

Witness Name: Brian Bussey

Statement No: WITN0438001

Dated: 14/04/2026

THE NOTTINGHAM INQUIRY

FIRST WITNESS STATEMENT OF BRIAN BUSSEY

I, **Brian Bussey**, of Nottingham City Council, Loxley House, Station St, Nottingham, NG2 3NG **will say** as follows: -

- 1 I am the Neighbourhood Safety Operations Manager for Nottingham City Council ('the Council').
- 2 Where the content of this witness statement is within my personal knowledge it is true. Where it is outside my personal knowledge and derived from other sources, it is true to the best of my information and belief.

Introduction

- 3 I began my role in December 2017. I suspect there may have been some job title changes during that time but cannot recall the precise detail.
- 4 My job is to look after security guarding at all the sites where the Council need a static security guard (the Council House, Wollaton Hall etc). I am responsible for the mobile response team who are reactive to alarm management. They also visit our high-rise blocks and car parks. I am also responsible for the CCTV function.

5 My office is located in the Woodlands Building on the first floor. The CCTV monitoring room is on the ground floor.

13 June 2023

6 My involvement was limited. The purpose of this statement is to explain two emails that I sent – 9:07am and 9:32am [WITN0438002] [WITN0438003].

7 Starting with events, I was in the office that day. I had learned what was going on early and went in. I estimate I arrived at work about an hour early (at 8:00am). When I arrived, I went to the ground floor to check how the CCTV operatives were. I was checking to see that the police were being looked after, and we set them up in the kitchen area so that they could operate. I was concerned to check on the staff.

8 Clearly, I must have talked to people, including the police, but I do not recall the gist of these conversations. What I do recall is that I was told a camera or cameras were not working and I think reference was made to a problem in Radford.

9 The background to this is important because the Council had installed a new Physical Security Management Information System (PSIMS) control system which would amalgamate various systems into one platform which would also include CCTV cameras.

10 The Council had entered into a contract with an organisation called TIS for new control systems which were ordered from a company called Advancis. Start on the install was Sept 2022.

11 Unfortunately, like many software upgrades, there are integrated problems which we were encountering, on the day of the incident I believe there was a problem between our operating system and the cameras mainly in the Radford area. It manifested itself in the control of the cameras themselves – the “PTZ” function. This means there was a fault with the pan, tilt and zoom functions of some cameras. Movement in the cameras could be delayed or erratic, the cause at this time were unknown.

- 12 The recording functionality was fine, as was the display. The problem was in manipulating and using some of the cameras.
- 13 This had been a difficulty for some time prior to June 2023.
- 14 The CCTV operators complained about this, and I had made multiple requests to TIS and Advancis to fix it. I was becoming increasingly frustrated when I got messages back that there was “no problem”, or that they had tested the system and it worked. The reality is that these bugs remained and continued to hamper CCTV operators. As we were still in the project management stage of the install, we held monthly meetings to discuss what the main problems were or any enhancements needed.
- 15 Against that background, when I came into the office on 13 June 2023, and heard that there had been a camera issue, I was very concerned and the emotion and frustration came to the surface. The events that day were absolutely horrific, and we were all deeply affected by it.
- 16 I wanted to get TIS and Advancis out straight away to deal with the cameras and to deal with this bug once and for all. I sent my first email at 09:07 [WITN0438002]. My intention was to make the contractors address the situation. I said:

“We are dealing with a major incident with the city and we still have issues with cameras not connecting. I reported this yesterday but the problem persists. We are going to be extremely embarrassed when the police come calling today, which they will, and 30% of the cameras are not working. I tested a few yesterday and although not showing live, they were recording so I hope that this is the same for all.

Please, for my sanity, can we have some urgent work done on this platform, the morale in the control room is at an all time low and causing major concerns about its suitability. I will need to try and explain somehow why the cameras are down and I don't know the answer, whether being too hot may not go down well.”

17 Reflecting on that email, 30% of the cameras were not failing. It was mainly down to a limited number of cameras that would not respond to inputs properly. They were either not displaying in real time or having difficulties moving. It was, basically, the cameras being erratic. I had received months of responses to the effect *"its all OK"* and my email was sent in complete exasperation.

18 I received an email response from TIS at 09:16 [WITN0438003]. Nicholas Hollins stated:

"I am just on a Teams, but will call you shortly, have the camera/system faults been logged with our service team? If so, are we on site?"

I will escalate this to our exec and quality team if needs be to get some additional focus on this if it is required.

Speak shortly."

19 The next response came from Allan Dickinson at Advancis. He stated:

"We have had a call with Nathan this morning and we were told from an Advancis perspective all was OK. If this is not the case could you let me know and we will jump on any issues".

20 This was another frustrating response, suggesting that the cameras were OK when I had been told there was a problem. I responded in very direct terms:

"I can assure you all is not OK, cameras are not displaying, moving erratically. We had perfect imagery of the attacker and the bloody camera just moved as we would have captured his face. CID are in here and its embarrassing.

I don't know what to say anymore."

21 The purpose of my emails was to get some action from TIS and Advancis. That succeeded.

- 22 I believe that the point about the camera moving identified in my email went to when the camera “tours”. Every 90 seconds or two minutes, our CCTV cameras pan around and look at the whole area. They change what they are looking at. They are not fixedly pointed in the same direction at all times.
- 23 As I said, I believe that the sudden change in the camera whilst looking at VC’s face was likely to be the camera moving into tour mode.

Reflection

- 24 Looking back, I over egged the content of my emails to get a reaction from the installer and the service company. I regret the tone of the emails. There was never 30% of failing stock, it came down to cameras which were having difficulties with real time display or moving and a problem with the BT exchange within the Radford area. This was addressed after the event. The constant response from the installer and service company that everything was OK was a tipping point for me. I regret to say that my emails reflected my frustration at the time.
- 25 I can only apologise for the tone of these emails and how they were sent. I appreciate that as part of the Inquiry process, they will be read by people who may find the content upsetting. I can only apologise for this and, whilst my intentions were good, the email traffic was inappropriate and exaggerated.

Statement of Truth

I believe that the content of this witness statement to be true. I understand that proceedings may be brought against anyone who makes, or causes to be made, a false statement in a document verified by a statement of truth without an honest belief of its truth.

Signed:

GRO-B

Print name: Brian Bussey

Dated: 14/04/2026

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No	Inquiry URN	Document Description
1	WITN0438002	Email from Brian Bussey to Nicholas Hollins and Mark Wigginton dated 13 June 2023 (09:07)
2	WITN0438003	Emails from Brian Bussey, Nicholas Hollins and Allan Dickinson dated 13 June 2023 (09:32)