

Full Council Question 2 – Correspondence concerning Dimbles CCTV

Below is the email communication that Cllr Richard Cox has received or sent concerning the above since the start of 2023

START

From: Christie Tims <Christie.Tims@lichfielddc.gov.uk>
Sent: 05 January 2023 11:02
To: Councillor Richard Cox <Richard.Cox@lichfielddc.gov.uk>
Subject: RE: Improved CCTV system near neighbourhood shops is helping reduce

Will do - welcome back.

Christie

From: Councillor Richard Cox <Richard.Cox@lichfielddc.gov.uk>
Sent: 05 January 2023 10:43
To: Christie Tims <Christie.Tims@lichfielddc.gov.uk>
Subject: Fwd: Improved CCTV system near neighbourhood shops is helping reduce

Hi Christie,

Happy New Year and hope you and your family had a wonderful Christmas.

Would it be possible to investigate Cllr Grange's enquiry for me please.

I'm travelling home from Southampton this morning therefore if you need to call me, feel free.

Best regards

Richard

Sent from [Outlook for iOS](#)

From: Councillor Joanne Grange <Joanne.Grange@lichfielddc.gov.uk>
Sent: Wednesday, January 4, 2023 8:32:15 PM
To: Councillor Richard Cox <Richard.Cox@lichfielddc.gov.uk>
Subject: Fwd: Improved CCTV system near neighbourhood shops is helping reduce

Hi Richard

I've just been told by a PCSO that this is nonsense and the CCTV at Dimbles shops isn't actually being monitored as it's not connected to the city centre system. I've not even been able to get any assurance that the images are being recorded.

Could you confirm the true status of this system? As you are probably aware many cars were subject to criminal damage over the weekend (mine included) along Bulldog Lane, Gaiafields Road, Dimbles Hill and Dimbles Lane and my affected residents have been asking me whether there is any evidence from the recently announced CCTV upgrade.

Thanks

Jo

Sent from [Outlook for iOS](#)

From: Andrew Kerr <Andrew.Kerr@lichfielddc.gov.uk>

Sent: Monday, December 5, 2022 11:39

To: Andrew Kerr <Andrew.Kerr@lichfielddc.gov.uk>

Cc: Tracy Cross <Tracy.Cross@lichfielddc.gov.uk>

Subject: Improved CCTV system near neighbourhood shops is helping reduce

Good morning,

Please find attached a press release to highlight new CCTV equipment LDC has, in conjunction with the police and housing associations, installed at near the shops on Lichfield's Dimbles Lane.

The news system has been operational for a couple of months

Regards

Andy

From: Councillor Joanne Grange <Joanne.Grange@lichfielddc.gov.uk>

Sent: 05 January 2023 11:02

To: Councillor Richard Cox <Richard.Cox@lichfielddc.gov.uk>

Subject: Re: Improved CCTV system near neighbourhood shops is helping reduce

Thanks Rich, and I hope you had a lovely holiday.

Cars being damaged is annoying but they can be fixed. Of more concern is the mindless idiots wandering the streets of north Lichfield with axes - if anyone had challenged them I dread to think what could have happened. The police have had reports of 11 vehicles being damaged but I know if at least 18 so a number of people aren't reporting- presumably because they know it will impact insurance premiums (or they have no insurance...).

Jo

Sent from [Outlook for iOS](#)

From: Councillor Richard Cox <Richard.Cox@lichfielddc.gov.uk>
Sent: Thursday, January 5, 2023 10:51:22 AM
To: Councillor Joanne Grange <Joanne.Grange@lichfielddc.gov.uk>
Subject: Re: Improved CCTV system near neighbourhood shops is helping reduce

Hi Jo,

Thanks for your email. I'm sorry to hear the news about the damage to your car and others in your area as totally mindless

I'm currently in a taxi travelling home from Southampton and will investigate into your query on my return home.

Best regards

Rich

Sent from [Outlook for iOS](#)

From: Simon Fletcher <Simon.Fletcher@lichfielddc.gov.uk>
Sent: 06 January 2023 12:39
To: Councillor Dave Robertson <Dave.Robertson@lichfielddc.gov.uk>; Gemma Holder <Gemma.Holder@lichfielddc.gov.uk>
Cc: Councillor Colin Ball <Colin.Ball@lichfielddc.gov.uk>; Councillor Richard Cox <Richard.Cox@lichfielddc.gov.uk>; Councillor Doug Pullen <Doug.Pullen@lichfielddc.gov.uk>
Subject: Re: Dimbles Lane CCTV

Dear Dave / Colin,

Apologies for the delay in responding to your emails on this; I realise how important this is and wanted to make sure I have accurate information to share with you and have been waiting for that to come to me. I now have the following information:

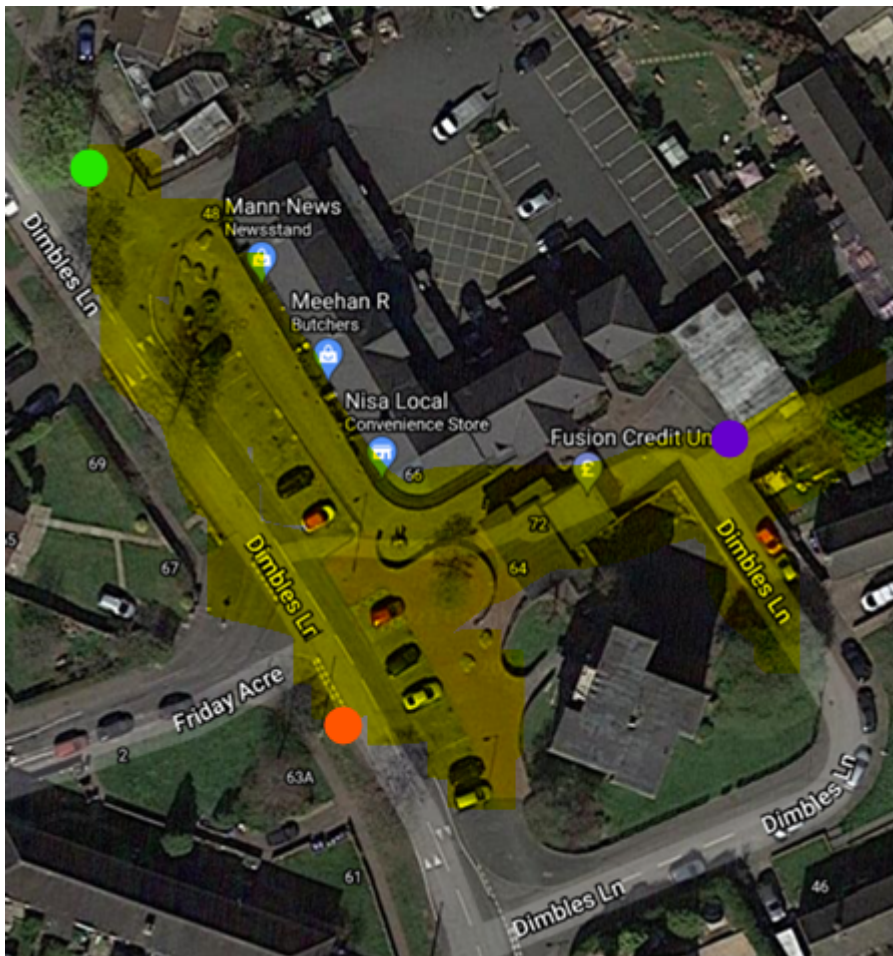
1. The data link between the Dimbles and the CCTV control room **was not in place** in time before the press release went out.
2. The intent was for the camera's to be linked from launch.
3. Clearly, this should have been checked and the press release should have been more accurate / changed to state that 'The cameras WILL BE monitored remotely 24 hours a day, seven days a week in a control room in Lichfield city centre'.
4. I have asked for an explanation as to what the delay is and when it will now be connected. (@[Gemma Holder](#) – please can you share that information with everyone on this email as soon as we have it from Nathan?).
5. While the cameras were not live monitored, the cameras are still fully operational and are being recorded 24/7 with extensive coverage around the Dimbles shopping area (see picture below).
6. We have already had a request from the Police to review the footage and are working with them and will provide the relevant footage to see if there's any evidential material that they can use.

What are our camera's filming?

We have 3 camera locations and they have been positioned to see the Dimbles shops, Laundrette and alley way, parking spaces and Dimbles Lane Road as highlighted below:

- Camera 1 Junction of Dimbles Lane and Friday Acre (Orange dot)
- Camera 2 Entrance to Dimbles Lane shops (Green dot)
- Camera 3 Dimbles Lane by Laundrette (Purple dot)

Assuming the ASB was carried out in the immediate vicinity or people are seen in this area at the times and dates stated then the Police will hopefully be able to use the intelligence to identify those involved.



Cllrs Cox & Pullen copied in following your questions to me this morning about the same.

Please let me know if you need any further details.

Simon

Simon Fletcher (He/Him)

Chief Executive

Lichfield District Council

t: 01543 308001 m: 07961 202055

From: Gemma Holder <Gemma.Holder@lichfielddc.gov.uk>
Sent on: Friday, January 13, 2023 10:46:43 AM
To: Councillor Dave Robertson <Dave.Robertson@lichfielddc.gov.uk>
CC: Councillor Colin Ball <Colin.Ball@lichfielddc.gov.uk>; Councillor Richard Cox <Richard.Cox@lichfielddc.gov.uk>; Councillor Doug Pullen <Doug.Pullen@lichfielddc.gov.uk>; Ian Edwards <Ian.Edwards@lichfielddc.gov.uk>
Subject: RE: Dimbles Lane CCTV

Good Morning

Just wanted to advise that I am still waiting for confirmation of the lead time for the live link to be available.

The order as advised previously has been placed and the team involved with this has been working to get the cameras linked after the broadband link is made available. Everyone involved in getting this link live is aware of what needs to happen and within the quickest time frame possible.

There is a call scheduled in today to confirm the date so will be able to give a firm date today

Regards

Gemma

From: Gemma Holder <Gemma.Holder@lichfielddc.gov.uk>
Sent: 10 January 2023 10:33
To: Councillor Dave Robertson <Dave.Robertson@lichfielddc.gov.uk>
Cc: Councillor Colin Ball <Colin.Ball@lichfielddc.gov.uk>; Councillor Richard Cox <Richard.Cox@lichfielddc.gov.uk>; Councillor Doug Pullen <Doug.Pullen@lichfielddc.gov.uk>
Subject: RE: Dimbles Lane CCTV

Good morning

Following on from Simons email below please be advised that I can confirm that the live link was placed on order yesterday and I should be able to confirm a lead time on this by tomorrow at the latest.

There will be some work to carry out to make the connection to the CCTV centre and I will confirm the schedule of this also when the information has been passed to me.

Many thanks

Gemma Holder (She/Her)

Executive Support & Project Officer

Lichfield District Council

Tel : 01543308892

District Council House, Frog Lane, Lichfield, Staffordshire WS13 6YU

E: Gemma.Holder@lichfielddc.gov.uk

From: Simon Fletcher <Simon.Fletcher@lichfielddc.gov.uk>

Sent: 09 January 2023 09:28

To: Councillor Dave Robertson <Dave.Robertson@lichfielddc.gov.uk>; Gemma Holder <Gemma.Holder@lichfielddc.gov.uk>

Cc: Councillor Colin Ball <Colin.Ball@lichfielddc.gov.uk>; Councillor Richard Cox <Richard.Cox@lichfielddc.gov.uk>; Councillor Doug Pullen <Doug.Pullen@lichfielddc.gov.uk>; Gemma Holder <Gemma.Holder@lichfielddc.gov.uk>

Subject: Re: Dimbles Lane CCTV

Hi Dave,

Thanks for this.

I absolutely agree with you and your disappointment. Cllr Cox was chasing for several months to get this camera bought and installed and our understanding was that the live link had been ordered at the same time. That is the only reason you were not briefed; our understanding was that the camera was linked. The two individuals responsible for the order and installation left the council late last year, unfortunately, without providing a suitable hand-over on this issue.

I spent the weekend talking to officers in Parking and IT about what needs to happen to complete the link and have instructed that an order be placed today for the broadband connection. I will let you know as soon as it is in place. (Gemma – please remind me).

BR

Simon

Simon Fletcher (He/Him)

Chief Executive

Lichfield District Council

t: 01543 308001 **m:** 07961 202055

From: Councillor Dave Robertson <Dave.Robertson@lichfielddc.gov.uk>
Date: Sunday, 8 January 2023 at 20:58
To: Simon Fletcher <Simon.Fletcher@lichfielddc.gov.uk>, Gemma Holder <Gemma.Holder@lichfielddc.gov.uk>
Cc: Councillor Colin Ball <Colin.Ball@lichfielddc.gov.uk>, Councillor Richard Cox <Richard.Cox@lichfielddc.gov.uk>, Councillor Doug Pullen <Doug.Pullen@lichfielddc.gov.uk>
Subject: Re: Dimbles Lane CCTV

Dear Simon,

Apologies for not getting back to you about this on Friday. I really must say that I am very disappointed that the cameras are still not operating in the way that we were told they would be, seven months after the first cameras were installed. I cannot think that anyone would think that this is an acceptable position to find ourselves in, and that such an extended period of time has elapsed with no information coming to members and no remedy is a very poor reflection of the quality assurance that we are undertaking as an organisation.

The situation absolutely must be rectified as a matter of urgency. We have already been waiting since August for the installation to be completed, and I would hope that we would have a short timescale for the completion of these works that will be shared with us this week. The data link is essential to the proper functioning of the cameras if they are to act as a proper deterrent - one of the reasons for needing them installed was so that problems could be picked up and reported to the police in real time. The events of New Year's Eve are a very good example of where the information from the cameras could have been picked up and the Police informed as it was occurring. If this were the case at the start of the Year it is entirely possible that some of the property damage which has happened could have prevented by a prompt intervention from the camera team and then the police.

Many thanks

Dave

From: Gemma Holder <Gemma.Holder@lichfielddc.gov.uk>
Sent: 06 February 2023 16:28

To: Councillor Doug Pullen <Doug.Pullen@lichfielddc.gov.uk>; Simon Fletcher <Simon.Fletcher@lichfielddc.gov.uk>
Cc: Councillor Richard Cox <Richard.Cox@lichfielddc.gov.uk>
Subject: RE: Update on CCTV

Good Afternoon

I will send the date to you and Cllr Cox tomorrow.

I have asked Ian to confirm why this wasn't done on the date that we were advised and would send this to you when it has been confirmed.

Many thanks

Gemma Holder (she/her)

Executive Support & Project Officer

Core

t: 01543 308892 | **m:** 07711 538816

From: Councillor Doug Pullen <Doug.Pullen@lichfielddc.gov.uk>
Sent: 06 February 2023 16:26
To: Simon Fletcher <Simon.Fletcher@lichfielddc.gov.uk>
Cc: Gemma Holder <Gemma.Holder@lichfielddc.gov.uk>; Councillor Richard Cox <Richard.Cox@lichfielddc.gov.uk>
Subject: Re: Update on CCTV

Can I please have the date tomorrow, as well as the reason why it hasn't been done yet.

Sent from my iPhone

On 6 Feb 2023, at 16:20, Simon Fletcher <Simon.Fletcher@lichfielddc.gov.uk> wrote:

OK, thanks, Gemma.

Doug / Richard – FYIO. We're chasing this hard.

Simon Fletcher (He/Him)

Chief Executive

t: 01543 308001 | **m:** 07961 202055

From: Gemma Holder <Gemma.Holder@lichfielddc.gov.uk>
Date: Monday, 6 February 2023 at 16:12
To: Simon Fletcher <Simon.Fletcher@lichfielddc.gov.uk>
Subject: RE: Update on CCTV

So we will have a date tomorrow for the installation of the broadband – Kerry and Ian have been trying to get this sorted today.

I have updated Cllr Robertson.

I will keep you updated too.

Thanks

Gemma Holder (she/her)

Executive Support & Project Officer

Core

t: 01543 308892 | **m:** 07711 538816

From: Councillor Richard Cox <Richard.Cox@lichfielddc.gov.uk>
Sent: Tuesday, February 7, 2023 1:13:17 PM
To: Christie Tims <Christie.Tims@lichfielddc.gov.uk>
Cc: Councillor Doug Pullen <Doug.Pullen@lichfielddc.gov.uk>; Simon Fletcher <Simon.Fletcher@lichfielddc.gov.uk>; Kerry Dove <Kerry.Dove@lichfielddc.gov.uk>
Subject: FW: Dimbles Lane CCTV

Hi Christie,

We spoke last week about the CCTV at the Dimbles shop area of North Lichfield and your advised Nathan was chasing up the supplier, can you advise the latest on this as we must sort this issue as a matter of urgency now, please.

Best regards

Richard

Cllr. Richard Cox

Cabinet Member for Community Engagement
Lichfield District Council
Armitage with Handsacre Ward including Hawksyard and Kings Bromley

Home: 01543 490560

Mobile: 07814 832117

From: Councillor Dave Robertson <Dave.Robertson@lichfielddc.gov.uk>

Sent: 07 February 2023 10:53

To: Councillor Richard Cox <Richard.Cox@lichfielddc.gov.uk>

Subject: Fw: Dimbles Lane CCTV

Dear Richard,

I am frankly furious that the Council has still not followed through on its promises to the community in North Lichfield. This is not good enough and I would expect that the necessary remedial works should be completed as a matter of urgency. Further delays are not acceptable.

Regards

Dave

From: Kerry Dove <Kerry.Dove@lichfielddc.gov.uk>

Sent: 07 February 2023 15:51

To: Councillor Dave Robertson <Dave.Robertson@lichfielddc.gov.uk>

Cc: Simon Fletcher <Simon.Fletcher@lichfielddc.gov.uk>; Gemma Holder <Gemma.Holder@lichfielddc.gov.uk>; Ian Edwards <Ian.Edwards@lichfielddc.gov.uk>; Councillor Richard Cox <Richard.Cox@lichfielddc.gov.uk>; Councillor Doug Pullen <Doug.Pullen@lichfielddc.gov.uk>; Christie Tims <Christie.Tims@lichfielddc.gov.uk>

Subject: RE: Dimbles Lane CCTV

Importance: High

Good afternoon Dave,

This is being treated as a top priority, and as a matter of urgency. A 4G connection will be in place next week, and the broadband connection in place by the end of the following week.

We will keep you fully updated on progress.

Many thanks,

Kerry

Kerry Dove (she/her)

Chief Operating Officer

Core

t: 01543 308068 | **m:** 07736 942667

From: Councillor Richard Cox <Richard.Cox@lichfielddc.gov.uk>
Sent: 08 February 2023 12:00
To: Councillor Dave Robertson <Dave.Robertson@lichfielddc.gov.uk>
Subject: RE: Dimbles Lane CCTV

Hi Dave,

Thanks for your email, to which I am assured will be completed within the next two weeks as advised by Kerry Dove.

Please accept my apologies for the length of time it has taken to action but assure you I am frustrated and annoyed with these delays.

Best regards

Richard

Cllr. Richard Cox

Cabinet Member for Community Engagement
Lichfield District Council
Armitage with Handsacre Ward including Hawksyard and Kings Bromley

Home: 01543 490560

Mobile: 07814 832117

From: Councillor Richard Cox <Richard.Cox@lichfielddc.gov.uk>
Sent: 16 February 2023 16:49
To: Kerry Dove <Kerry.Dove@lichfielddc.gov.uk>; Councillor Doug Pullen <Doug.Pullen@lichfielddc.gov.uk>
Cc: Simon Fletcher <Simon.Fletcher@lichfielddc.gov.uk>; Christie Tims <Christie.Tims@lichfielddc.gov.uk>
Subject: RE: Dimbles CCTV - Update

Thanks Kerry for the update as much appreciated.

Best regards

Richard

Cllr. Richard Cox

Cabinet Member for Community Engagement

Lichfield District Council

Armitage with Handsacre Ward including Hawksyard and Kings Bromley

Home: 01543 490560

Mobile: 07814 832117

From: Kerry Dove <Kerry.Dove@lichfielddc.gov.uk>

Sent: 16 February 2023 16:38

To: Councillor Doug Pullen <Doug.Pullen@lichfielddc.gov.uk>; Councillor Richard Cox <Richard.Cox@lichfielddc.gov.uk>

Cc: Simon Fletcher <Simon.Fletcher@lichfielddc.gov.uk>; Christie Tims <Christie.Tims@lichfielddc.gov.uk>

Subject: Dimbles CCTV - Update

Hi both,

Hope you are well. To update you on the above, the 4G connection between the Dimbles CCTV and the three spires control room has gone live today

I will update Cllr Robertson shortly

Many thanks,

Kerry

Kerry Dove (she/her)

Chief Operating Officer

Core

t: 01543 308068 | **m:** 07736 942667

From: Councillor Richard Cox <Richard.Cox@lichfielddc.gov.uk>

Sent: 27 February 2023 16:35

To: Kerry Dove <Kerry.Dove@lichfielddc.gov.uk>; Councillor Doug Pullen <Doug.Pullen@lichfielddc.gov.uk>; Simon Fletcher <Simon.Fletcher@lichfielddc.gov.uk>

Cc: Tracy Cross <Tracy.Cross@lichfielddc.gov.uk>

Subject: RE: Dimbles Lane CCTV

Thanks Kerry,

Best regards

Richard

Cllr. Richard Cox

Cabinet Member for Community Engagement
Lichfield District Council
Armitage with Handsacre Ward including Hawksyard and Kings Bromley
Home: 01543 490560
Mobile: 07814 832117

From: Kerry Dove <Kerry.Dove@lichfielddc.gov.uk>
Sent: 27 February 2023 15:14
To: Councillor Richard Cox <Richard.Cox@lichfielddc.gov.uk>; Councillor Doug Pullen <Doug.Pullen@lichfielddc.gov.uk>; Simon Fletcher <Simon.Fletcher@lichfielddc.gov.uk>
Cc: Tracy Cross <Tracy.Cross@lichfielddc.gov.uk>
Subject: RE: Dimbles Lane CCTV

Hi Richard,

Yes, I've checked in with our IT Manager today, and BT are due to install the broadband on Thursday (2nd March)

Many thanks,

Kerry

Kerry Dove (she/her)

Chief Operating Officer

Core

t: 01543 308068 | **m:** 07736 942667

From: Councillor Richard Cox <Richard.Cox@lichfielddc.gov.uk>
Sent: 27 February 2023 14:49
To: Kerry Dove <Kerry.Dove@lichfielddc.gov.uk>; Councillor Doug Pullen <Doug.Pullen@lichfielddc.gov.uk>; Simon Fletcher <Simon.Fletcher@lichfielddc.gov.uk>
Cc: Tracy Cross <Tracy.Cross@lichfielddc.gov.uk>
Subject: RE: Dimbles Lane CCTV

Hi Kerry,

Can you advise if the works are still to be carried out 2nd March, please

Best regards

Richard

Cllr. Richard Cox

Cabinet Member for Community Engagement
Lichfield District Council
Armitage with Handsacre Ward including Hawksyard and Kings Bromley
Home: 01543 490560
Mobile: 07814 832117

From: Kerry Dove <Kerry.Dove@lichfielddc.gov.uk>
Sent: 20 February 2023 17:16
To: Councillor Doug Pullen <Doug.Pullen@lichfielddc.gov.uk>; Councillor Richard Cox <Richard.Cox@lichfielddc.gov.uk>; Simon Fletcher <Simon.Fletcher@lichfielddc.gov.uk>
Cc: Tracy Cross <Tracy.Cross@lichfielddc.gov.uk>
Subject: FW: Dimbles Lane CCTV

Hi all,

For info – BT have pushed back the broadband installation date for the above to 2nd March. This is due to an error on their part. As per below, we have escalated this, lodged a formal complaint and continue to push them.

I have a very low opinion of broadband companies!

Many thanks,

Kerry

Kerry Dove (she/her)

Chief Operating Officer

Core

t: 01543 308068 | **m:** 07736 942667

END OF EMAILS