- 2.1 The Swale Public Space CCTV Policy was refreshed and adopted in March 2025. As part of this policy, it was agreed that the Housing, Health and Communities Committee would see an annual performance report for the service.
- 2.2 In 2020, the Swale CCTV system returned in house to Swale Borough Council. Since that time, the system has undergone ongoing development and enhancement. The operation of the system is governed by a Code of Practice designed to safeguard individual rights while supporting crime prevention and public safety.
- 2.3 This report looks at all CCTV records held by Swale's CCTV Partnership from incidents which were recorded between January and December 2025. It provides a 12-month analysis period in which to evaluate the performance of the Control Centre.
- 2.4 In addition to a number of legal frameworks that public space CCTV must be operated within, it must also comply with the Surveillance Camera Code of Practice overseen by the Surveillance Camera Commissioner. The purpose of the Code is to ensure that individuals and wider communities have confidence that

surveillance camera systems are deployed in a manner that protects and supports them.

- 2.5 It is recognised that the use of the Swale CCTV system may have an impact on the privacy of individuals. In compliance with the Surveillance Camera Code of Practice, issued by the Surveillance Camera Commissioner under Section 30(1) of the Protection of Freedoms Act 2012, Privacy Impact Assessments (PIAs) have been completed for each camera location and for any request for new camera installations. These assessments ensure that the use of surveillance cameras is lawful, necessary, and proportionate. PIAs are reviewed on an annual basis to ensure ongoing compliance and relevance.
- 2.6 In addition to completing PIAs, local authorities are required to complete the Self-Assessment Tool against the 12 Guiding Principles set out in the Surveillance Camera Code of Practice. Swale Borough Council is committed to transparency and accountability and publishes the results of the 12 Guiding Principles self-assessment alongside relevant Privacy Impact Assessments, which are available on the Council's website. www.swale.gov.uk/cctv
- 2.7 **Partnership Overview:** Swale Borough Council's CCTV Partnership comprises Gravesham Borough Council, Ashford Borough Council and Folkestone Town Council. The Partnership's CCTV control centre operates out of Sittingbourne and provides 24 hours CCTV coverage 365 days a year across Kent by a team of operators who work a rotating shift pattern. The operators are employed by Swale Borough Council.
- 2.8 **Extent of Service:** As of the end of 2025, the number of CCTV cameras monitored by Swale control centre was 321 which consists of 218 fully functional pan, tilt and zoom, (PTZ), which are sited in Sittingbourne, Faversham, Sheerness, Leysdown, Iwade, Teynham, Queenborough, Borden, Gravesham, Ashford and Folkestone.
- 2.9 **Redeployable cameras:** The use of re-deployable cameras connected to Swale control centre continues to show the benefits of its flexibility and ease of movement from one location to another. There are currently 6 re-deployable cameras in operation across Swale.
- 2.10 **External Contracts:** In addition to the management of Public Space CCTV on behalf of other Local Authorities, parish/town councils and commercial contracts; the control centre also manages the security of a local retail park and the operations of the Bourne Place Multi-Storey Car Park.
- 2.11 **CCTV Maintenance Contract:** Over the past 12 months, the CCTV Maintenance Contract has continued to demonstrate efficiency in the maintenance of all Partnership CCTV cameras, working closely and collaboratively with the team. During the last 24 months, a programme of upgrades and replacements has been delivered to address ageing and inefficient equipment.

- 2.12 **Swale Link:** Since August 2022, the Control Centre has also delivered the Swale Link radio system. This is a membership service that provides radio linkage for local businesses with the control centre and local Police. As of December 2025, there are the following members:
- Faversham – 14
 - Leysdown – 6
 - Sheerness – 20
 - Sittingbourne – 55
 - Queenborough – 2
- 2.13 **Out of Hours:** The Control Centre also delivers the out of hours service for Swale Borough Council and 2 of the local authority partners. A telephony system is managed between 4.30pm and 8am weekdays and 24 hours for weekends and holidays, with operators escalating calls as protocols dictate. For 2025, the control centre took 1545 out of hours calls.
- 2.14 Appendix 1 details key statistics in terms of operations for Swale Public Space CCTV Cameras.
- 2.15 Funding has been agreed as part of PIPF for additional camera purchases as well as system upgrades that will improve the work of the control centre.

3 Recommendations

- 3.1 For Housing, Health and Communities Committee to note the content of this report.
- 3.2 For Members to consider any additional information they would like to see in future reports.

4 Alternative Options Considered and Rejected

- 4.1 To not complete an annual Swale CCTV Performance Report – there is no legal requirement to do so; but it was agreed as part of the refresh of the Swale Public Space CCTV performance that an annual report be created and shared.

5 Consultation Undertaken or Proposed

- 5.1 No consultation has been undertaken or proposed for this annual report.

6 Implications

Issue	Implications
Corporate Plan	This Policy supports the Corporate Plan priority 'Community - To deliver an effective public space CCTV service and town centre

	radio scheme, and to grow wider service delivery by the control centre'.
Financial, Resource and Property	There are no additional finance, resource or property implications in creating this annual performance report.
Legal, Statutory and Procurement	There is no Statutory Duty to deliver CCTV. However, Section 17 of the Crime and Disorder Act 1998 places an obligation on local authorities to consider the crime, disorder and environmental issues affecting the local area and ensure their activities do all they reasonably can to prevent them. The implementation and monitoring of CCTV is one such activity delivered by Swale Borough Council that ensures this obligation is met. Swale's CCTV Partnership supports all the principles contained within the Data Protection Act 1998; Human Rights Act 1998; Regulatory and Investigatory Powers Act 2000; Protection of Freedoms Act 2012; and the 2015 Surveillance Camera Code of Practice. There is no legal requirement to complete an annual performance report of the public space CCTV service, but it does increase transparency of the service and its effectiveness; as well as being a request within the Swale Public Space CCTV Policy adopted in 2025.
Crime and Disorder	The main objectives of the Public Space CCTV service are principally to prevent and deter crime and Anti-Social Behaviour (ASB).
Environment and Climate/Ecological Emergency	There are no direct environment and climate/ecological emergency implications for this proposal.
Health and Wellbeing	There are no direct health and wellbeing implications for this proposal.
Safeguarding of Children, Young People and Vulnerable Adults	The delivery of the Public Space CCTV service enables the safeguarding of children, young people and adults through the daily operation of the control centre.
Risk Management and Health and Safety	There are no direct risk management/health and safety implications related to this performance report.
Equality and Diversity	There are no direct equality and diversity implications related to this performance report.
Privacy and Data Protection	There are no direct privacy and data protection implications related to this performance report – data has only been shared in an anonymised manner.

Local Government Reorganisation	The ongoing annual creation of this performance report between now and the creation of a new unitary authority will help to document the effectiveness of the public space CCTV service.
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7 Appendices

7.1 Appendix 1: Summary of key statistics for Swale Public Space CCTV Service

8 Background Papers

There are no background reports.

Appendix 1: Summary of key statistics for Swale Public Space CCTV Service

Swale: Incidents that Operators have dealt with live January – December 2025

- 4683 Incidents
- 10,320 Operator Patrols
- 247 Arrests

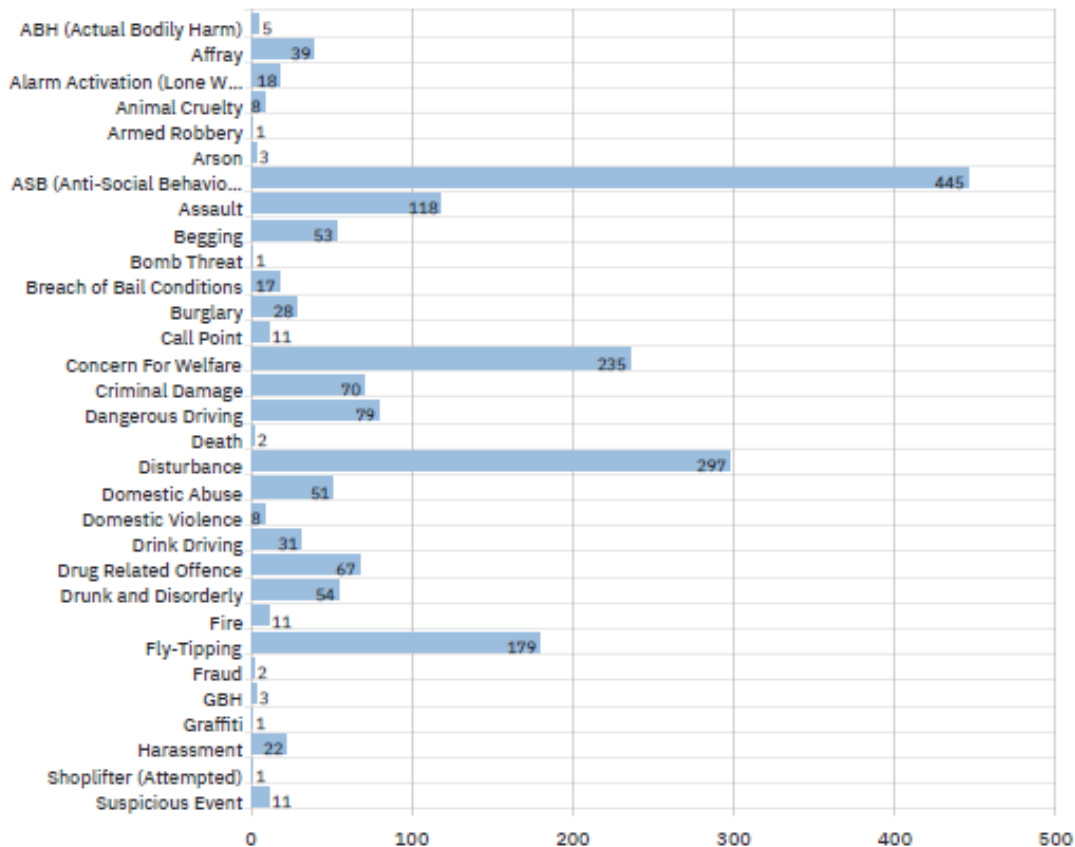
Swale: How the incidents were called in to CCTV

- 1461 Identified by CCTV Operators Directly
- 800 identified by Swale Link Members
- 338 by Town Police
- 1292 by Force Control Room
- 32 by Council Staff

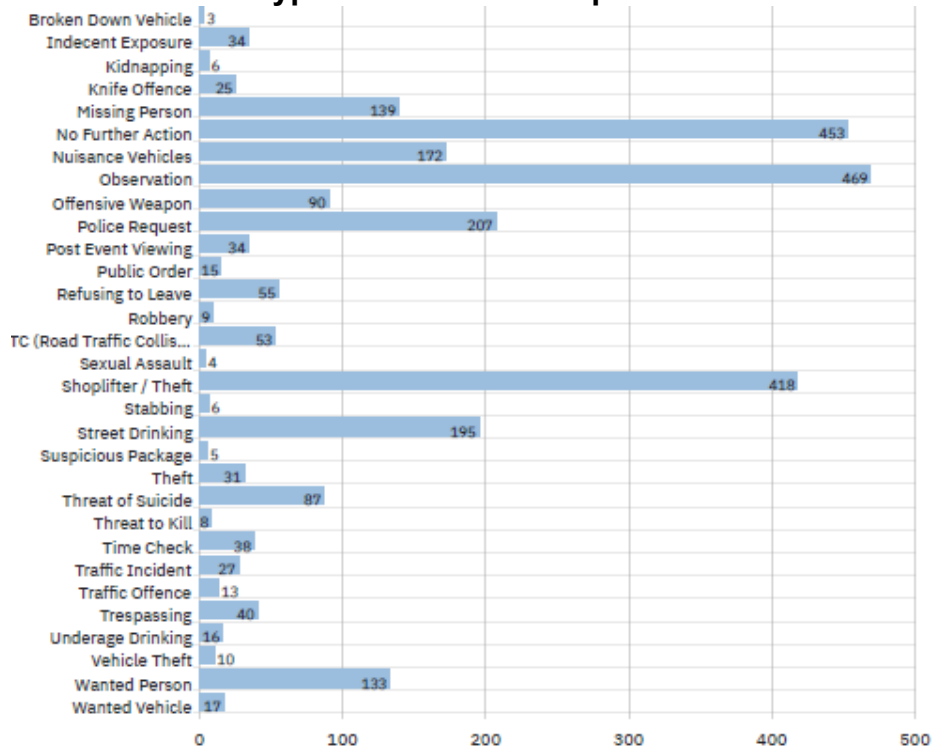
Swale: Evidential Downloads, Reviews and Images

- 414 Reviews
- 48 Downloads
- 27 Images
- 562 Axon (direct Police access system)

Swale: Incident Types Breakdown Graph 1



Swale: Incident Types Breakdown Graph 2



Swale: Number of Incidents per month breakdown

No. of Incidents Per Month

