



**MEETING OF THE CCTV PARTNERSHIP JOINT EXECUTIVE**

to be held in the

**EAST HERTS DISTRICT COUNCIL,  
COUNCIL CHAMBER, WALLFIELDS, HERTFORD**

On

**MONDAY, 19TH FEBRUARY, 2018 AT 7.00 PM**

**Agenda  
Part I**

**Item**

**Page**

- 1. AGENDA AND REPORTS**  
This meeting was held and clerked at East Hertfordshire District Council

(Pages 3  
- 72)

The Agenda and Reports are attached.

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*Alison Stuart  
Head of Legal and Democratic  
Support Services*

**MEETING** : JOINT CCTV EXECUTIVE  
**VENUE** : COUNCIL CHAMBER, WALLFIELDS, HERTFORD  
**DATE** : MONDAY 19 FEBRUARY 2018  
**TIME** : 7.00 PM

## **MEMBERS**

### **East Herts Council**

Councillors G McAndrew, M Stevenson and G Williamson

### **Hertsmere Council**

Councillors P Choudhury, J Heywood and P Wayne

### **North Herts Council**

Councillors J Cunningham, T Hunter and L Needham

### **Stevenage Council**

Councillors R Henry, J Hollywell and Mrs J Lloyd

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## DISCLOSABLE PECUNIARY INTERESTS

1. A Member, present at a meeting of the Authority, or any committee, sub-committee, joint committee or joint sub-committee of the Authority, with a Disclosable Pecuniary Interest (DPI) in any matter to be considered or being considered at a meeting:
  - must not participate in any discussion of the matter at the meeting;
  - must not participate in any vote taken on the matter at the meeting;
  - must disclose the interest to the meeting, whether registered or not, subject to the provisions of section 32 of the Localism Act 2011;
  - if the interest is not registered and is not the subject of a pending notification, must notify the Monitoring Officer of the interest within 28 days;
  - must leave the room while any discussion or voting takes place.
2. A DPI is an interest of a Member or their partner (which means spouse or civil partner, a person with whom they are living as husband or wife, or a person with whom they are living as if they were civil partners) within the descriptions as defined in the Localism Act 2011.
3. The Authority may grant a Member dispensation, but only in limited circumstances, to enable him/her to participate and vote on a matter in which they have a DPI.
4. It is a criminal offence to:
  - fail to disclose a disclosable pecuniary interest at a meeting if it is not on the register;
  - fail to notify the Monitoring Officer, within 28 days, of a DPI that is not on the register that a Member disclosed to a meeting;
  - participate in any discussion or vote on a matter in which a Member has a DPI;
  - knowingly or recklessly provide information that is false or misleading in notifying the Monitoring Officer of a DPI or in disclosing such interest to a meeting.

(Note: The criminal penalties available to a court are to impose a fine not exceeding level 5 on the standard scale and disqualification from being a councillor for up to 5 years.)

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East Herts Council welcomes public attendance at its meetings and will provide a reasonable number of agendas for viewing at the meeting. Please note that there is seating for 27 members of the public and space for a further 30 standing in the Council Chamber on a "first come first served" basis. When the Council anticipates a large attendance, an additional 30 members of the public can be accommodated in Room 27 (standing room only), again on a "first come, first served" basis, to view the meeting via webcast. If you think a meeting you plan to attend could be very busy, you can check if the extra space will be available by emailing [democraticservices@eastherts.gov.uk](mailto:democraticservices@eastherts.gov.uk) or calling the Council on 01279 655261 and asking to speak to Democratic Services.

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## AGENDA

1. Appointment of Chairman

To appoint a Chairman for the meeting.

2. Apologies

3. Minutes – 27 October 2016 (Pages 5 – 10)

To approve as a correct record the Minutes of the meeting held on 27 October 2016.

4. Declarations of Interest

5. Presentation of Annual Operations and Inspectors Report  
(Pages 11 – 34)

6. CCTV Code of Practice Update (Pages 35 – 70)

7. Date of next meeting

To agree a date for the next meeting.

8. Urgent Business

To consider such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration and is not likely to involve the disclosure of exempt information.

MINUTES OF A MEETING OF THE  
JOINT CCTV EXECUTIVE HELD IN THE  
COUNCIL CHAMBER, WALLFIELDS,  
HERTFORD ON THURSDAY 27 OCTOBER  
2016, AT 6.00 PM

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PRESENT:

<u>East Herts Council</u>	Councillors M Stevenson, G Williamson (Chairman)
<u>Hertsmere</u>	Councillors T Ash and P Choudhury
<u>North Herts Council</u>	Councillor T Hunter
<u>Stevenage Council</u>	Councillors S Batson and R Henry

OFFICERS IN ATTENDANCE:

Lorraine Blackburn	- Democratic Services Officer
Jonathan Geall	- Head of Housing and Health
Keith Moore	- CCTV Officer Stevenage Council
Mike Read	- Operations Manager Stevenage Council

1 APPOINTMENT OF CHAIRMAN

It was moved by Stevenage Borough Councillor P Choudhury and seconded by Stevenage Borough Councillor Mrs J Lloyd that East Herts District Councillor G Williamson be appointed Chairman for the meeting.

RESOLVED – that Councillor G Williamson be appointed Chairman for the meeting.

2 APOLOGIES

Apologies for absence were submitted from Councillors J Heywood (Hertsmere Borough Council), G McAndrew (East Herts District Council) and L Needham (North Herts Council).

3 CHAIRMAN'S ANNOUNCEMENTS

The Chairman stated that Councillor M Stevenson would be late.

4 MINUTES - 10 SEPTEMBER 2015

RESOLVED - that the Minutes of the meeting held on 10 September 2015 be confirmed as a correct record.

5 ANNUAL OPERATIONS REPORT

The Operations Manager presented the Annual Operations Report for 2015/16 and provided an overview of key points, including replacement cameras, systems developments in the partnership areas, upgrades in relation to databases and new business joining the partnership. The Operations Manager referred to specific areas in Borehamwood where, despite annual stock losses of 10%, the Commercial Property Management Company were reluctant to join the partnership. Operational developments and protocols were discussed.

The Operations Manager stated that the Hertfordshire CCTV Partnership had been successful in achieving three awards; the Certificate of Compliance regarding Codes of Practice from the Surveillance Commissioner and two national CCTV awards in relation to Control Room Operators 2015 and the CCTV Management and



Innovation Award.

Members congratulated the partnership on its achievement.

The Operations Manager provided an update in relation to the number of incidents which had occurred within the partnership areas and referred to specific areas which could benefit from more CCTV coverage.

In response to a question concerning the quality of the CCTV and whether the definition it provided was of use to the Police, the Lead Officer explained that the partnership was working with the Police to enable this to be streamed.

Members sought clarification on how the annual report was used by the Police. The Lead Officer (Stevenage) explained that work was currently ongoing and that it was a question of (Police) resources. Members suggested that the report should be forwarded to the Police at the highest level, i.e., that of the Commissioner, so that the ongoing positive work of the partnership could be given the support it needed to tackle incidents. This was supported.

The Operations Manager stated that 75% of incidents attended by the Police was as a result of information sent to them by the partnership. He commented that the Police Commissioner had visited their Control Room and was impressed by what he had seen. The Operations Manager stated that he hoped that the partnership could work even more closely with the Police.

The issue of fly-tipping in the partnership areas and the difficulties faced in catching those responsible was discussed.

The Operations Manager provided an update in relation to the number of independent inspectors employed by the partnership.

The Chairman, on behalf of Members, congratulated the Operations Manager on achieving the awards and on his thorough and detailed report.

The CCTV Joint Executive Committee approved the Management and Inspector's report, as now detailed and requested that this be forwarded to the Police Crime Commissioner.

RESOLVED – that (A) the report be received;

(B) the Hertfordshire CCTV Partnership be thanked for their ongoing hard work and achievements; and

(C) the Annual Report be forwarded to the Police Crime Commissioner.

## 6 CCTV CODE OF PRACTICE AMENDMENTS

The Operations Manager provided an update in relation to the CCTV Code of Practice, the detail of which was set out in the report. The Operations Manager provided an update in relation to ABOT (Automatic Back Office Tasks) and BORIS (Back Office Recording Incident System) database.

The CCTV Joint Executive Committee approved the Code of Practice, as now detailed.

RESOLVED – that the Code of Practice as detailed, be approved.

## 7 LTD COMPANY - VERBAL UPDATE

The Lead Officer provided a verbal update in relation to the partnership. He stated that the accounts had been closed in July 2016 and showed a gross profit of £84,000 and £79,000 before tax. He explained that his role in assisting the partnership had created an additional cost for his services and time and the need to carry out a

compulsory audit. The Lead Officer explained that, at the present time, Officers were reviewing how best to offset some tax liabilities.

A Member raised the issue of crime in some retail areas. The Lead Officer explained the issues encountered in some areas when Managing Agents switched off their CCTV in an effort to meet their management budgets and of the difficulties this caused for the partnership and retailers in terms of increased incidents, primarily thefts. The issue of why retailers were unwilling to participate with the CCTV partnership in specific areas was discussed.

RESOLVED – that the update be noted.

8 DATE OF NEXT MEETING

Members agreed that the next meeting of the CCTV Joint Executive Committee be held in mid- October 2017 on a date to be agreed at Hertsmere Borough Council offices.

RESOLVED – that the next meeting of the CCTV Joint Executive Committee be held in mid-October 2017 on a date to be agreed at Hertsmere Borough Council offices.

9 URGENT BUSINESS

The Chairman agreed to add an urgent item of business onto the agenda, in order to facilitate the business of the CCTV Joint Executive Committee.

The Lead Officer referred to the tax position of the company and the need to find more tax efficient ways to run the partnership. It was suggested that the partnership should appoint a group accountant to undertake a cost benefit analysis (CBA) to review more tax efficient ways. This information would be shared with the Executive Committee and its shareholders.

The Head of Housing and Health (East Herts District Council) explained that he was aware of ongoing discussions with Stevenage finance Officers, Members and each of the partners, to find the most tax efficient way forward for the partnership to operate.

The CCTV Joint Executive Committee approved the suggestion that the partnership appoint a group accountant to undertake a cost benefit analysis to review more tax efficient ways to run the partnership and that the results of the CBA be reported back to the CCTV Joint Executive Committee.

RESOLVED – that a group accountant be appointed to undertake a cost benefit analysis to review more tax efficient ways to run the Hertfordshire CCTV Partnership.

The meeting closed at 7.05 pm

Chairman .....
Date .....

**Meeting:** CCTV Joint Executive Committee

Portfolio Area: Community Safety

**Date:** 19<sup>th</sup> February 2018

**ANNUAL MANAGEMENT AND INSPECTORS REPORT**

NON-KEY DECISION

Author – Mike Read Ext.No. 2814  
Contributors – Keith Moore Ext.No. 2277  
Lead Officer – keith Moore Ext.No. 2277  
Contact Officer – Mike Read Ext.No. 2814

**1 PURPOSE**

To inform the executive committee of the progress and expansion of the Hertfordshire CCTV Partnership and consider both the annual 'Management' and 'Independent Inspector's' reports

**2 RECOMMENDATIONS**

That the CCTV Executive Committee approve the Management and Inspector's Report SEE ESSENTIAL REFERENCE PAPER 'A'.

**3 BACKGROUND**

The CCTV Executive Committee requires updates on the number of incidents and arrests during the 12 months preceding the Executive Committee and to inform members of up to date information on the CCTV Control Room, the monitoring and Maintenance Contracts. The committee also need to be assured that no breaches of the Data Protection Act, Pace, or the Code Of Practice has occurred.

**4 REASONS FOR RECOMMENDED COURSE OF ACTION AND OTHER OPTIONS**

To keep the Executive Committee of up to date information on the Expansion of the Partnership

The inform the CCTV Executive Committee of latest crime and arrests statistics

To ensure good governance.

**5 IMPLICATIONS**

**5.1 Financial Implications**

There are no current Financial Implications

**5.2 Policy Implications**

None

## **BACKGROUND DOCUMENTS**

- None

## **APPENDICES**

- Essential Reference Paper 'A' (CCTV managers 12 monthly report of CCTV performance and Independent Inspector's Annual Report).



**2016/17**

***Hertfordshire CCTV Partnership  
Annual Operations Report***

Produced by M.Read  
Operations Manager

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## Hertfordshire CCTV Partnership

### 2016/2017 Annual Report

Prepared by Michael Read CCTV Manager

### Introduction

Hertfordshire CCTV system came into operation in 1996 and since then has been subject to a continuous process of extension and improvement. Its operation is strictly governed by a Code of Practice designed to protect the civil liberties of individuals as far as possible in the fight against crime.

This report looks at all CCTV records held by Hertfordshire CCTV Partnership from incidents which were recorded in the year 2016/17. It provides us with a 12 month analysis period in which to evaluate the performance of the CCTV system.

Hertfordshire CCTV Partnership supports all the principles contained within:

- The Data Protection Act 1998
- The Human Rights Act 1998
- The Regulatory and Investigatory Powers Act 2000
- The Protection of Freedoms Act 2012.

In 2015 the Surveillance Camera Commissioner produced a document entitled “Surveillance Camera Code of Practice”. The purpose of the code is to ensure that individuals and wider communities have confidence that surveillance cameras are deployed to protect and support them. The government considers that wherever overt surveillance in public places is situated in pursuit of a legitimate aim and meets a pressing need, any such surveillance should be characterised as surveillance by consent, and such consent on the part of the community must be informed consent and not assumed by a system operator.

It is recognised that the HCCTVP system may be considered to infringe on the privacy of individuals. In compliance with the Surveillance Camera Code of Practice, issued by the Surveillance Camera Commissioner in June 2013 in accordance with Section 30 (1) of The Protection of Freedoms Act 2012, a ‘PIA’, (Privacy Impact Assessment), for each camera’s location and request for a new camera location was completed in June 2015 to ensure its legality and legitimacy by the CCTV Operations Manager. The PIA’s are reviewed annually.

Along with the PIA’s Local Authorities were requested to complete a self-assessment tool called the 12 Guiding Principles. Hertfordshire CCTV Partnership are committed to show transparency by publishing the 12 Guiding Principles together with all the Privacy Impact Assessments which can be viewed on our web site:- [www.hertfordshirectv.co.uk](http://www.hertfordshirectv.co.uk)

### Partnership Overview

The Hertfordshire CCTV Partnership comprises Stevenage Borough Council, North Hertfordshire District Council, East Hertfordshire District Council, and Hertsmere Borough Council. The Partnership’s CCTV control room operates out of Stevenage and provides 24 hours CCTV coverage 365 days a year across Hertfordshire and Central Bedfordshire by a team of operators who work a rotating shift pattern. Depending on times and operational demands the control room is staffed by 3 operators and a Manager. The operators are employed by Broadland Guarding Services Limited.

## Partnership Clients:

Letchworth Heritage Foundation  
 Jones Lang LaSalle - Stevenage Leisure Park  
 Central Bedfordshire Council  
 Hertfordshire County Council (Schools)  
 Stevenage Borough Council (Out of Hours)  
 Lone Workers (EHDC) and Business Continuity Plan (EHDC)

In 2016 Hertfordshire CCTV Partnership was awarded two National CCTV Awards in recognising excellence for Management and Innovation and for recognising excellence for the CCTV Operators of the Year.

We continue to maintain our status of being one of the largest geographical CCTV networks in Europe and are actively seeking to add more sites to our estate. At the time of publication, the total number of cameras monitored by the Control Room is 538.

EoYRT-CAM01

The number of allocable units is 31. These cameras are regularly deployed in areas which develop high levels of antisocial behaviour (ASB).

EoYRT-CAM02

These units continue to be successful having removed ASB from a number of areas within East Herts, Stevenage Borough North Herts and Hertsmere. During 2016/17 these cameras have been invaluable generating 45 (Previously 38) pieces of evidential footage. We continue to review the efficiencies of the deployable cameras and the technology associated with the high performance that is required. We have recently joined partnership with Rapid Vision who have supplied the partnership with a number of deployable cameras together with large savings in costs.

EoYRT-PolEa-mobile

## System Developments

In May 2016 HCCTVP embarked on replacing its' current Vigilant digital recording system which had now become at the end of its life. A tender went out requesting to replace existing servers and integrate with both the Synectics Software operating system and the recently installed Tecton Servers. A total of 15 servers with 9 channels each were integrated with the Tecton Servers.

System equipment is well maintained and replaced at the end of its operational life to ensure system integrity and high performance. As reported in last year's Annual Report we continue to review a rolling replacement programme on our current cameras and have now upgraded 43 Static Cameras from 'Shoebox' to 'Red Vision' PTZ 1080P model over the last 24 months as the old stocks were beyond economical repair and obsolete. We will continue to upgrade for the foreseeable future.

ADPRO Fastrace 2 was introduced in 2015/16 into the control room and to date 10 locations have moved onto this system and it is envisaged that more locations will follow suit when they wish to upgrade or their system is beyond economical repair. Whilst Fastrace 1, (Gold), is still in operation it is no longer supported by Xtrallis and spare parts are no longer available.

BORIS continues to record and regulate all our frontline operations and has been further upgraded to enhance the developments within the partnership.

ABOT (Automated Back Office Tasks) was introduced in 2016 and is now responsible for:-

- basic maintenance of the data and tables stored in BORIS
- Production and distribution of daily, weekly and monthly management reports

- Production of Supervisor weekly paperwork
- Daily backup of BORIS

We continue to review our Web site and improvements are on-going. All reports, Stats, Management and Client reports, Guiding Principles, PIA's, Codes of Practice, Camera Shy Newsletters, Google Mapping of Camera locations and much more are all on the Web site showing complete transparency. All requests for any CCTV footage now go through the web site.

## Communications Networks

The control room continues to make good use of its three main communications systems alerting controllers to incidents that are in progress across the estate:

- Airwave (police) Radios
- Shop/Pub-link Radios
- Direct telephone link to the police's central control room (CCR), for Hertfordshire and Bedfordshire.

We currently have 15 users activated on the system.

EoYRt-Users

During the period 01/04/16-17 recorded events were initiated from the following sources:-

Events Initiated by	Events	% of Total	Police Attended	Resulting Arrests
ADPRO	71	1.5	24	1
Police Control	1598	34	947	267
Controller	493	10.5	303	127
Airwaves	1438	30.6	1228	513
Other	87	1.9	44	29
Post Event Viewing	6	0.1	3	2
Shop/Pub Link	994	21.2	635	301
<b>Total</b>	<b>4687</b>		<b>3184</b>	<b>1240</b>

EoYRt-IAComs

This equipment is in daily use providing end users with reassurance of a prompt response.

## Network in 2016/17

The following table shows the breakdown of cameras currently deployed across the Partnership. This includes schools and IP addressable cameras. As stated we are currently reviewing the status of the shoebox cameras with a replacement programme in place.

Camera Type	Count
ADPRO CAMERAS (Static)	103
ADPRO CAMERAS (Pan Tilt and Zoom)	178
DOMES	1
HIK VISION	8
MICKY	105
MOBILE	31
RED VISION	43
SHOEBOX	54
STATIC	15
<b>Total</b>	<b>538</b>

## Extent of Service

### CCTV PTZ Town Centre and Neighbourhood Cameras

In 2016/17 the number of CCTV cameras monitored by HCCTVP control room was 538 which consists of 380 fully functional pan, tilt and zoom, (PTZ) ), which are sited in Stevenage Town, Hitchin, Letchworth, Royston, Baldock, Knebworth, Hertford, Bishops Stortford, Ware, Boreham Wood, Potters Bar, Bushy and for Central Bedfordshire Biggleswade, Sandy and Shefford.

EoYRT- CamCount2,3

### ANPR Cameras

The Police in partnership with the CCTV Partnership use the CCTV system in conjunction with their Automatic Number Plate Recognition (ANPR) operations. The system has 8 Fixed ANPR Cameras. The system is monitored by the Intelligence Unit at the Police HQ at Welwyn Garden City.

### Re-deployable Cameras

The use of re-deployable cameras connected to Stevenage Control Room continues to show the benefits of its flexibility and ease of movement from one location to another.

There are currently 31 re-deployable cameras in operation across the Partnership. The Partnership continues to review costs related to mobile cameras and have recently purchased a number of re-deployable cameras from Red Vision at significant savings.

EoYRT- Cam02

### Schools

Since 2003 the control room has been working with Hertfordshire Education Authority, Hertfordshire schools and Virgin Media to provide a CCTV network using the National Grid for learning.

The national grid for learning is linked to the majority of schools in Hertfordshire. During 2016/17 the control room has been monitoring 23 schools.

Two schools in North London have recently requested to join our control room through the LGFL network.

EoYRT- SCH01

Schools Broadband connected to the control room are:

Parmiters School	High Elms Lane	Watford
Barclay School	Walkern Road	Stevenage
Barnwell School	Barnwell Road	Stevenage
Barnwell Middle	Collenswood road	Stevenage
Belswain School	Barnfield	Hemel Hempstead
Broadfields School	Windmill Road	Hemel Hempstead
Broxbourne School	High Street	Hoddesdon
Chessbrook Education Centre	Tolpits Lane	Watford
Churchfield School	Cheshunt Wash	Waltham Cross
Dame Alice Owens School	Dugdale Hill Lane	Potters Bar
Fearnhill School	Icknield Way	Letchworth
Highover Jmi School	Hitchin	Hitchin
Peartree School	Hydean Way	Stevenage
Rickmansworth School	Park Road	Rickmansworth
St Paul's C of E	Langleybury Lane	Kings Langley
St Albans Girls School	Sandridgebury Lane	St.Albans
St Joseph's Catholic Primary School	Ainsdale Road	South Oxley Watford
St.Michaels School	High Elms Lane	Watford

Swallowdell School  
Tannerswood School  
Warrendell School

Blackthorn Road  
Hazelwood Lane  
Gosforth Lane, South  
Oxhey

Welwyn Garden City  
Abbots Langley  
Watford

Woodside School  
Divine Saviour School

Goffs Oak  
Broomfield Rise

Goffs Oak  
Abbots Langley

EoYRt- SCH02

## New Business

Julians Road refuge in Stevenage on behalf of SBC

Fairlands Valley Farmhouse in Stevenage a Grade 2 listed building on behalf of SBC

Shefford TC , Central Bedfordshire Council ,have now purchased a WCCTV Mobile camera

Sandy TC, Central Bedfordshire Council, have now purchased a WCCTV Mobile camera

Biggleswade TC purchased a new Nomad Multicam 3 x PTZ 4G mobile camera from Rapid Vision.

NHDC purchased 5 new Nomad Mini IR mobile cameras from Rapid Vision to replace their old stock of Mobile cameras.

Letchworth MSCP.

Gascoyne Way Car Park, Hertford.

## Lone Workers

In 2015 HCCTVP started recording and reporting lone workers from EHDC. BORIS enables the team to record a number of details about each lone worker and their movements during their work period. In the event of being unable to contact the lone worker within the advised time frame an escalation process is automatically displayed and recorded for controllers to follow up.

During the period 01-04-16 to 31-03-17 the CCTV team have monitored 57 separate events compared to 84 last year.

EoYRt-Lwk

## Business Continuity Plan

HCCTVP receive phone calls from either members of the public, emergency services or staff at EHDC, (East Herts District Council), with respect to any emergency incidents in the district. The control room staff records all incidents and along with BORIS which advises the operators to escalate the situation to the appropriate members of staff on call.

## Out of Hours

We continue to operate the Stevenage Borough Council's Out of Hours Emergency service. A telephony service is managed between the hours of 5 pm to 8 am on weekdays and for 24 hours during weekends and bank holidays. Due mainly to a decidedly mild winter the number of calls received during the last financial year were down to 2711 compared with 3933 from the same period in the previous year with an average of 52 per week compared with the previous years' 75.

EoYRt-Apx3-OohC

## Projected Growth

We hope to be successful with two large schools in Edmonton connecting through the LGFL, (London Grid for Learning).

Continued efforts together with Hertsmere BC over the last three years to get the Boulevard Shopping Centre in Borehamwood over to the control room have been made. The current CCTV system in place at the shopping centre is both in-effective and out of date. Quotes from HCCTVP have been sent to the management company for upgrading their current equipment and linking to the control room, we await their decision.

A number of new locations are being investigated by EHDC, in Bishop Stortford and Hertford to install cameras.

Three Rivers District Authority are looking for us to monitor their deployable cameras.

Orwell Parish Council are also looking for us to monitor and maintain some deployable cameras.

Monument Court in Stevenage are looking to purchase an ADPRO system to be monitored and maintained by the Partnership.

We have worked towards taking over the 'Maintenance Contracts' with our existing clients using our maintenance contractors, Eurovia. I can report that at the end of this financial year that we have now signed in total 23 contracts bringing in over £34k of extra income to the Company. We will continue to work with our existing clients throughout 2017/18 to transfer the remainder who have other maintenance contractors in place.

## Control Room Performance 2016/17

Over the last 12 months the downloading suite has been manned by three PCSO's This continues to be manned and paid for by Stevenage Police Authority but over the last 12 months we have been looking at alternatives such as streaming to a number of Police Stations and involving the Chief Constable of Hertfordshire to review the positions available. Discussions are at an early stage.

In the last financial year the officers have downloaded 4155 pieces of evidential footage compared to 4592 in the previous year.

EoyRt-Apx3-PolEb

Public reviewing requests are continued to be the responsibility of the control room supervisors. To date a total of 146 have been processed compared with 135 last year. As well as Members of the public, this service has been used by solicitors in private complaints, Insurance companies that are looking to substantiate motor claims, and council officers to clarify the order of events leading to criminal damage to facilities across their estates.

EoYRt-Apx3-PubR

We continue to rely on BORIS to record, and standardise our handling of these requests and processes all communications between these clients and ourselves thus saving enormous amount of man power time.

Since the 1<sup>st</sup> April 2016 incident types continue to vary from day to day and the CCTV operators have monitored 4725 incidents (Previously 4498) 3186 of which were attended by police officers (Previously 3160) that ended in 995 arrests (Previously 997).

EoYRt-Events01, 02, 03

Tables in Appendix 1

## CCTV Monitoring Contractor

### Broadland Guarding

Broadland Security, the contracted monitoring company, has been with the Partnership since 2008. With a 1 full time manager, 4 Supervisors and 6 full time and 2 part time staff man the control room 24/7 365 days of the year they continue to do an excellent job looking after the 17 towns and 45 remote sites. Last year the team were awarded the CCTV User Group “CCTV Operators Team” – I would like to personally thank them all for their hard work and dedication and I think the award was well deserved.

EoYRt-User01, EoYRt-Town, EoYRt-ADPRO

In addition to their frontline role, operators continue to undertake the monitoring of the Out of Hours phone line on behalf of Stevenage Borough Council along with Lone Workers and Business Continuity Plan from East Herts District Council.

In 2016/17, CCTV operators have achieved some outstanding results leading to some high profile arrests. Whilst not losing site of the ongoing drink and drug related incidents, high street thefts, and missing person’s reports that make up the day to day events and we continue to work closely alongside the Police and other local government agencies.

## CCTV Maintenance Contractor

### Eurovia

During the last 12 months Eurovia continue to show efficiencies in maintaining all the Partnerships cameras and work closely within the team. Over the last 24 months a number of upgrades and replacements of old and inefficient cameras have taken place and Eurovia continue to work to a schedule in the time scale provided.

## Improved Communication Links

### Shop/Pub Watch

As part of the licensing regulations all Pubs and Shops are encouraged to be part of a town wide communications network. The partnership is actively involved with Shop and Pub Watch schemes in Stevenage (inc' the Leisure Park in Stevenage), Hertford, Hitchin, Letchworth, Bishops Stortford, Biggleswade, Borehamwood and Ware.

The Shop/Pub-link radios play an important role and there have been 994 (Previously 937) number of incidents, ranging from shoplift, drug, alcohol related offence’s to criminal damage and assaults, 635 of these as opposed to 651 from the previous year were attended by officers resulting in 301 (previously 299) number of arrests.

EoYRt-PS-Link, EoYRt-IAComms



## Independent Inspectors

Since 1998 the CCTV Independent Inspectors have supplied a comprehensive annual report to members containing observations and recommendations. Many of which have been adopted.

The 2016/17 Inspectors annual report continues to show the conformance of CCTV in a favourable light with no reported breaches of the Partnership's Code of Practice. Headed by Jane Clark and her team the inspectors attend site on a weekly basis at a time that is convenient to themselves without prior notification to CCTV staff thus ensuring that they see the department in a true operational mode.

On behalf of the Partnership I would like to thank Jane and her team for their work in ensuring that full compliance is adhered to within the control room.

A full copy of the Independent Inspector report is available in Appendix 2

## Case Studies

### **Leeming Rd., Borehamwood, 7<sup>th</sup> May, 21:04 hrs.**

When the police Airwaves radio put out a detailed description of a woman wanted for racially aggravated assault and causing criminal damage to a bus, controllers began an area search. A woman wearing the clothing and carrying a handbag and tote bag matching the description was spotted in Leeming Road. Controllers saw two police cars pass her without noticing her but she saw them and after they passed, crossed the road to try to hide in the car park of the Green Dragon public house. The police control room were alerted and images patched through to their HQ as officers were directed to where the woman was to make an arrest. Once again CCTV controllers' vigilance led directly to an arrest.

### **High Street, Baldock, 15th June 13:10 hrs.**

A reported sighting of a white BMW car owned by a man wanted by the police, sparked off a search of the area of Baldock town centre. Controllers located the car coming out of Simpson Drive in the town and continued to monitor the car while patching images of it's progress through to the Hertfordshire Police Control Room. A police car was seen to join the BMW at White Horse Street, where the pursuit began as the BMW sped of up Station Road and out of the cameras line of sight. The BMW was finally stopped at the A1M Baldock services area and two men were arrested for various offences.

### **Market Street, Hertford, 7th July 02:40**

CCTV controllers were instrumental in the arrest of three criminals charged with arson and criminal damage after cutting a swathe of damage and fires through Hertford town centre. The first report came when police officers noticed rubbish bags on fire outside Barclays Bank in Market Street. The fire brigade were called and fireman put the fire out while CCTV controllers became involved in investigating the cause of the fire. The footage recorded earlier by the camera at the junction with Birchley Green was replayed and three suspects were seen approaching the bags minutes before they were found on fire. While controllers

## Case Studies- Cont.

now had images of the suspects, reports continued to come in of more fires being set in Maidenhead Street and Bull Plain.

Finally a report was heard of an eyewitness seeing three people attempting to set fire to the Waitrose store in the Birchley Green shopping centre. Controllers began an area search and located the suspects outside Lloyds Bank. They were then seen to run down an alleyway next to The Snug Bar. Police officers were updated on the suspect's whereabouts and when they caught up with the suspects all three were arrested for arson and criminal damage.

### **Rowland Rd., Stevenage, 5th October 01:15 hrs.**

An incident involving the Hertfordshire CCTV Partnership that was reported in the national press concerned a suspicious call to a taxi firm in Stevenage. The firm had received a call in the early hours of the morning requesting a taxi to take passengers from Rowland Avenue in Stevenage to London. The firm were suspicious that the call was linked to an armed robbery of a taxi driver earlier on.

The police, including a dog handler, attended the address in Rowland Avenue and CCTV controllers monitored the scene from a camera by the local shops. As the officers arrived, the occupants of the address made off. A man and a woman left in a car and one of the men left by the rear of the address and was monitored near the shops running and carrying what appeared to be a large knife. When the police dog handler and his dog gave chase and the man was cornered, he stabbed and seriously injured the dog and wounded the officer's hand before being restrained and arrested.

The couple who escaped in a car were stopped and also arrested for having an offensive weapon, and a final arrest was made of another man who had hidden in the garden at the address in Rowland Way. The story received national press coverage reporting the story of the injured police dog Finn and his handler. The wounded officer was treated for his injury and discharged from hospital, while Finn eventually recovered from head and chest wounds and returned to police duties in December. The incident is a success for the usual teamwork between controllers and officers, but of course the dog got all the news plaudits.

### **Hertford Town 5<sup>th</sup> January 2017 01:44hrs**

Another high profile incident that was reported in the press happened in Hertford town centre when a CCTV Operator was monitoring an individual who was drinking a bottle of beer and was seen throwing an object across the road. The operator continued to monitor the individual on another camera and then saw the person with an empty bottle of beer trying to smash it across the wall of Prezzo. After failing to break the bottle they were then seen tapping and breaking shop windows in Bull Plain and Maidenhead Street with the empty bottle. The operator contacted CCR at Welwyn and footage was patched through. Police were called to the scene just after the individual had caused criminal damage and attempted burglary to a shop in Parliament Square.

The CCTV Operator spoke to the Police and they re-traced the individual's rampage in the town centre. The total damage caused was over £22k. Evidence by the operator was used in court to confirm and secure a conviction.

## APPENDIX 1 (Control Room Statistics)

Figures shown are for the financial year 2015/16 and 2016/17

### CCTV CAMERAS

Control Desk	Incident 2015/16	Arrests 2015/16	Incidents 2016/17	Arrests 2016/17
CENTRAL BEDS	158	28	151	22
EAST HERTFORDSHIRE	852	224	865	266
HERTSMERE	461	71	403	87
NORTH HERTFORDSHIRE	1198	309	1240	269
STEVENAGE	1705	584	1890	577
TOTAL	4374	1216	4549	1221

EoYRt-Apx3-cctv

### ADPRO CAMERAS

Control Desk	Incident 2015/16	Arrests 2015/16	Incidents 2016/17	Arrests 2016/17
CENTRAL BEDS	3	0	2	0
EAST HERTFORDSHIRE	1	0	0	0
HERTSMERE	21	0	23	0
NORTH HERTFORDSHIRE	18	1	30	1
STEVENAGE	33	1	24	0
TOTAL	76	2	79	1

EoYRt-Apx3-adpro

### POLICE EVIDENCE

	2015/16	2015/16	2016/17	2016/17
DVD's	2271	43/wk	2186	42/wk
PIECES OF FOOTAGE	4658	89/wk	4155	79/wk

EoYRt-Apx3-PolEa/b

### PUBLIC REQUESTS

	2015/16	2015/16	2016/17	2016/17
REQUEST RECEIVED	135	2.5/wk	136	2.6/wk

EoYRt-Apx3-PubR

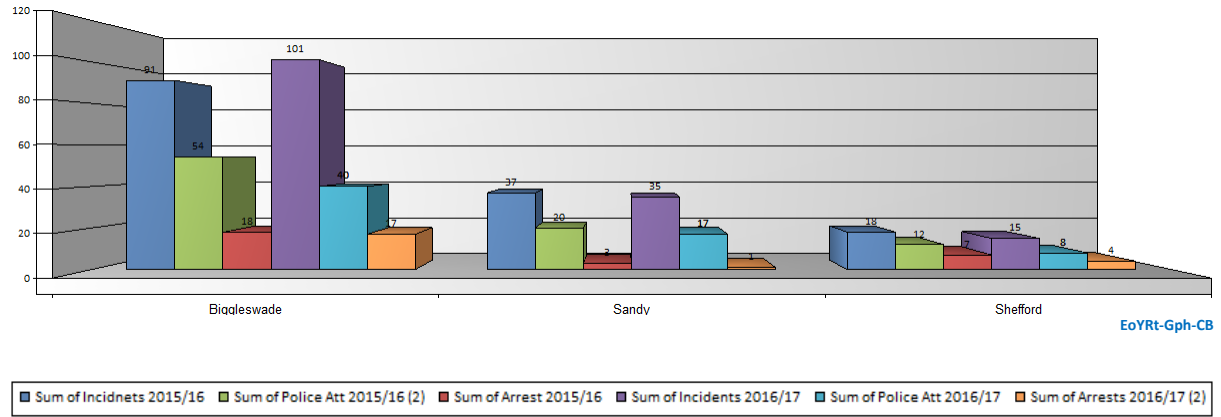
### OUT OF HOURS CALLS

	2015/16	2015/16	2016/17	2016/17
ASSISTANCE REQUIRED	3933	75/wk	2711	52/wk

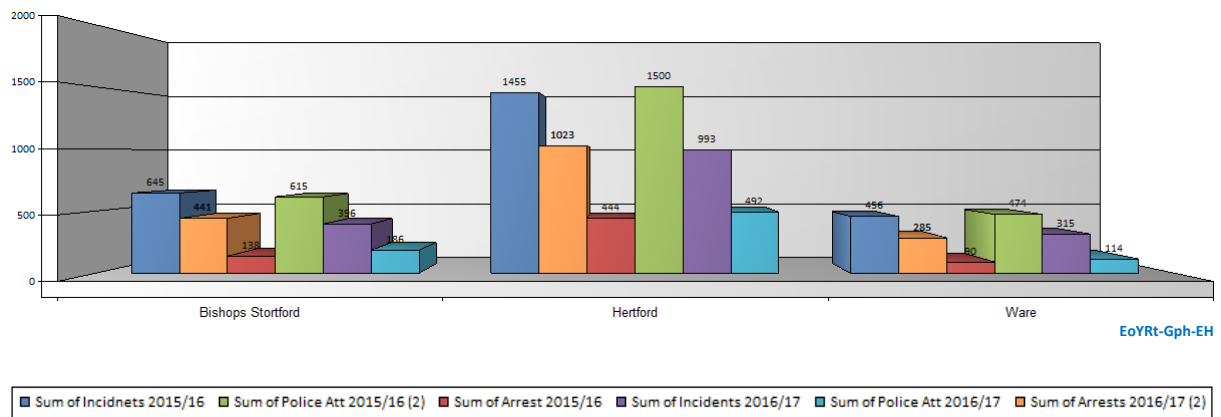
EoYRt-Apx3-OohC

# Incident, Arrest and Attendance figures for 2015/16 and 2016/17

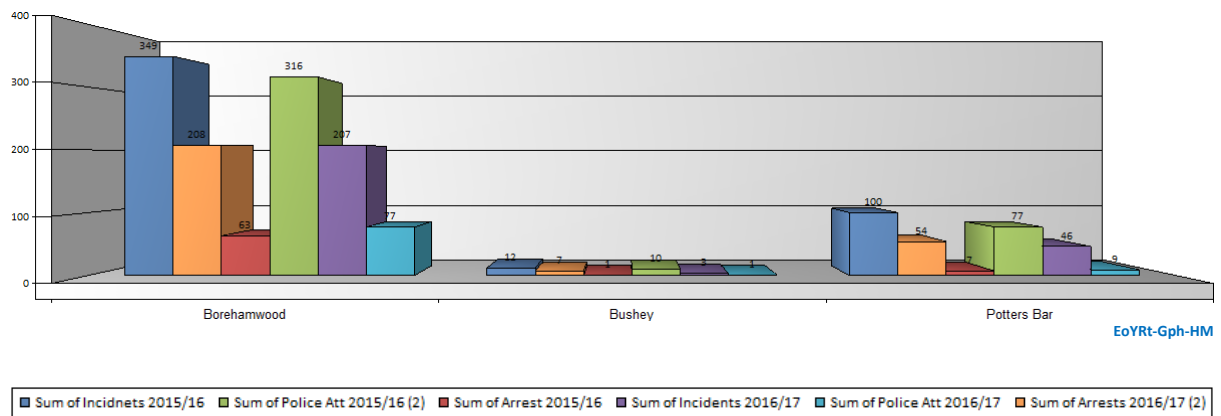
## CENTRAL BEDFORDSHIRE DISTRICT COUNCIL



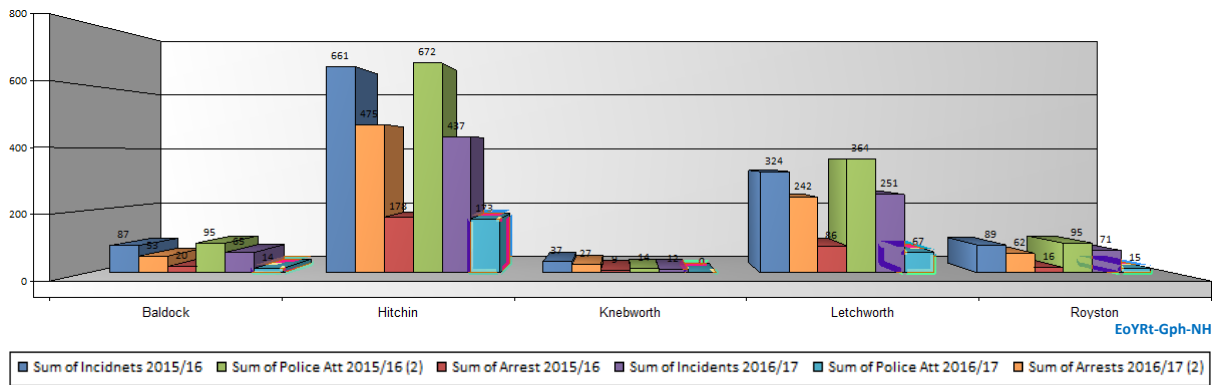
## EAST HERTFORDSHIRE DISTRICT COUNCIL



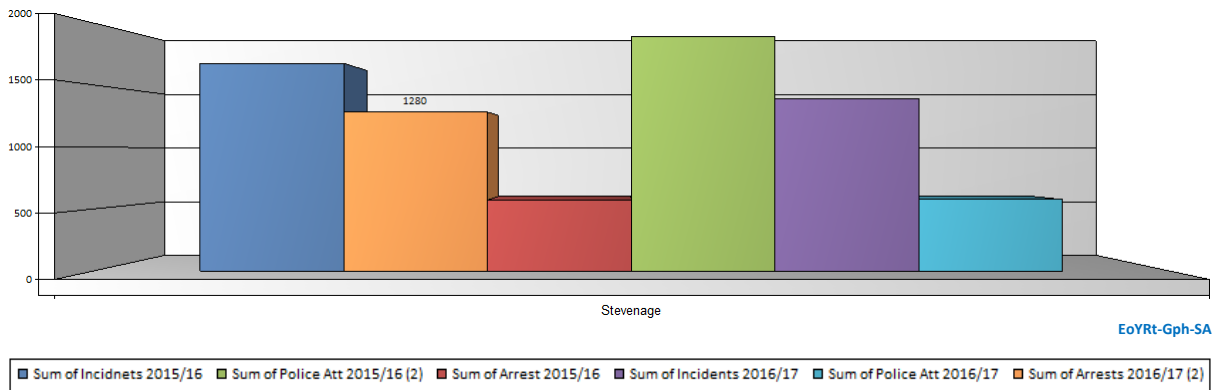
## HERTSMERE



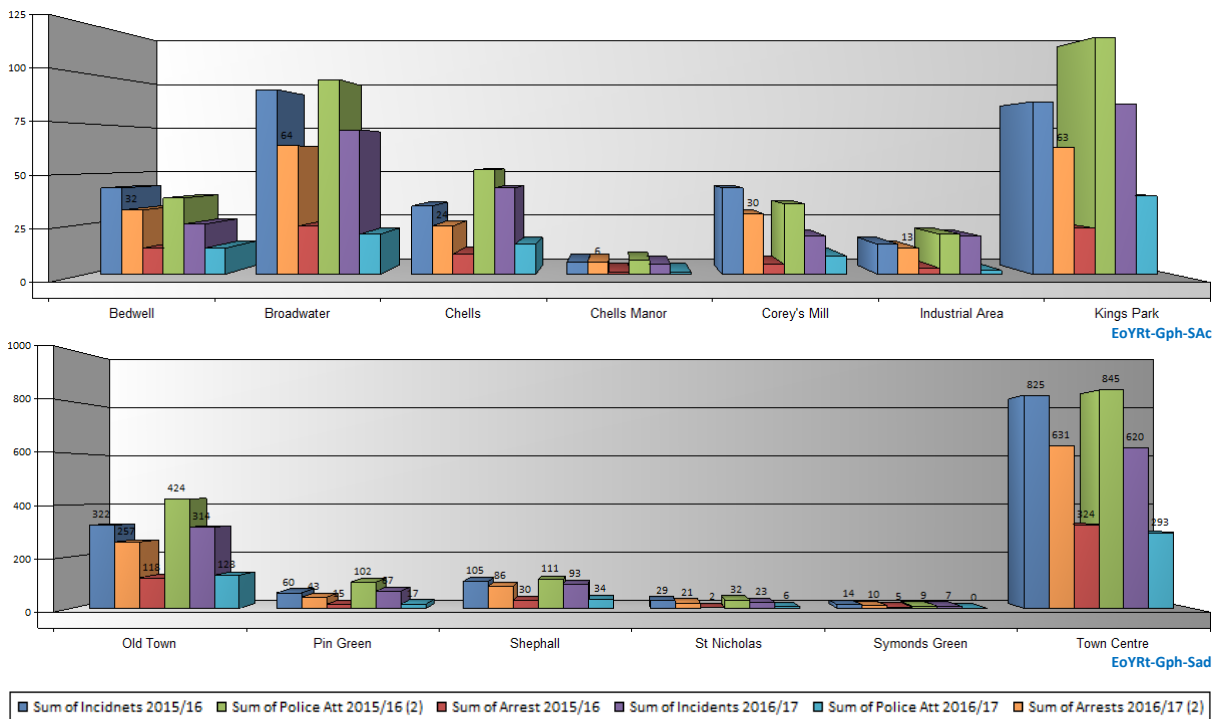
### NORTH HERTFORDSHIRE DISTRICT COUNCIL



### STEVENAGE BOROUGH COUNCIL

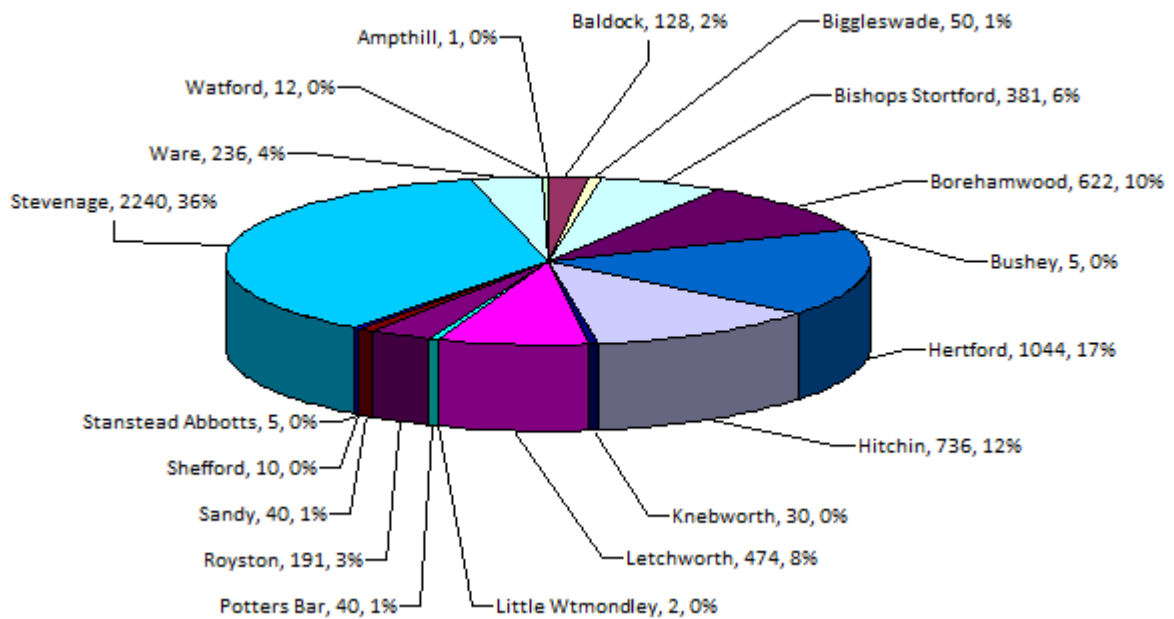


### STEVENAGE BOROUGH COUNCIL (Areas)



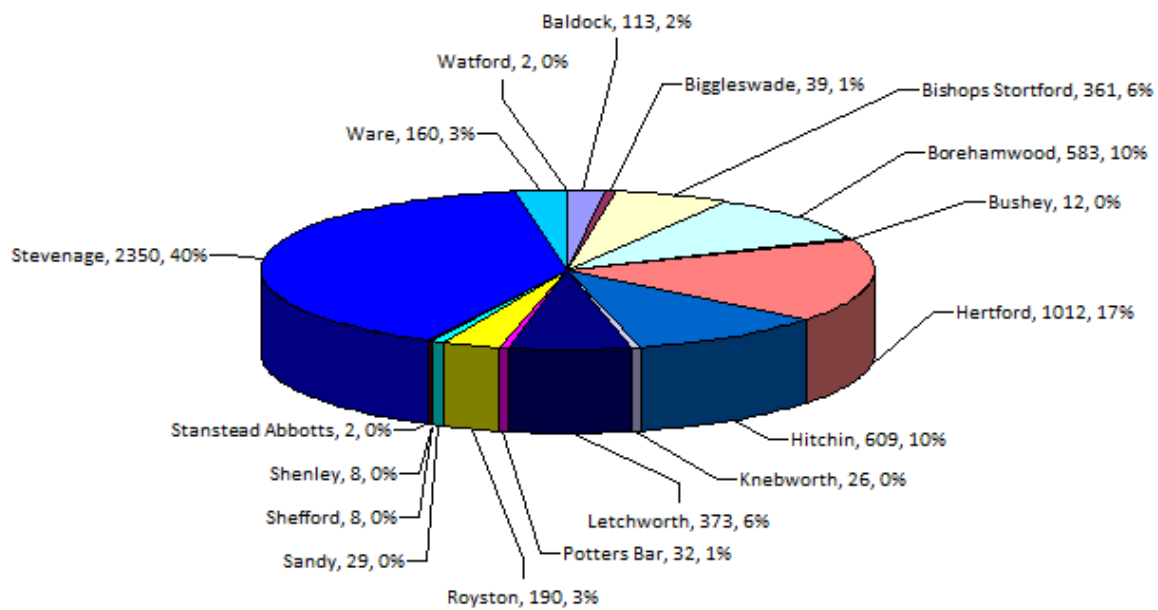
## DVD Production Figures

### Evidential DVDs Produced 2015/16



EoYRt-Grp-DVD (report)

### Evidential DVDs Produced 2016/17



EoYRt-Grp-DVD (report)

## APPENDIX 2 - Independent Inspectors Report

**TO: CCTV EXECUTIVE BOARD**

**STEVENAGE AND NORTH HERTFORDSHIRE CCTV EXECUTIVE**

**FROM: CCTV INDEPENDENT INSPECTORS**

**DATE: 2016/17**

### 1.0 INTRODUCTION

This report is prepared in accordance with paragraph 5.3.5 of part III of the Code of Practice. This report covers the full year from April 2016 to March 2017

Jane Clark, Melanie Matthews, David Upson, Michael Durrant, Edmond Tickner, Peter Elmer have served as Independent Inspectors throughout the year. We have six inspectors . We could really do with three to four new inspectors.

### 2.0 Achievements

The Control Room has been inspected normally at least once per week except where Inspector illness has occurred. The duty roster has been replaced with one covering the current year. Visits attempt to cover days and time of day randomly.

During random inspections, we are once again pleased to report that no misuse of the system has been seen and that the Control Room staff continue to be both helpful and cooperative.

The major changes to the technology and to the Control Room appear to be working in a satisfactory manner. Although ADPRO software upgrade seems to be causing a few problems with the computer freezing so you have to reboot or cancel all together.

Payments to Independent Inspectors are without problems.

Parking disc procedures for day time visits work well. For evening visits parking in the loading bays in front of the building causes no problems.

The swipe cards issued to Inspectors are much appreciated and work well.

### 3.0 CODE OF PRACTICE

The Independent Inspection regime is covered by section 5.3 of the Code of Practice. Inspectors are allocated to specific weeks throughout the year to ensure regular inspection visits. Inspectors continue to value the 'unannounced' aspect of their visits and continue to do this as much as possible. From the start of next year seven Independent Inspectors will attempt to ensure that the Independent Inspection regime is secure. As far as we are aware the Code of Practice document remains unchanged apart from the list of cameras and ADPRO units.

#### **4.0 RECOMMENDATIONS**

- 4.1 We have not received any revised list of cameras with the past two years. It is noted that the lists are never dated or identified in any way which makes it difficult for Inspectors to know which is the latest camera list. Can such documents please be dated in future. It would be helpful if when a new list is created it is circulated to all Inspectors. Please can this be done via e-mail to each inspector.
- 4.2 Communication between Inspectors and Mike Read takes place via the special book in which detail, queries and problems are entered together with the detail of checks undertaken during an Inspection visit. This method of communication works well and is expected to continue.
- 4.3 No further training has been offered to Inspectors who are expected to keep in touch with considerably changed and enhanced systems by a once-a-year briefing. Additional training and/or more in-depth briefings are necessary to ensure complete and thorough checking.
- 4.4 Problems are still being encountered by the lack of equipment for the Inspectors to use during their visits. With more staff on site plus police and engineering personnel, this occasionally results in visits being wasted when equipment is not available for Inspectors to use. As a result it is recommended again that a desk and equipment is made available for Inspector usage.

#### **5.0 Other Matters**

No other matters were raised.



**TO: CCTV EXECUTIVE BOARD**  
**STEVENAGE AND NORTH HERTFORDSHIRE CCTV EXECUTIVE**

**FROM: CCTV INDEPENDENT INSPECTORS**

**DATE: 2016/17**

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#### **5.0 Other Matters**

No other matters were raised.

**SIGNED BY THE INDEPENDENT INSPECTORS**

Jane Clark ..... (date) .....

Melanie Matthews ..... (date) .....

Michael Durrant ..... (date).....

David Upson ..... (date) .....

Edmond Tickner ..... (date).....

Peter Elmer ..... (date).....

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**Meeting:** CCTV Joint Executive Committee

Portfolio Area: Community Safety

**Date:** 19<sup>th</sup> February 2018

**CCTV CODE OF PRACTICE AMMENDMENTS**

NON-KEY DECISION

Author – Mike Read Ext.No. 2814  
Contributors – Keith Moore Ext.No. 2277  
Lead Officer – keith Moore Ext.No. 2277  
Contact Officer – Mike Read Ext.No. 2814

**1 PURPOSE**

To inform the executive committee of changes to the 'CCTV Code of Practice' and consider those amendments.

**2 RECOMMENDATIONS**

That the CCTV Executive Committee approve the Code of Practice and those amendments delineated in yellow. SEE ESSENTIAL REFERENCE PAPER 'A'.

**3 BACKGROUND**

The CCTV Executive Committee is required to approve the Code of Practice to ensure good governance and legal compliance. The 'CCTV Code of Practice' encompasses all the legal requirement to operate CCTV in the UK and additionally local rules democratically governed to ensure proportionality and reasonableness. The updates on the 'CCTV Code of Practice' preceding the Executive Committee require their attention to ensure compliance.

**4 REASONS FOR RECOMMENDED COURSE OF ACTION AND OTHER OPTIONS**

To seek the approval of the Executive Committee of any amendments to the CCTV Code Of Practice.

The ensure the CCTV Executive Committee is confident that full compliance with the law is achieved.

To ensure good governance.

## **5 IMPLICATIONS**

### **5.1 Financial Implications**

There are no current Financial Implications

### **5.2 Policy Implications**

None

## **BACKGROUND DOCUMENTS**

- None

## **APPENDICES**

- Essential Reference Paper 'A' CCTV Code of Practice Amendments



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# **HERTFORDSHIRE CCTV PARTNERSHIP**

## **CODE OF PRACTICE**

### **PART 1**

#### **Introduction to the Code of Practice**

**&**

#### **The Purpose Statement**

CCTV Code of Practice September 2016



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# HERTFORDSHIRE CCTV PARTNERSHIP LTD

## INTRODUCTION

### Code of Practice Mission Statement

The Hertfordshire CCTV Partnership's mission is to provide a professional and efficient CCTV service to inspire public confidence by ensuring that all Public Area CCTV systems which are linked to the Hertfordshire CCTV Partnership Control and Monitoring Room are operated in a manner that will secure their consistent effectiveness in the following aims:

- Deter and assist in the detection of crime and anti-social behaviour.
- Reduce the fear of crime and anti-social behaviour.
- Deter or reduce in incidents of environmental crime.
- Improving the safety and security of residents, visitors and the business community.
- Facilitate the prosecution by providing evidence of offenders in both crime and public order offences.



# HERTFORDSHIRE CCTV PARTNERSHIP LTD

## TERMS AND REFERENCES

### Definitions and Abbreviations

In this Code of Practice the following expressions shall have the meanings hereby assigned to the:-

**'ABOT'** means Automated Back Office Tasks

**'BORIS'** means the Back Office Recording Incident System database.

**'BSIA'** means British Security Industry Association.

**'CCTV'** means Closed- Circuit Television

**'CCTV Manager'** means the person responsible for the overall management of the CCTV system and to oversee the companies contracted to provide Control and Monitoring Room and Maintenance services.

**'CCTV Operators'** means the persons authorised and responsible for watching, controlling and the recording of pictures produced by the CCTV cameras.

**'CMR'**, means the CCTV Control and Monitoring Room which is under the control of the Hertfordshire CCTV Partnership.

**'Data Controller'** means the person who determines the purpose for and the manner in which personal data is, or will be, processed or disclosed. The CCTV Manager holds the post within the Hertfordshire CCTV Partnership

**'DPA'** means the Data Protection Act 1998.



# HERTFORDSHIRE CCTV PARTNERSHIP LTD

## Definitions Cont.

**'EHDC'** means East Hertfordshire District Council

**'HBC'** means Hertsmere Borough Council.

**'HCCTVP'** means Hertfordshire CCTV Partnership

**'ICO'** means Information Commissioners Office.

**'NHDC'** means North Hertfordshire District Council.

**'PACE'** means The Police and Criminal Evidence Act 1984.

**'Partnership'** means Stevenage Borough Council, North Hertfordshire District Council, East Hertfordshire District Council and Hertsmere Borough Council.

**'PIA'** means Privacy Impact Assessment

**'Police Control Room'** means the Police Command and Control facility provided by the Hertfordshire Constabulary.

**'PTZ'** means Pan Tilt and Zoom referring to the type of CCTV Camera.

**'RIPA'** means Regulation of Investigatory Powers Act 2000

**'SBC'** means Stevenage Borough Council.

**'SCC'** means Surveillance Camera Commissioner.

**'The Joint Executive Board'** means the three elected members (portfolio holders) of each partner.

**'The Management Board'** means the appointed officers who oversees the operational aspect of the CCTV partnership.



# HERTFORDSHIRE CCTV PARTNERSHIP LTD

## SYSTEM DESCRIPTION AND TECHNOLOGY

### Background

- The HCCTV Partnership operates a joint CCTV initiative aimed at reducing crime and fear of crime in principal public and business areas of their Districts. The central feature of this initiative is their decision to jointly implement a combined CCTV Control and Monitoring Room facility. The Control Room also provides an out of hour monitoring service for Schools in the Hertfordshire District.
- The CMR is located in Stevenage where pictures received from CCTV systems covering the town centres, retail and leisure parks, car parks and business areas of the Partners, and other areas within Hertfordshire and Central Bedfordshire are controlled, monitored and recorded.
- There is a dedicated CCTV transmission link to the Divisional Police Headquarters Control Room operating within the areas of CCTV coverage where live pictures and events can be monitored. Direct two way voice communication links, between the Divisional Police Control Room for the Hertfordshire, Bedfordshire and the HCCTVP Control Room.
- The CCTV CMR is permanently staffed 24 hours each day 365 days of each year by an independent BSIA accredited Security Company contracted to provide comprehensively specified CMR services.
- Day to day management, co-ordination and overseeing the security company will be undertaken by the CCTV Manager who is directly employed and funded by CCTV Initiative Partners. The CCTV Manager will be directly responsible to The Management Board who will, in turn, be responsible to the Executive Board.



# HERTFORDSHIRE CCTV

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## CCTV System Equipment

- High Quality PTZ cameras are generally provided within the CCTV surveillance areas covered by this Code of Practice and, depending their location and purpose, these will be either on a pole or building mounted, high sensitivity, low light colour cameras with high quality lenses.
- The transmission of camera pictures to the CMR and the transmission of camera control signals are via fibre optic, hard wire links or wireless radio transmissions.
- CMR equipment consists of a main bank of TV wall monitors. Each of the CCTV Operators work stations has been fitted with dedicated TV monitors and a computer control system operated through touch screen visual display units, (VDU's), which incorporate back up keyboard and joystick control devices.
- For recording purposes the CMR is fitted with a digital recording system which, depending upon operational circumstances is capable of being used for the recording of both real time and time lapse pictures transmitted from CCTV system cameras.
- All cameras, monitors, VDU's and digital video recordings operate on a full colour reproduction basis as does the still camera picture reproduction equipment which has also been installed in the CMR.



# HERTFORDSHIRE CCTV PARTNERSHIP LTD

## Contractors

The names and addresses of the CMR services contractor and the CCTV Equipment Maintenance Contractors are as follows:-

### Control and Monitoring Room Operations Contractors

Broadland Guarding Services Ltd  
Delta House  
Vulcan Road North  
Norwich  
Norfolk  
NR6 6AQ

### CCTV System Equipment Servicing Contractor

Eurovia Infrastructure Limited  
Albion House  
Springfield Road  
Horsham  
West Sussex  
RH12 2RW

### CCTV Transmission System Servicing Contractors

BT Redcare  
Virgin



# HERTFORDSHIRE CCTV PARTNERSHIP LTD

## The Purpose Statement

***‘The Code of Practice is to regulate the operation of the Hertfordshire CCTVP public space CCTV systems operating within Hertfordshire and Bedfordshire and set out the rules to be observed by the Partnership, its Members, employees, contractors, and the Police involved in the management, operation and administration of the CCTV system in place’.***

- The Code of Practice will be subject to regular reviews at least annually
- The Hertfordshire CCTVP supports the individual’s right of privacy and will insist that all agencies involved in the provision and use of Public CCTV Systems connected to the CMR accept this fundamental principle as being paramount.
- HCCTVP has an obligation to comply with the requirements of the DPA 1998 and the DPA - CCTV Codes of Practice 2008. The HCCTVP system is registered with the Office of the Data Protection Commissioner as a system with joint users and the CCTV Manager is nominated as the Data Controller as required under the Act.
- In addition, HCCTVP will comply with the Freedom of Information Act 2000, the RIPA 2000 and the Protection of Freedoms Act 2012.
- The Regulation of Investigatory Powers Act is to ensure that investigatory powers of the intelligence services, the Police and other enforcement agencies are used in accordance with the Human Rights Act 1998. A working protocol for all internal and external requests for “Directed Surveillance” has been approved by the CCTV Executive Board members and is contained in the CCTV Operational Procedures Manual.
- The Partnership recognises that the public authorities and those organisations carrying out the functions of a public service nature to observe the obligations imposed by the Human Rights Act 1998, and consider that the use of CCTV in the HCCTVP area of coverage is a necessary, proportionate and suitable tool to help reduce crime, the fear of crime and improve public safety.



## HERTFORDSHIRE CCTV PARTNERSHIP LTD

### The Purpose Statement cont.:-

- The CCTV Codes of Practice and observance of the Operational Procedures contained in the manual shall ensure that evidence is secured, retained, and made available as required to ensure there is absolute respect for everyone's right for a free trial.
- It is recognised that the HCCTVP system may be considered to infringe on the privacy of individuals. In compliance with the SCO the surveillance camera Code of Practice, issued by the Surveillance Camera Commissioner in June 2013 in accordance with Section 30 (1) of The Protection of Freedoms Act 2012, a 'PIA' for each camera's location and request for a new camera location will be reviewed to ensure its legality and legitimacy by the CCTV Manager.
- In May 2012 the Protection of Freedoms Act was given Royal Assent. Under Section 30 of the 2012 Act it provides guidance on the appropriate and effective use of surveillance cameras. HCCTVP has conducted the 12 Guiding Principles in accordance to the requirements.
- Any request from an individual for the disclosure of personal data which he/she believes is recorded by virtue of the system will be directed to the Data Controller.
- The principles of Section 7 and 8 of the DPA 1998 should be followed in every request.
- In considering a request made under the provisions of Section 7 of the DPA 1998 reference may also be made to Section 29 of the DPA 1998.
- Each and every application will be assessed on its own merits and general 'blanket exemptions' will not be applied.





### **Aims and Objectives**

The aims and objectives of the Code of Practice are:-

- To operate the CCTV System in a manner which respects an individual's right to privacy.
- To set operational standards and criteria this will generate public confidence.
- To strictly control the access of viewed and recorded material and to ensure that all such material is used only for its intended legitimate purpose.
- To set out clearly the management and administration arrangements that governs the operation of the system.
- To improve public safety and enhance the general public's perception of safety
- To improve commercial confidence.
- To assist emergency services.
- To assist the Police with the more efficient deployment of resources.
- To assist in supporting civil proceedings which will help detect crime.



## HERTFORDSHIRE CCTV PARTNERSHIP LTD

### **Permitted Uses of Public CCTV Systems**

Subject to permitted use modifications agreed in accordance with the procedures set out in this Code of Practice, the use of any CCTV system(s) connected to the HCCTVP CMR shall be restricted to the following general purposes:-

- To assist the prevention and detection of crime and offences and to assist the Police with the more efficient deployment of resources for the purpose of deterring crime and apprehending criminals.
- The provision of supplying evidence for the prosecution of criminals
- To assist the tracking and apprehension of persons who are suspected of having committed a criminal offence.
- To assist the identification and compilation of information which can be used to ensure the safety of the general public.
- To assist the Fire, and Ambulance and civil emergency services with the efficient deployment of their resources to deal with emergencies.
- To assist the management and efficiency of public services in the area of CCTV coverage.

### **Exclusions**

- Any public CCTV System connected to the jointly managed CMR will not be used to obtain recorded evidence to prosecute minor street offences unless accompanied by a more serious offence or unless it is of a nature which causes public danger or nuisance.



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# HERTFORDSHIRE CCTV PARTNERSHIP

## CODE OF PRACTICE

### PART 2

## Operational Principles

CCTV Code of Practice September 2016



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# HERTFORDSHIRE CCTV PARTNERSHIP LTD

## Compliance with the Code

- All owners, CCTV Operators and users of the CCTV systems connected to the CMR shall be required to give a formal undertaking that they will comply with this Code of Practice and act in good faith with regard to the basic principles which it embodies.
- All such owners, CCTV Operators and users shall comply with this requirement by signing a copy of a Code of Practice Compliance Declaration.
- All owners, CCTV Operators, users and any visitors to the CMR will be required to sign a formal confidentiality declaration that they will treat any viewed and / or written material as being strictly confidential and that they undertake not to divulge it to any other person.
- All visitors will be required to sign in a Visitors Book upon arrival and sign out on departure and kept by the CMR Operators and management.
- The CCTV Manager is authorised to decide on behalf of the HCCTVP as to who can have access to the control room. This will normally be:
  1. Staff employed to operate the control room
  2. Authorised Police Officers to carry out downloads.
  3. Police Officers collecting recording media considered or used for evidential purpose.
  4. Maintenance contractors by prior arrangement
  5. Only those persons with a legitimate purpose will be permitted access to the CMR, such as cleaners and SBC facilities staff.
  6. The Independent Inspectors appointed under the Code of Practice may visit the CMR without prior appointment.



## **HERTFORDSHIRE** **CCTV** P A R T N E R S H I P L T D

### **Maintenance of the CCTV System**

- Owners of CCTV Systems covered by this code must maintain their system to a high standard of operating efficiency using experienced and competent specialist maintenance engineers by means of an appropriate maintenance contract.
- No part of the system shall be left inoperative for any reason, other than for the purpose of its maintenance or repair and all such works must be carried out extensively.
- All camera faults to be electronically recorded on BORIS by a CCTV operator.
- Any camera disconnected from the system shall be immediately removed from public view.

### **Control Room Operations & Management**

- Control and Monitoring room operations will only be carried out by a reputable and competent security company which can demonstrate an ability to maintain the confidence of the Public, the Police, the Crown Prosecution Service and CCTV System owners. At all times the company will be required to comply with the standards contained in the British Standards Authority Code of Practice
- Throughout the period of the contract all operators will have a Security Industry Authority, SIA, licence and British Standard, (BS) ,7858 and 7499 compliant.
- Only personnel who are fully trained or under supervised training in the use of the systems monitoring equipment, communication systems and the operational and management procedures required under this Code of Practice will be permitted to undertake duties within the CMR.



## **HERTFORDSHIRE** **CCTV** PARTNERSHIP LTD

### **Camera Positioning**

- Cameras will be sited in positions which are clearly visible to the public and local signs shall be prominently displayed in order to inform the public that CCTV is operating in accordance with the DPA.
- The siting of cameras will be subject to the agreement of the Local Authority and the Police.
- All HCCTVP cameras are subject to a PIA conducted by the CCTV Manager.
- Except for wide angle or long distance observation, views into residential premises and office accommodation shall be excluded from the field of vision of all cameras.

### **Reporting and Evaluation**

- All significant activities, operations, evidence, incidents and fault reporting in the CMR will be recorded on the HCCTVP database, BORIS.
- CCTV operators will keep a record on BORIS of all arrests and notable incidents that have been assisted by the use of the public CCTV system.
- Monthly reports shall be presented on the Stevenage Borough Council web site to show the number of recorded incidents by location, date, type, arrest etc.
- Each owner will be presented with a management report comprising of the number of incidents and faults recorded each quarter.



# HERTFORDSHIRE CCTV PARTNERSHIP LTD

## Independent Inspection

- A system is in place to allow authorised independent inspection of the CMR, its operational procedures and review footage of the operators work.
- Independent inspectors will be persons who have undergone Police vetting and verification procedures. They will be allowed access to the CMR at any time without prior notification.
- Independent Inspectors shall be encouraged to carry out frequent and random visits with a minimum of one visit per month.
- All visits to be logged and report forms completed and a summary report completed after every visit.
- The independent inspectors will be asked to provide a summary report for inclusion in the HCCTVP Annual Reports.

## Complaints

- A complaints procedure allows the Public and anyone affected by the operation of the CCTV systems, connected to the CMR to formally raise any issue which is causing concern.
- Complaints shall initially be made to the CCTV Manager c/o Stevenage Borough Council, Daneshill House, Danestrete, Stevenage, Hertfordshire, SG1 1HN.





# HERTFORDSHIRE CCTV PARTNERSHIP LTD

## Breaches of the Code of Practice

- Breaches of the Code of Practice will be investigated by a Senior Officer of the Partnership who is not directly involved in the management of the CCTV service. The findings of that officer will be presented to the CCTV Executive Board which shall determine if any disciplinary action is warranted and what remedial action/ changes may be required to prevent a recurrence.

## Recorded Material

- Recorded material referred to in this Code shall be in the way of DVD, (Digital Versatile Disc).
- Recorded material will be retained for a period of 28 days and will then be over-written.
- All recorded material / images can be identified by their camera number, the date the images were recorded and the start and end times of the sequence of events.
- Statutory prosecuting authorities will be permitted to access and record material where it is necessary for the investigation and detection of a particular offence or offences for the prevention of crime or where required under the PACE Act 1984.
- In the case of any recorded material which is deemed to contain evidential material this will then be put onto a disc and produced as an exhibit.
- Once removed the disc will not be permitted back into the CMR because its continuity, correct storage and handling cannot be assured or verified.



## **HERTFORDSHIRE** **CCTV** PARTNERSHIP LTD

### **Recorded Material Cont.**

- Recordings of such material removed from the CMR as evidential material must be exhibited and a fully completed disclaimer signed prior to their release. Continuity of evidence from that point resides with the Statutory Prosecuting Agency.
- There shall be no public access to recorded material other than in connection with the investigation, prosecution or prevention of crime under the guidance of the Police and PACE Act 1984 criteria.
- Any subject access requests made under the provision of the DPA 1998 will be dealt with in accordance with the Act. A copy of the relevant data will be produced and sent out to the individual if all the conditions of the Act are met.
- All subject access requests to be dealt with by the CCTV Manager by writing.
- Unused evidential evidence with recorded material will be classed the same as the Code of Practice for Evidential Material.

### **Photographs, still prints and other information.**

- Still prints shall not be taken as a matter of routine or without justifiable reasons and will not be allowed to leave the control room
- Usage of mobile appliances shall be strictly forbidden to take photographs of either live or playback incidents captured on the CCTV system.
- Still prints shall be considered as recorded material and all procedure, restrictions and controls relating to other recorded material detailed in this code.



## **HERTFORDSHIRE** **CCTV** PARTNERSHIP LTD

### **Photographs, still prints and other information Cont.**

- Any other personal data or information received from statutory prosecuting agencies will be subject to the same guidelines outlined above for all still prints or photographs and shall be subject to the requirements of the DPA 1998.

### **Editing and Erasing**

- Editing of original recorded material is strictly forbidden.
- Editing of material copied onto a computer media may be permitted under the requirements of the DPA 1998 to preserve the identity of other individuals contained if an individual subject access enquiry is made under the Act. This may be permitted by a third party if the technology does not exist to carry out this requirement locally. A charge is permitted for this under the Act to cover the costs only.



# HERTFORDSHIRE CCTV PARTNERSHIP LTD

## Boris

- Boris is a bespoke Database that records, controls, manages and reports on all aspects of the CMR
- Only CMR operators are permitted to use, input and manage the database.
- CMR staff must record all significant incidents, equipment faults, the production of police evidence and public requests for data.
- Automated reports are produced for equipment owners, managers other interested parties within the HCCTVP.
- The Control Room Manager is responsible for the input and update of the database and its usage.
- All information is under the DPA 1998 and any information that has been submitted that has not had the permission of the Control Room Manager will be seen as a breach of the Code.

**ABOT (Automated Back Office Tasks) is now responsible for:**

- Basic maintenance of the data and tables stored in BORIS
- Production and distribution of daily, weekly and monthly management reports
- Production of Supervisor weekly paperwork
- Daily backup of BORIS



**HERTFORDSHIRE**  
**CCTV**  
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# HERTFORDSHIRE CCTV PARTNERSHIP

## CODE OF PRACTICE

### PART 3

## CCTV System Camera Coverage

### Location Table

CCTV Code of Practice September 2016



# HERTFORDSHIRE CCTV PARTNERSHIP LTD

## Stevenage

### Town Centre:

- 101 Corner of Swingate and Danestrete
- 102 Danestrete - on top of council offices (roof mounted)
- 103 Town Square - in front of Wilkinsons
- 104 Park Place
- 105 Market Place
- 106 Lytton Way - corner of Leisure Centre (roof mounted)
- 107 Lytton Way - Railway North car park
- 108 Southgate car park - opposite Fire Station
- 109 Foot ramp from town to Stevenage Leisure Centre
- 110 Plaza- main entrance
- 111 Plaza- walkway (static camera)
- 112 Plaza- Danestrete junction opposite Matalan
- 113 Queensway North - opp Barclays Bank, above Poundland
- 114 Leisure Centre - walkway to Railway Station (static camera)
- 115 Leisure Centre - walkway to Town Centre (static camera)
- 116 Forum- south car park
- 117 Forum- service yard rear Tesco and BHS
- 118 Forum- north car park
- 120 Underpass - Market Place to Museum (static camera)
- 121 Underpass - Museum to the Market Place (static camera)
- 122 Outside of The Towers flats opposite Cash Converters
- 123 Six Hills Way - opposite Asda
- 124 Underpass - Asda old underpass (static camera)
- 125 Underpass - Asda new underpass (static camera)
- 126 Aldi car park - King George Playing Field



# HERTFORDSHIRE CCTV

PARTNERSHIP LTD

- 127 Underpass - Park Place to Town Centre Gardens (static camera)
- 128 Underpass – Town Centre Gardens to Park Place (static camera)
- 129 Town Centre Gardens
- 149 Council Depot - Staff Parking, Cavendish / Compton Road
- 150 Council Depot - Service Yard

## **Stevenage Old Town:**

- 201 High Street North - outside Mulberry Tree P/H
- 202 High Street - above Waitrose
- 203 Middle Row - opposite Red Lion P/H
- 204 High Street South- outside Marquis of Lorne P/H
- 205 Basil Road car park
- 206 Primett Road junct. Drapers Way- Lorry Park
- 207 Middle Row- outside Standing Order P/H
- 208 Albert Street junct. Letchmore Road
- 209 Popple Way Shops

## **Stevenage Neighbourhoods:**

- 701 Hyde- Shephall Way
- 702 Hyde- outside chip shop
- 703 Hyde- Oxley Road, rear of shops
- 704 Oval- outside Times Club
- 705 Oval- outside council offices
- 706 St. Nicholas- opposite St. Nicholas P/H
- 707 St. Nicholas- opposite community centre, rear of shops
- 708 Glebe- on Chells Way
- 709 Glebe- rear of shops



# HERTFORDSHIRE CCTV

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- 710 Bedwell- opposite The Poachers P/H
- 711 Bedwell- on Bedwell Crescent
- 712 Marymead- opposite shops
- 713 Marymead- Willows Link, rear of shops
- 714 Peartree- Valley Way junct. Hydean Way
- 715 Oval- rear car park
- 716 Filey Close- Tom Tiddlers P/H
- 717 Filey Close- Scarborough Ave shops
- 718 Glebe- Business Park
- 719 Glebe –rear car park
- 720 Mobbsbury Way- shops
- 721 Monkwood - Rockingham Way shops, Twin Foxes P/H
- 722 Chells Way- Squirrel P/H
- 723 Oaks Cross- Pied Piper p/h
- 724 Shephall Way- Burwell Road shops, March Hare P/H
- 725 Roebuck shops- Broadwater Avenue
- 726 Archer Road- King Pin shops
- 727 Almond Tree P/H
- 728 Emperors Head P/H- rear car park
- 729 Emperors Head P/H- Fairlands Way
- 730 Bedwell- rear of shops
- 732 Georges Way- Bowes Lyon and Swimming Pool
- 750 Junction 8 A1M- Coreys Mill (ANPR)
- 751 Junction 7 A1M- Glaxo Roundabout (ANPR)





# HERTFORDSHIRE CCTV PARTNERSHIP LTD

## North Herts

### **Hitchin Town Centre:**

- 300 Bancroft North - corner of Fishponds Road
- 301 Bancroft car park - rear Sainsburys
- 302 Bancroft Middle
- 303 Bancroft - junct. Hermitage Road
- 304 Brand Street - junct High Street
- 305 Market Place – junct High Street
- 306 Market Place - outside Churchgate Shopping Centre
- 307 Hermitage Road top - bottom Windmill Hill
- 308 Queen Mother Theatre car park
- 309 Churchyard - near War memorial
- 310 Churchyard - outside Simmons Bakers
- 311 Sun Street
- 312 Bucklersbury - outside Red Hart P/H
- 313 Biggen Lane car park
- 314 St Marys car park - Queen Street
- 315 Portmill Lane car park
- 316 Hitchin Railway Station
- 317 Nightingale Road
- 822 Westmill - John Barker Place

### **Letchworth Town Centre:**

- 401 Eastcheap - outside cinema
- 402 Broadway - opposite Broadway Hotel
- 403 Station Place - opposite Train Station



# HERTFORDSHIRE CCTV

PARTNERSHIP LTD

- 404 Station Road top - above job centre
- 405 Station Road middle - opp the Wynd
- 406 Station Road bottom - junct, Norton Way North
- 407 The Wynd - Openshaw way
- 408 Leys Avenue bottom
- 409 Leys Avenue top - above 3 Magnets P/H
- 410 Eastcheap - opposite walkthrough to Broadway
- 411 Broadway Gardens north
- 412 Broadway Gardens south
- 413 Gernon Road
- 414 Howard Memorial Hall - car park
- 415 Norton Way South - Howard Park
- 416 Civic Centre
- 417 Leys Avenue Top (corner eastcheap)
- 418 Leys Avenue Square (middle nr fountain)
- 419 Leys Avenue middle
- 820 Grange Estate - Southfields
- 821 Grange Estate - rear shops
- 823 Jackmans - Ivel Court shops
- 824 Jackmans - Radburn Way, opposite Ivel Court

## **Baldock Town Centre:**

- 801 Mansfield Road - opposite police station
- 802 Thurnall Close - behind community centre
- 803 High Street - junct. Simpson Drive
- 804 High Street - junct. Hitchin Street
- 805 Whitehorse Street
- 806 Great North Road - Baldock Train Station



# HERTFORDSHIRE CCTV

PARTNERSHIP LTD

## **Royston Town Centre:**

- 809 Railway Crossing
- 810 Lower King Street
- 811 Lower High Street
- 812 Upper High Street
- 813 Corn exchange - junct. A10
- 814 Market Hill - opposite Angel Pavement
- 815 Fish Hill
- 816 Council Offices car park
- 817 Railway Crossing
- 818 Railway Crossing
- 819 Railway Crossing

## **Knebworth:**

- 850 Station Road - junct. London Road
- 851 London Road - junct. St Martins Road nr post office

## **East Herts**

### **Hertford:**

- 901 Old Cross - Library
- 902 Parliament Square - Blackbirds P/H - Deco Nightclub
- 903 Fore Street, Shire Hall - opposite Magistrates Court
- 904 Fore Street middle - opposite Post Office



# HERTFORDSHIRE CCTV

PARTNERSHIP LTD

- 905 Fore Street Junc. South Street
- 906 Bus Station - Opposite Lloyds Bank
- 907 Birchley Green Shopping Centre - junct. Market Street
- 908 Bull Plain - Salisbury Square
- 909 Maidenhead Street - junct. The Wash
- 910 St Andrew Street car park - Exit
- 911 St Andrew Street car park - Entrance
- 912 Hartham Car Park - top
- 913 Hartham Car Park - middle
- 914 Hartham Car Park - bottom
- 915 Flemming Crescent - Sele Farm
- 916 St Andrews Street
- 917 Railway Street - Hertford East Train Station
- 918 Parliament Square - Blackbirds

## **Bishop's Stortford Town Centre:**

- 10 John Dyde Close
- 11 John Dyde Close
- 12 Anchor Street
- 13 Riverside
- 14 South Street bottom - junct. Station Road
- 15 South Street middle - outside M&S
- 16 South Street top – Junct. Church Street
- 17 Market Square - Potter Street
- 18 North Street - junct. High Street
- 19 North Street middle - opposite Lloyds Bank
- 21 Bridge Street - opposite Black Lion P/H



# HERTFORDSHIRE CCTV

PARTNERSHIP LTD

## **Ware Town Centre:**

- 50 Roundabout Watton Road - Wadesmill Rd - Baldock Street
- 51 Baldock Street - junct. Priory Street
- 52 Tudor Square - West Street
- 53 High Street - opposite Church Street leading to Tesco
- 54 Star Street – Amwell End
- 55 Amwell End - Viaduct Road
- 56 Amwell End - Car Park

## **Stanstead Abbotts:**

- 30 Stan / Abbotts – High Street Car Park

## **Hertsmere**

### **Borehamwood:**

- 650 Shenley Road / Theobald Street
- 651 Shenley Road / Furzehill Road
- 652 Shenley Road / The Point
- 653 Shenley Road / Halifax Bank
- 654 Shenley Road / Tesco
- 655 Civic Offices / Elstree Way
- 656 Skate Park / Aberford Park
- 657 Aberford Park
- 658 Aberford Park Community Centre
- 659 Manor Way
- 660 Manor Way / Arundel Drive



# HERTFORDSHIRE CCTV

PARTNERSHIP LTD

- 661 Meadow Way
- 662 Meadow Way / bowling green
- 663 Aycliffe / Buckton Road
- 664 Aycliffe Road / Baldock Way
- 665 Torworth Road
- 666 Leeming Road
- 667 Gateshead Road
- 668 Howard Drive

## **Bushey:**

- 690 Harcourt Road

## **Potters Bar:**

- 691 Darkes Lane
- 692 High Street
- 689 Furzefield Centre- skate park

## **Mid Beds**

## **Biggleswade:**

- 520 Asda Back of Crown Hotel
- 521 Market Place
- 522 Market Place and Bus Station
- 523 High Street-The White Hart PH
- 524 Bingo Hall and Aldi
- 526 St Andrew's Street junct High Street



**HERTFORDSHIRE**  
**CCTV**  
PARTNERSHIP LTD

**Sandy:**

551 Budgen's and Post Office

552 Market Square- Lord Roberts PH

553 Queens Head Rear- Belfry court c/p

557 Sunderland Road - skateboard park

558 Sunderland Road Pavilion

**Shefford:**

556 High Street

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