

Witness Name: Kenneth Ryan Cromwell

Statement No: WITN0436003

Dated:

THE NOTTINGHAM INQUIRY

SECOND WITNESS STATEMENT OF KENNETH RYAN CROMWELL

I, **Kenneth Ryan Cromwell**, of Nottingham City Council, Loxley House, Station Street, Nottingham, NG2 3NG **will say** as follows:

- 1 I am the Integrated CCTV Control Room Manager employed by Nottingham City 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 have previously provided a witness statement to the Nottingham Inquiry ("the Inquiry") identified as "First Witness Statement of Kenneth Ryan Cromwell" dated 13 April 2026 [WITN0436001].
- 4 I make this witness statement to further assist the Inquiry in relation to the operation of the CCTV system across Nottingham City Council.

- 5 I have seen the Rule 9 (9) request directed to Colin Wilderspin of Nottingham City Council dated 4 June 2026. This statement is part of a response to that Rule 9 (9) Request.

The CCTV system

- 7 Nottingham City Council have 288 cameras across the city of Nottingham.
- 8 Nottingham City Council's CCTV Operators ("Operators") monitor the CCTV cameras across Nottingham, in order to assist in security work of Nottingham City Council's properties and to assist the police with their investigations.
- 9 CCTV Operators are split into four teams, who review CCTV cameras for different areas across Nottingham. It is part of the day shift role to log all the cameras in their relevant areas. This means that every camera will be checked by an Operator every 24 hours.
- 10 The Operators will complete a "log" for all the cameras in their area and check their functionality. Where a camera is faulty, the log is marked with an "X" and the Operator will give further detail of the fault identified.
- 11 The Operators will also confirm if a camera is functioning by placing a "tick" next to the camera that is fully functioning. The Operators are looking for any fault with the functionality of the camera, including any issues with the playback of the footage and, also, its retention.
- 12 Once the Operator has reviewed the cameras and completed the Log, it is passed to the Supervisor on shift who will then review it.

- 13 The Supervisor has access to a SharePoint document, which is a live linked document for Nottingham City Council and its contractors, TIS. The aim of the document is to allow Nottingham City Council to report any faulty cameras directly to TIS, who can then review the fault and provide a “live” commentary as to what action is being taken to fix the issue.
- 14 The Supervisor will take the daily log and cross reference any faulty cameras identified that day with the live document. Where a camera has been identified as faulty and has not already been reported on the live document, the Supervisor will add that to the log. Where a fault has been identified in the daily log but has already been reported on the live document, the Supervisor will take no further action to avoid double reporting.
- 15 After the Supervisor has reviewed the daily logs, they are kept for a short period of time before being destroyed. Due to the volume of cameras across the city, it is not practicable for Nottingham City Council to store all records of the daily logs indefinitely.
- 16 Where a fault has been identified upon the live document, the Supervisor will receive a reference number from TIS. That acts as confirmation that TIS have received the fault report. It can also be used by the Supervisor in the event that they need to follow up a fault report. The live document has been used for reporting faults since 2020, with the first fault report being entered on 20 November 2020.
- 17 There was an issue where Nottingham City Council were experiencing problems with the cameras. While they were being reported in the way described, the faults were recurring. Accordingly, Brian Bussey, requested

that an Excel spreadsheet of ongoing problems be created. It is that spreadsheet that was previously shared with the Inquiry [NOCC0000259].

- 18 The spreadsheet was used to identify cameras that were experiencing common problems and where reporting them in the usual way would amount to double reporting of the problems.
- 19 Brian Bussey used the information from that spreadsheet in order to approach TIS and explain to them that there were regular recurring problems.
- 20 Operators and Supervisors are expected to report faulty cameras without delay. The daily log of cameras is usually completed by the Day Shift Team. In the event a camera became faulty after the initial Day Shift review, the Operators would either:
 - a) Note the issue in their handover notes for the next Operators on shift and ask that they report them in the usual way in the Daily Log, or
 - b) In the event the fault was significant and the fix was urgent, the Operators would report the fault to their Supervisor, who would then arrange a call out for an engineer to receive.

Excel Spreadsheet

- 21 On review of the spreadsheet provided to the Inquiry, there were 28 reports of faulty cameras on 12 June 2023. Eight of these 28 cameras were in the Radford area. All of those faults were new reports and none of those cameras had known or existing issues prior to 12 June 2023 [NOCC0000259].

- 22 Camera 167 was of interest to the Police due to its location and VC's arrest. This was identified as having a fault on 12 June 2023 and it was reported that same day.
- 23 TIS reviewed the report and stated that the issue was then fixed on 12 June 2023. Based on that information, it was expected that the camera would be operational after TIS confirmed the fix and therefore would be in working order.
- 24 On 13 June 2023, camera 167 was not operational and there were ongoing issues when trying to control the camera. This was reported to TIS who subsequently sent an engineer out to review the camera.
- 25 It was unknown at the time, but was confirmed subsequently, that the issue with camera 167 (and the seven other cameras in the Radford area), were due to a fault on the BT line. Those particular cameras function on an analogue system which was dated. They have subsequently been fixed and are operational.
- 26 The issues experienced on 12 June 2023 have never occurred before. Whilst cameras becoming inoperative due to faults can occur, it was surprising to have so many cameras down on 12 June 2023. That issue was unheard of previously and has not occurred subsequently.

Statement of Truth

I believe the contents of this 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 believe of its truth.

Signed **GRO-B**

Date:09/07/2026

Index to the Second Witness Statement of Kenneth Ryan Cromwell

No	Inquiry URN	Document Description
1	WITN0436001	First Witness Statement of Kenneth Ryan Cromwell
2	NOCC0000259	Spreadsheet of CCTV Camera Faults