

Salisbury CCTV Annual Review

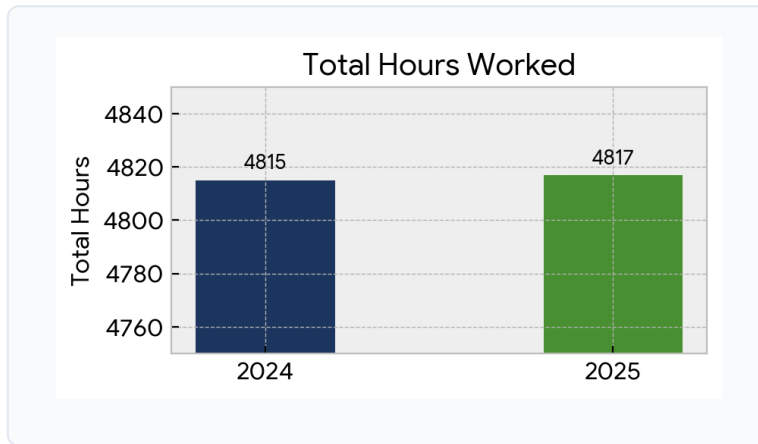
2024 vs. 2025 Performance Report

Executive Summary

This report outlines the operational performance, volunteer engagement, and incident tracking of the Salisbury CCTV control room, comparing data from 2024 and 2025. The data demonstrates a sustained commitment to city security, highlighted by a record high in logbook entries, increased operational efficiency in evidence seizure, and continued high-level coverage despite a reduction in total volunteer headcount.

1. Operational Coverage & Activity

Hours Worked: Coverage increased marginally from **4,815 hours** in 2024 to **4,817 hours** in 2025, marking the fourth consecutive year of growth.

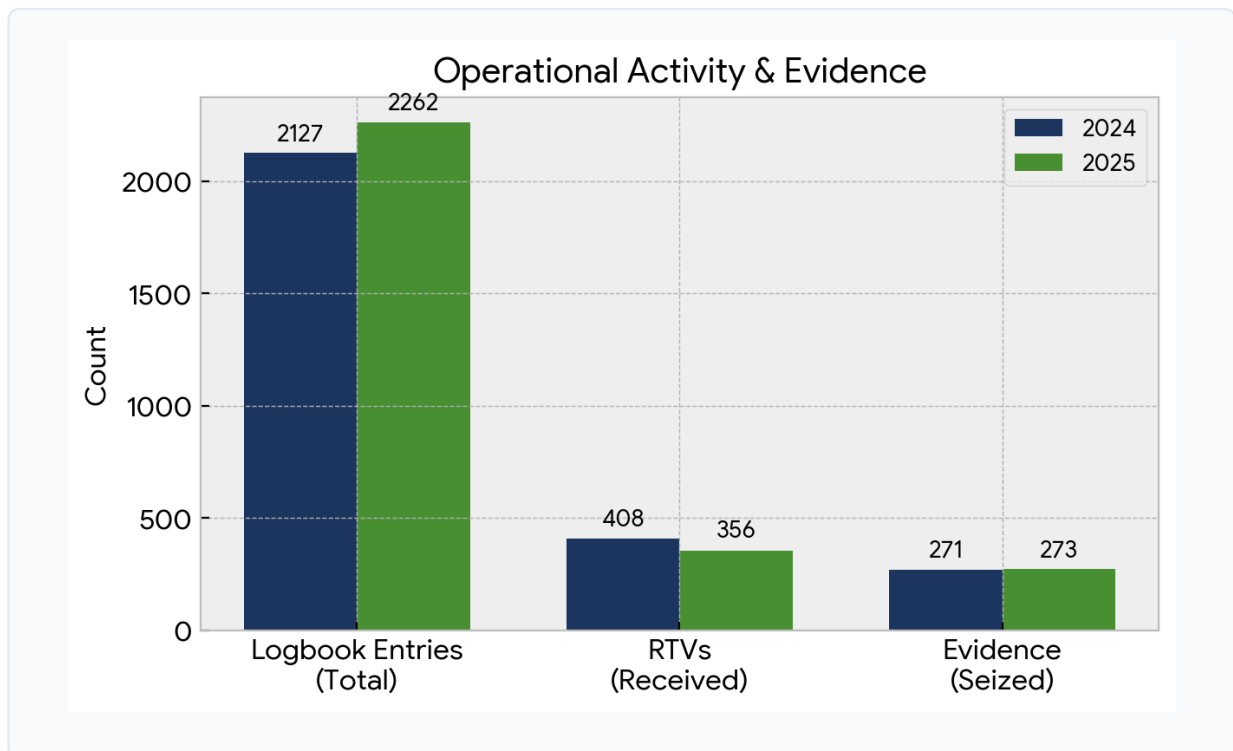


Logbook Entries: Operator activity saw a significant rise. Entries jumped from **2,127** in 2024 to a record high of **2,262** in 2025, pushing the monthly average from approximately 177 to 188 entries.

2. Requests to View (RTV) & Evidence Efficiency

While the total number of requests decreased, the efficiency and success rate of those requests improved dramatically.

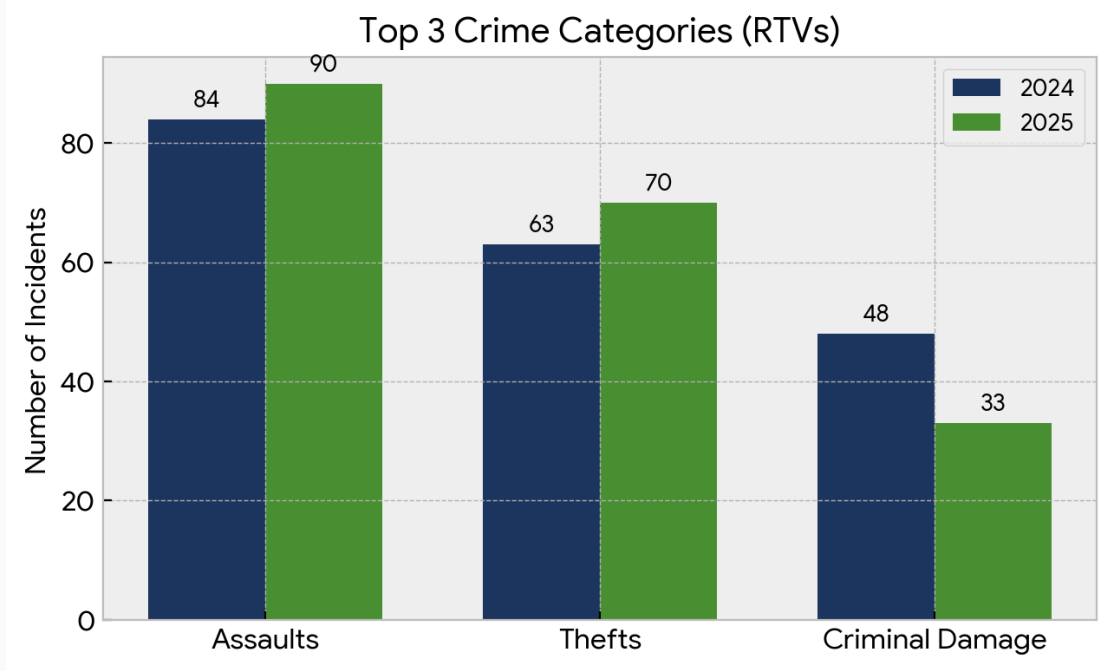
- **Total RTVs:** Requests to view footage dropped by 12.7%, from 408 in 2024 to 356 in 2025.
- **Evidence Seized:** Despite fewer total requests, the actual number of seized footage incidents increased slightly from 271 to 273.
- **Success Rate:** This resulted in a substantial leap in "Positive Results" (the percentage of RTVs that resulted in seized evidence), which climbed from 66% in 2024 to 77% in 2025.



3. Crime Trends (Top 3 Categories)

The top three reasons for RTVs remained consistent across both years, though the volume within those categories shifted:

- **Assaults:** Increased by 7.1%, from 84 incidents to 90.
- **Thefts:** Increased by 11.1%, from 63 incidents to 70.
- **Criminal Damage:** Decreased significantly by 31.2%, dropping from 48 incidents down to 33.



**Note: In 2025, operators were directly involved in nearly 100 live-incident arrests carried out by Wiltshire Police.*

4. Volunteer Engagement

The system continues to rely heavily on its dedicated volunteer base, though the pool of trained operators has consolidated.

The number of trained volunteers dedicated to the control room decreased from **27** in 2024 to **20** in 2025.

Despite the 26% reduction in staff size, the team still managed to achieve the record-high logbook entries and an overall increase in total hours worked, demonstrating exceptional individual commitment from the 2025 cohort.

Conclusion

The 2025 operational year was highly successful for Salisbury CCTV. The team delivered record-breaking active monitoring (logbook entries) and a highly efficient evidence-gathering process (77% positive RTV rate). The data suggests a highly trained, focused, and effective control room that provides critical, real-time support to Wiltshire Police and the Salisbury community.