

NORTH HERTFORDSHIRE DISTRICT COUNCIL

You are invited to attend a

MEETING OF THE CCTV PARTNERSHIP JOINT EXECUTIVE

to be held in the

**COUNCIL CHAMBER, CIVIC OFFICES, HERTSMERE BOROUGH
COUNCIL, ELSTREE WAY, BOREHAMWOOD, HERTS, WD6
1WA**

On

WEDNESDAY, 12TH APRIL, 2023 AT 7.00 PM

Agenda

| Item | | Page |
|------|--|-------------------|
| 1. | <p data-bbox="255 421 614 459">AGENDA AND REPORTS</p> <p data-bbox="255 459 1061 497">This meeting is administrated by Hertsmere Borough Council.</p> <p data-bbox="255 526 1252 694">The agenda and reports pack is attached. As some of the contents of this report pack are restricted the full agenda and reports pack has been restricted on our system to ensure confidentiality. To view the public reports please visit: Agenda for CCTV Partnership Joint Executive on Wednesday, 12 April 2023, 7.00 pm (moderngov.co.uk)</p> | (Pages 3 - 56) |



HERTSMERE BOROUGH COUNCIL

CCTV Partnership Joint Executive Agenda

WEDNESDAY, 12 APRIL 2023 AT 7.00 PM

COUNCIL CHAMBER, CIVIC OFFICES, ELSTREE WAY, BOREHAMWOOD

Membership

Hertsmere Borough Council:

Councillor Choudhury
Councillor Newmark

East Herts District Council:

Councillor Boylan
Councillor Williamson
Councillor Curtis

Stevenage Borough Council:

Councillor Hollywell
Councillor Henry
Councillor Lloyd

North Herts District Council:

Councillor Albert
Councillor Billing
Councillor North

Enquiries about this Agenda to:
Chris Liasi

Phone:
Email:

Officers:

Sarah Pateman – Community Safety Manager
Rob Gregory – AD- Communities & Neighbourhoods
Mike Read – CCTV Operations Manager
Val Kane – Community Safety Manager

You can look at a paper copy of the non-confidential committee agenda and reports of officers at least five working days before the meeting at:

- The Civic Offices, Elstree Way, Borehamwood, Hertfordshire, WD6 1WA

You can look at an electronic version of the non-confidential committee agenda and reports of officers at least five working days before the meeting at:

- The Council's Bushey Area Office at Citizens Advice Bureau, 8 Rudolph Road, Bushey, WD23 3DU
- The Council's Potters Bar Area Office at The Wyllyotts Centre, Darkes Lane, Potters Bar, EN6 2HN
- Aldenham Parish Council Offices, Aldenham Avenue, Radlett, WD7 8HL

Background papers used to prepare reports can be inspected at the Civic Offices, on request.

The unconfirmed Minutes of meetings are usually available to look at seven working days after the meeting

Please be aware that Council, Executive and Planning Committee meetings are broadcast live on the internet and recorded as a webcast. Webcasts of committee meetings stay on Hertsmere's website for a period of six months after the meeting: <https://hertsmere.public-i.tv/core/portal/home>

For directions to the meeting venue, please visit www.hertsmere.gov.uk/Contact-Us.aspx

Contact Democratic Services on for any further information.

Chief Executive
Civic Offices, Elstree Way, Borehamwood, Hertfordshire, WD6 1WA

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URGENT LATE BUSINESS

Members are requested to notify the Democratic Services Officer of any additional urgent business which they wish to be discussed by the Committee following the matters set out on either the Part I or Part II Agenda, so that their request can be raised with the Chair. Under the Access to Information Act 1985, Members must state the special circumstances which they consider justify the additional business being considered as a matter of urgency.

1. **APPOINTMENT OF CHAIR**

To agree the appointment of the chair for this meeting.

2. **COMMUNICATIONS AND APOLOGIES**

3. **DECLARATIONS OF INTERESTS**

4. **MINUTES OF THE PREVIOUS MEETING**

To approve and sign the **ATTACHED** minutes of the meeting held on 21st March 2022. (Pages 5 - 10)

5. **CCTV OPERATIONS AND PERFORMANCE REPORT**

To outline the performance and work of the CCTV Control Room to date and the emerging priorities for 2023/24. (Pages 11 - 46)

6. **MANAGEMENT BOARD REPORT**

To inform the Committee of the work undertaken by the Officer Management Board since the last Joint Executive, and to agree financial proposals in relation to the allocation of costs. (Pages 47 - 54)

7. **FUTURE MEETINGS**

To agree a date and venue for the next meeting.

Civic Offices,
Elstree Way
Borehamwood
HERTS WD6 1WA

03 April 2023

STEVENAGE BOROUGH COUNCIL

JOINT CCTV EXECUTIVE MINUTES

Date: Monday, 21 March 2022

Time: 6.00pm

Place: Council Chamber, Daneshill House, Danestrete, Stevenage

Present: Councillors:
Stevenage Borough Council: Jackie Hollywell (Chair), Richard Henry and Mrs Joan Lloyd
Hertsmere Borough Council: Pervez Choudhury
East Herts District Council: Peter Boylan and Geoffrey Williamson
North Herts District Council: Ian Albert and Sam North

Start / End Start Time: 06:00 pm
Time: End Time: 07:16 pm

1 APPOINTMENT OF CHAIR

It was moved by Councillor Mrs Joan Lloyd and seconded by Councillor Peter Boylan that Councillor Jackie Hollywell be appointed Chair for the meeting. After being put to the meeting and a vote taken, the motion was declared carried.

At this juncture, Members and officers paid tribute to Councillor Paul Clark by observing a moment of silence in his remembrance.

2 APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST

Apologies for absence were received from Councillors Alexander Curtis, Jeremy Newmark and Judi Billing.

There were no declarations of interest.

3 MINUTES - CCTV COMMITTEE - 18 NOVEMBER 2021

It was **RESOLVED** that the minutes of the Joint CCTV Executive meeting held on Thursday 18 November 2021 be approved as a correct record and signed by the Chair.

4 CCTV OPERATIONS AND PERFORMANCE REPORT

The Community Safety Manager for Stevenage Borough Council (SBC) presented a report in relation to the CCTV operations and performance. She outlined the performance and work of the CCTV Control Room to date and the emerging priorities for 2022/23. The overview of the CCTV performance was reported to the Committee as part of the agreed cycle for CCTV governance.

She advised Members that the following operational objectives had been agreed during the 2021/22 review.

- Intelligence – to have a better understanding of the requirements and needs of partners in respect of the use of CCTV and how it relates to tackling crimes and ASB.
- Expand the partnership – to meet with other districts to discuss their CCTV requirements and expand partnership.
- Communication – to communicate with partners, members of the public and governing bodies to reassure safety in and around the areas covered by CCTV provision.

She further advised Members on the necessity to continue to improve CCTV operations and a number of activities taken forward by the partnership as the following:

- An Operational Action Plan has been identified to ensure partner requirements were progressed in a timely and managed accordingly. The Action Plan was a 'live' document and assessed regularly by CCTV Partnership Officers Board. The Plan was currently in the draft stage and was due to be completed in April 2022.
- Hertsmere Borough Council secured a successful bid to the Safer Streets Fund.
- A close working relationship with police had been established regarding the Digital Asset Management System Project which was a cloud-based link between the police downloading suite and the Force Control Room.
- The Partnership had not received any application for RIPAs since the last report to the Joint Executive in November 2021.
- There had been no Data Protection Act/GDPR breaches or complaints.
- The Partnership had appointed 4 further Data Controllers to ensure greater resilience regarding urgent viewing requests; previously the Partnership had only one. All Data Controllers would receive a BTEC and Level 3 qualifications.
- A customer feedback process had been established, and satisfaction survey had been formatted. The survey would be completed by partners, Members and members of the public. The feedback would identify improvements for the future operations and performance.
- The CCTV Inspector programme had been re-established and invited resident volunteers to undergo appropriate vetting and training to undertake spot checks on CCTV operations and compliance in line with the Code of Practice. The programme stopped during the pandemic and the service would undertake a recruitment drive to attract new inspectors.
- The CCTV team had completed training around GDPR, safeguarding, domestic abuse awareness, hate crimes and Prevent during 2021/22.
- A revised performance dashboard had been prepared to enable district partners to better assess incident and crime trends.

In response to a question from a Member, the Community Safety Manager (SBC)

advised that the Control Room was set up in an efficient way for the police to receive information, and was for the police to do their investigation on how they prioritise cases.

Officers would look at Post Event Viewing category regarding historical incidents to ensure it was easier to understand, and does not duplicate incidents.

Members were informed that there had been a historical arrangement for the partnership to have resident inspectors, and this was an additional community engagement measure to reassure members of the public. The arrangements were ceased during the Covid19 pandemic, and this was now on the Officers radar to recruit and vet resident volunteers to do spot checks.

It was **RESOLVED**:

- That the Committee noted the performance of the CCTV partnership to date and noted the outcomes as documented, together with the priorities for the CCTV Action Plan 2022/23.
- The Committee approved the implementation of a new performance dashboard.

5 **URGENT PART I BUSINESS**

None.

9 **URGENT PART II BUSINESS**

None.

CHAIR

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Hertsmere Borough Council

| | |
|----------------------------------|---|
| Meeting name & Date | CCTV Joint Executive, 12th April 2023 18:00hrs |
| Agenda item | 5 |
| Report title | CCTV Operations and Performance Report |
| Report reference no. | |
| Wards affected | All wards. |
| Report author, job title & email | CCTV Operation Manager Mike Read |
| List of Appendices | Appendix A – April 2022 – March 2023 Partnership Stats Appendix B – SIAS CCTV Audit Report |
| Reason for urgency | |

Authors Sarah Pateman – Community Safety Manager

Lead Officer Rob Gregory – AD- Communities & Neighbourhoods

Contact Officer Mike Read – CCTV Operations Manager

1 PURPOSE

- 1.1 To outline the performance and work of the CCTV Control Room to date and the emerging priorities for 2023/24.

2 RECOMMENDATIONS

That the Joint Executive:

- 2.1 Note the performance of the CCTV partnership to date and note the outcomes as documented.

3 Purpose of the Report

- 3.1 Is noted that an overview of CCTV Operations is reported to the Joint Executive as part of the agreed reporting cycle for CCTV Governance. During 2021/22 a review of operational performance has been driven recognising emerging local and national agendas and the importance of producing strong performance data for partner councils. As a consequence, the following

operational objectives have been agreed, these objections will continue for 2022/23:

1. Intelligence - To have a better understanding of the requirements and needs of partners in respect of the use of CCTV and how it relates to tackling crime and ASB.
 2. Expand the Partnership - To meet with other districts to discuss their CCTV requirements and expand the partnership.
 3. Communications - To communicate with partners, members of the public and governing bodies to reassure safety in and around the areas/locations covered by our CCTV provision.
-
- 3.2 SSG are now embedded into the control as the CCTV control room contractors. As per the contract we have been meeting with them monthly. Minutes for these meetings have been taken and saved should any member of the Executive wish to view them.
 - 3.3 Bishop Stortford, and Ware Councils have upgraded their camera stock and work will be completed by the time the Executive meeting takes place.
 - 3.4 North Herts District Council have completed a review of their CCTV cameras which cover North Herts. Capital funding has been agreed with an upgrade of the CCTV cameras to Wireless and High Definition, (HD).
 - 3.5 The Control Room continues to expand and grow with over 1100 cameras that are now monitored pro-actively and re-actively, for both the Partnership and the Company.
 - 3.6 The Operations Manager continues to liaise with police colleagues regarding the Digital Asset Management System project which is a cloud-based link between the Police Downloading suite and the Police. Representatives from the partnership will continue to meet with the police regarding this project. The last meeting took place on the 28th of March 2023, and they have provided a provisional date to go live in July 2023. A further meeting to discuss protocols and procedures is booked in for April.
 - 3.7 The Partnership has received one application for RIPA since the Executive meeting in September 2022. The RIPA was for Bedfordshire Police – Operation Topic.
 - 3.8 The Codes of Practice has been updated since the last Joint Executive meeting in September 2022. The document has been completed and uploaded to the website.
 - 3.9 There have been no Data Protection Act/GDPR breaches or complaints since the Executive Board in March 2022
 - 3.10 A recent CCTV SIAS Audit has been completed and based on the work performed during this audit, there was overall **Substantial Assurance** that there are effective controls in operation for those elements of the risk management processes covered by this review. A copy of the Audit is attached as Appendix B

- 3.11 We have produced statistical overview of the data collected by the control room for periods April 2022 – March 2023 – Appendix A, Full monthly reports can be found on the web site www.hertfordshirecctv.co.uk.
- 3.12 An inventory of equipment located in the control room has been completed and a forecast for end of life has been submitted to the Officers Board. Please note this is a working document and may be subject to change.

4 Reasons for Recommendation

- 4.1 The Code of Practice requires that the Joint Executive receives reports on any breaches to the code of practice, including those relating to GDPR/ Data Protection. The Code also requires the reporting of RIPA requests to the committee. There have been no issues in these areas since the last Joint Executive meeting.
- 4.2 The Officer Management Board maintain operational oversight over the CCTV Operations and continue to meet quarterly to ensure the actions and activities identified in this report are delivered effectively.
- 4.3 The report is presented to the Joint Executive Committee to provide an operational update on activities relating to the CCTV Operations and in order to gain feedback on the proposed performance dashboard (Appendix A).

5 IMPLICATIONS

5.1 Financial Implications

There are no financial implications arising from this report.

5.2 Legal Implications

There are no legal implication arising from this report and the report is delivered in line with the CCTV Code of Practice.

5.3 Risk Implications

Operational risks relating to reliance on one data controller for CCTV have been further mitigated by training other members of the Stevenage Community Safety team

An up-to-date CCTV Code of Practice ensures risks are appropriately reduced through robust operational governance.

5.4 Community Safety Implications

The provision of CCTV across the respective council areas is in response to duties in relation to community safety and reassurance. Individual councils determine appropriate community safety measures for their areas in partnership with the Police and other agencies through Responsible Authority Groups in each district.

5.5 Equalities and Diversity Implications

Respective council's duties under the Equality Act 2010 will continue to be discharged through the provision of CCTV through the CCTV Partnership.

5.6 Information Technology Implications

There are no IT implications for the CCTV Control Room in the implementation of the Police's Data Asset Management System.

Background documents

All documents that have been used in compiling this report, that may be available to the public, i.e. they do not contain exempt information, should be listed here:

Appendices

- A 2022/23 Partnership Stats.
- B SIAS Audit Report

1.1

1.2 Reports to Scrutiny Committees

- a. Scrutiny reports can be requested of you and may have a short turnaround of as little as two weeks. You are still responsible for clearing them with the relevant Officers and Portfolio holders, as agreed by your manager.
- b. Scrutiny cannot make decisions. So the Recommendation section of your report will usually be seeking Scrutiny's comment or recommendation for approval by a higher authority or simply noting the report. Some examples:
 - i. that the Committee comment on the issues set out in the report.
 - ii. that the Committee identify priorities which can be taken into account by the Executive in developing Budget proposals.
 - iii. that the Committee identify any recommendations it would like to put forward for consideration by the Executive.
 - iv. that the Committee identify any priorities and points of importance to Hertsmere that should be included in the Council's response to the Government consultation on Emergency Planning.

1.3 Corporate Communications advice is to remember that most reports are available to the public - even exempt reports can become public once the reason for their confidentiality has expired. So do not write anything that should not be public knowledge and be prepared to explain further if called up by a news reporter etc.

1.4 Reports for planning application and licensing decisions

- a. Planning Committee primarily deals with planning applications and Standard Report Template is not used for that purpose. Reports for planning applications are directly controlled by the Planning Team Leaders, contact them for advice on the procedure and application-specific report template. But any planning reports that are not about a planning application should be on this Standard Report Template.
- b. Licensing Sub-committee holds licensing hearings, so a hearing-specific report template is used by the Licensing Officers rather than this Standard Report Template.

2 Use Plain English

- 2.1 Keep your sentence length down to an average of 15-20 words and stick to one main idea in a sentence.
- 2.2 Use every day English whenever possible. Avoid jargon and explain any specialist/technical terms you use.
- 2.3 Spell out acronyms the first time you use them. If there are a lot of them then it can be helpful to insert a Glossary of terms and acronyms as an appendix to the report.
- 2.4 Use the full word for numbers one to nine and then digits from 10 upwards (except in tables of data/statistics when you should always use numbers).

This is because some lower numbers can be confused by those with visual impairments.

- 2.5 Contact Democratic Services if you want further information on Plain English usage. They have an information booklet produced by the Plain English Campaign or go to https://intranet.hertsmere.gov.uk/Search-Results.aspx?search_keywords=style+guides and read the Plain English Guide produced by Corporate Communications.

3 Typesetting

- 3.1 Use Arial size 12 font. **Left align** your paragraphs line spaces between paragraphs are set automatically by the style. Each paragraph must be numbered 7.1, 7.2 etc.
- 3.2 Avoid underlining words or italics for emphasis, as it is difficult for people with visual impairments to read. Instead make the text bold – but do not make large sections of text bold.
- 3.3 If a paragraph requires sub-sections avoid bullet points and use a., b., c. etc. for the first level and i., ii., iii. etc. for the second level. This allows councillors to easily refer to sections when they are debating your report.
- 3.4 Sections headings are in bold. Do not underline them (as that is difficult for readers with sight correction and can be mistaken for links).
- 3.5 If you copy and paste heavily from other documents, take care to not import default typesetting that mess up the Standard Report Template's format. You can avoid this by using paste as "Keep text only" (an "A" on a clipboard on the drop down).
- 3.6 Go to https://intranet.hertsmere.gov.uk/Search-Results.aspx?search_keywords=style+guides to read the Corporate Style Guide produced by Corporate Communications.

4 Financial and budget framework implications

- 4.1 This is a required section. It should cover:
 - a. How will the report's proposals be funded?
 - b. Is there sufficient provision in the current Council Budget/Capital Programme? NB if the proposals are outside the Budget Framework they must be submitted to Full Council for approval.
 - c. Clarify the duration of any financial commitment.
 - d. Clarify any capital and revenue implications.
 - e. Where funding sources cannot be identified, state that resources will need to be identified to fund the proposed action and the recommendations of the report must also reflect that they are subject to appropriate funding being identified.Or insert "None for the purposes of this report". Please note that the Finance Department expect that there will always be a financial implication to a report. It may not be new spend but there will be a budgetary aspect, so please contact your Account Manager at an early stage of your report draft.

5 Legal powers relied on and any legal implications

- 5.1 This is a required section. Summarise the legislation that is underpinning the proposals or legal implications of carrying or not carrying out the proposals. You may insert “None for the purposes of this report” – but only **after** you have consulted Legal Services.

6 Efficiency gains and value for money

- 6.1 This is a required section. Describe any cashable or non-cashable efficiencies that may be generated by the report’s proposals. Or delete leaving line below:

6.2 None for the purposes of this report.

7 Risk management implications

- 7.1 This is a required section. Describe any significant risks in connection with the report’s proposals and any controls to be put in place to manage those risks. Include the risks of going ahead with the proposal and also of not proceeding with it. Or delete leaving line below:

7.2 None for the purposes of this report.

8 Personnel implications

- 8.1 This is a required section. Summarise staffing implications. Or delete leaving line below:

8.2 None for the purposes of this report.

9 Equalities implications

- 9.1 This is a required section. The Public Sector Equality Duty requires us to have due regard to the need to:

Eliminate unlawful discrimination
Advance equality of opportunity
Foster good relations.

- 9.2 The Public Sector Equality Duty covers the following protected characteristics:

- Age
- Disability
- Gender reassignment
- Race
- Religion or belief
- Sex
- Sexual orientation
- Marriage and civil partnership (but only in respect of the requirement to have due regard to the need to eliminate discrimination)
- Pregnancy and maternity

- 9.3 The Equality Duty requires that due regard is demonstrated in decision making processes and should be complied with before and at the time a policy is under consideration, as well as at the time a decision is taken. Non-compliance would be considering the Duty after a decision has

been taken. Having due regard is not a matter of ticking boxes. It must be exercised in with an open mind in such a way that it influences the final decision.

- 9.4 It is considered good practice to keep records of considerations of the aims of the general equality duty, as it encourages transparency. If challenged it will be difficult to demonstrate due regard if records have not been kept.
- 9.5 Contact Partnership and Community Engagement if you need further advice.

10 Corporate Plan and policy framework implications

- 10.1 This is a required section. Do the report’s proposals comply with the Corporate Plan? Are they within the Council’s Policy Framework – any proposals outside the Framework must be submitted to Full Council for approval. Or delete leaving line below:
- 10.2 None for the purposes of this report.

11 Asset management implications

- 11.1 This is a required section. Summarise any impact on the Council’s Asset Management Plan. Or delete leaving line below:
- 11.2 None for the purposes of this report.

12 Health and Safety implications

- 12.1 This is a required section. Describe any actions required to address health and safety concerns. Or delete leaving line below:
- 12.2 None for the purposes of this report.

13 Background documents used to prepare this report

| Document Title: | Filed at: |
|---|-----------|
| <p>In this table, list the documents you relied upon to a material extent to write your report. You do not need to include already published documents eg Acts of Parliament or previous reports. By law, Background Papers are required to be archived BY YOU for public inspection for a period of four years. These documents can be looked at by the public, so ensure that they do not contain confidential or exempt information.</p> | |

14 Consultation on draft report

- 14.1 A draft of this report was sent to the following on the following dates:

| Consultee | Report sent | Comments received |
|---------------------------|---------------|-------------------|
| Interim Managing Director | [insert date] | [insert date] |

| Consultee | Report sent | Comments received |
|--|--------------------|--------------------------|
| Head of Asset Management & Engineering | [insert date] | [insert date] |
| Head of Finance & Business Services | [insert date] | [insert date] |
| Head of HR & Customer Services | [insert date] | [insert date] |
| Head of Legal & Democratic Services | [insert date] | [insert date] |
| Head of Partnerships, Community Engagement & Housing | [insert date] | [insert date] |
| Head of Planning & Economic Development | [insert date] | [insert date] |
| Head of Street Scene | [insert date] | [insert date] |
| | | |
| Portfolio holder [insert post title] | [insert date] | [insert date] |
| Insert details of any other persons you consulted whose work area may be impacted by your report. Remember to give consultees sufficient time to respond ie at least two days. | [insert date] | [insert date] |

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2022-23

Overview of statistics for the
Hertfordshire CCTV Partnership
Control Room Operations

For the Members of the Partnership
Stevenage, North Herts, East Herts
and Hertsmere Councils





All Reported CCTV Incidents are given a Category

Each Category can be used on its own, however some categories have Subcategories to differentiate between certain areas that may need to be reported on separately

In the next slide shows all the Categories and their subsequent Subcategories that are associated with them

| Category | Subcategory |
|-----------------------------|-------------------|
| Abduction | |
| Alarm Activation | |
| | Intruder Alarm |
| | Personal Attack |
| | Monitored site |
| Anti Social Behaviour | |
| | Drunken Behaviour |
| | Public Order |
| | Affray |
| | Begging |
| | Indecency |
| | Littering |
| | Nuisance |
| | Disorder |
| Arson/Fire | |
| Assault | |
| | Rape |
| | Sexual Assault |
| | ABH |
| | GBH |
| | Robbery |
| Bomb Threat/Suspect Package | |

| Category | Subcategory |
|---------------------|------------------|
| Breach | |
| | Bail |
| | Court Order |
| | Curfew |
| | CPN |
| | CBO |
| Burglary | |
| | Ram Raid |
| Concern for Welfare | |
| | Missing Persons |
| | Injury |
| | Mental Health |
| COVID19 Related | |
| Criminal Damage | |
| Deceased | |
| | Murder |
| | Sudden Death |
| | Suicide |
| Deception/Fraud | |
| | Banking Protocol |
| | Extortion |
| Domestic | |
| | Assault |
| | Anti-social |
| Drug Related | |

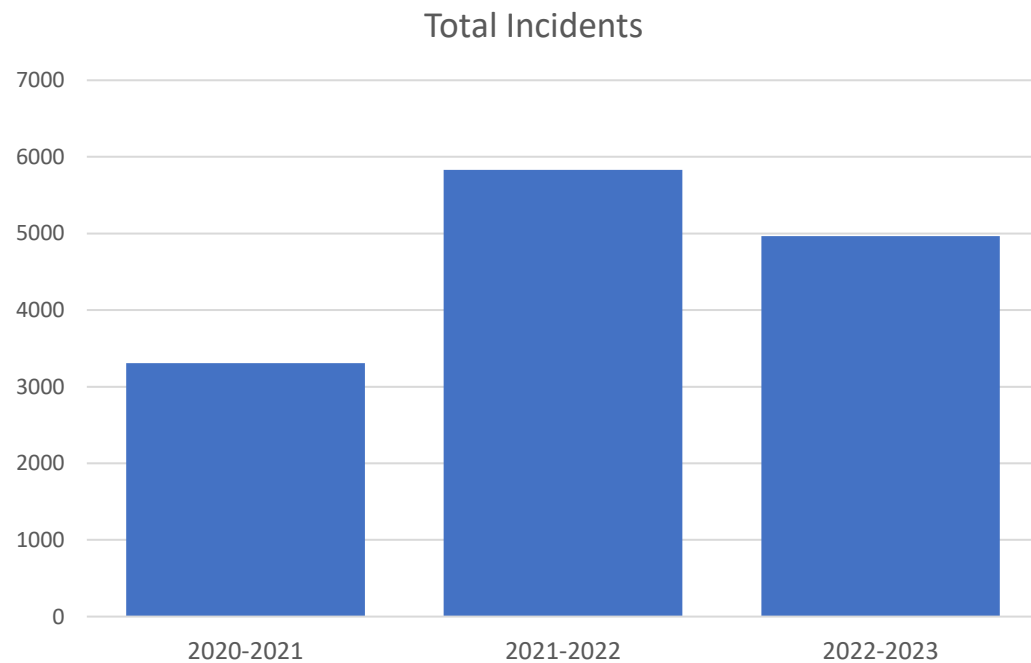
| Category | Subcategory |
|---------------------|---------------------------|
| Emergency Incident | |
| | East Herts Emergency Plan |
| Environmental | |
| | Flooding |
| | Damage |
| Fly Tipping | |
| Hate Crime | |
| | Race Related |
| Immigration | |
| Lone Worker | |
| | East Herts Lone Worker |
| Other | |
| Police Request | |
| | Operation |
| | RIPA |
| | False/abandoned 999 |
| | Warrant or wanted |
| Post Event Viewing | |
| | Download for Police |
| | Download for Authority |
| | Public Viewing Request |
| Suspicious Activity | |

| Category | Subcategory |
|--------------------------------|-------------------------|
| Theft | |
| | Handing Stolen Property |
| | Shoplifting |
| | Purse Dipping |
| Traffic Incident | |
| | RTC |
| | Broken Down Vehicle |
| Unauthorised Access (Trespass) | |
| Vehicle | |
| | Stolen |
| | Theft From |
| | Damage |
| | DUI |
| | ANPR activation |
| | No Insurance |
| Weapon | |
| | Firearms |
| | Knife |
| | Bat/Bar |

Control Room Total Incident Data

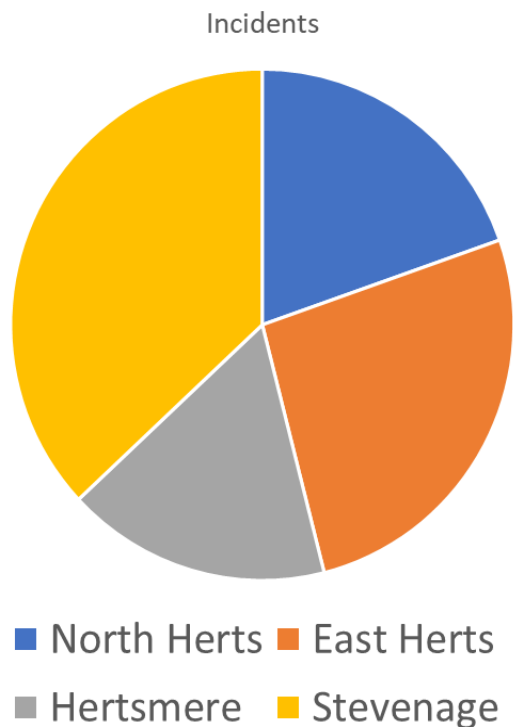
The CCTV Control Room recorded 4965 Incidents in 2022-23 Relating to CCTV

This was a decrease from 5829 incidents in 2021-22 and an increase from 3309 the year before



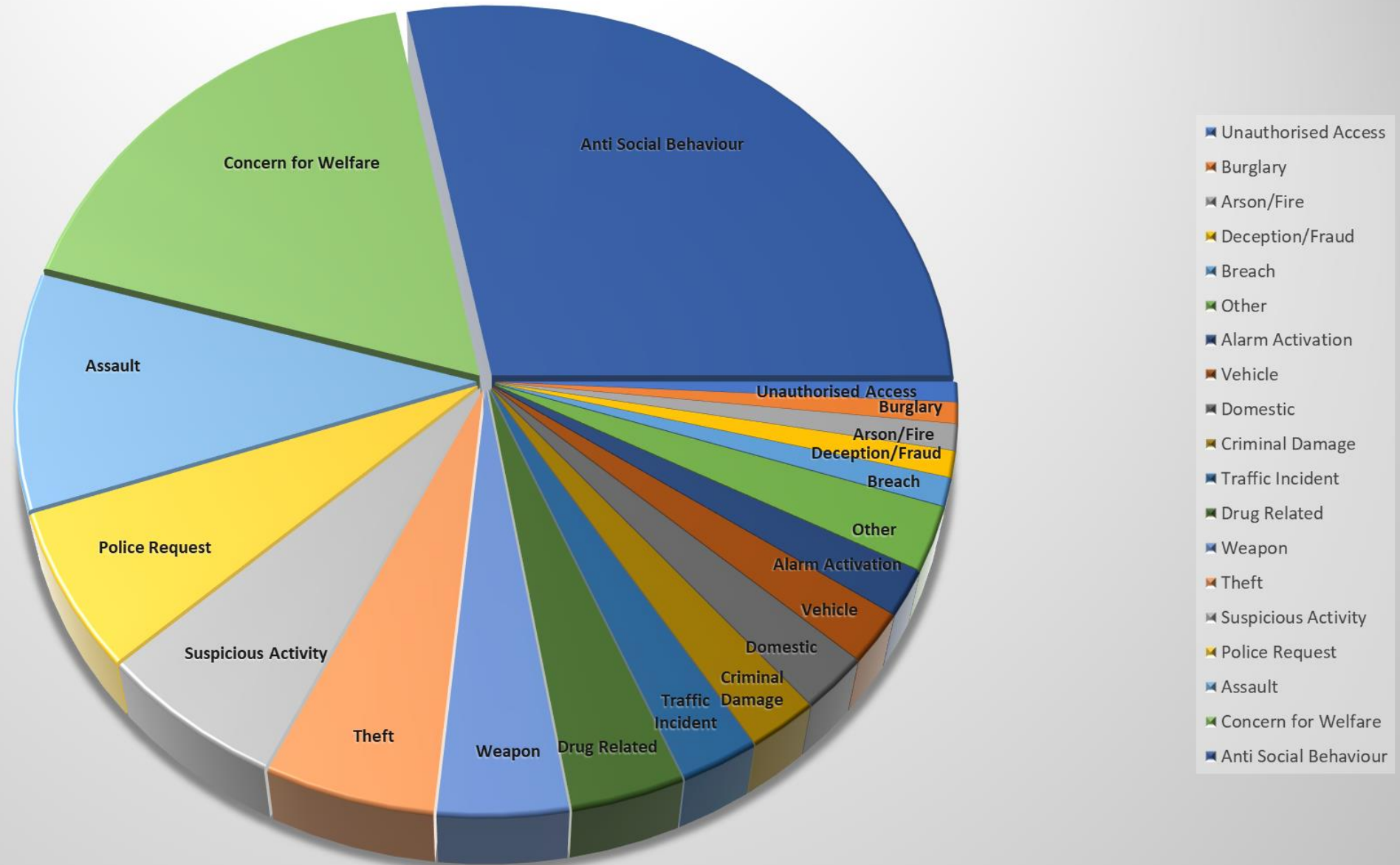
| 2020-21 | 2021-22 | 2022-23 |
|---------|---------|---------|
| 3309 | 5829 | 4965 |

Incident Statistics By Partner 2022-2023



| Partner | Incidents |
|-------------|-----------|
| North Herts | 843 |
| East Herts | 1135 |
| Hertsmere | 730 |
| Stevenage | 1588 |

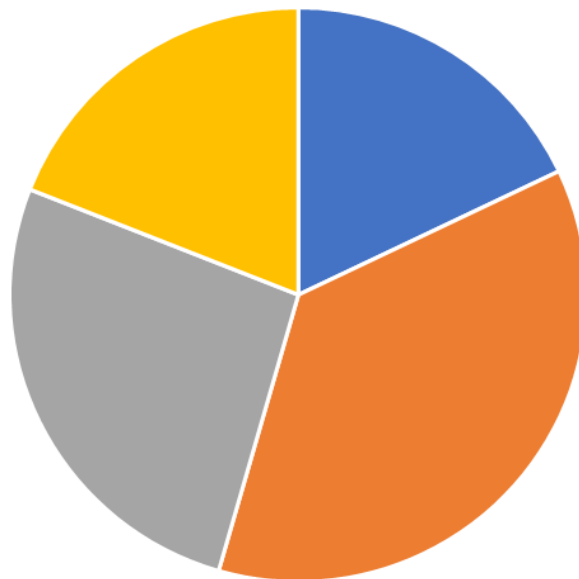
Incident Category Split all Partners Q1-Q3 All Partners



Footage Request Data

The CCTV Control Room recorded a total of 999 footage requests for the CCTV Partners cameras in 2022-23

Footage Requests



■ North Herts ■ Stevenage
■ East Herts ■ Hertsmere

| Partner | Footage Requests |
|-------------|------------------|
| North Herts | 179 |
| East Herts | 265 |
| Hertsmere | 190 |
| Stevenage | 365 |

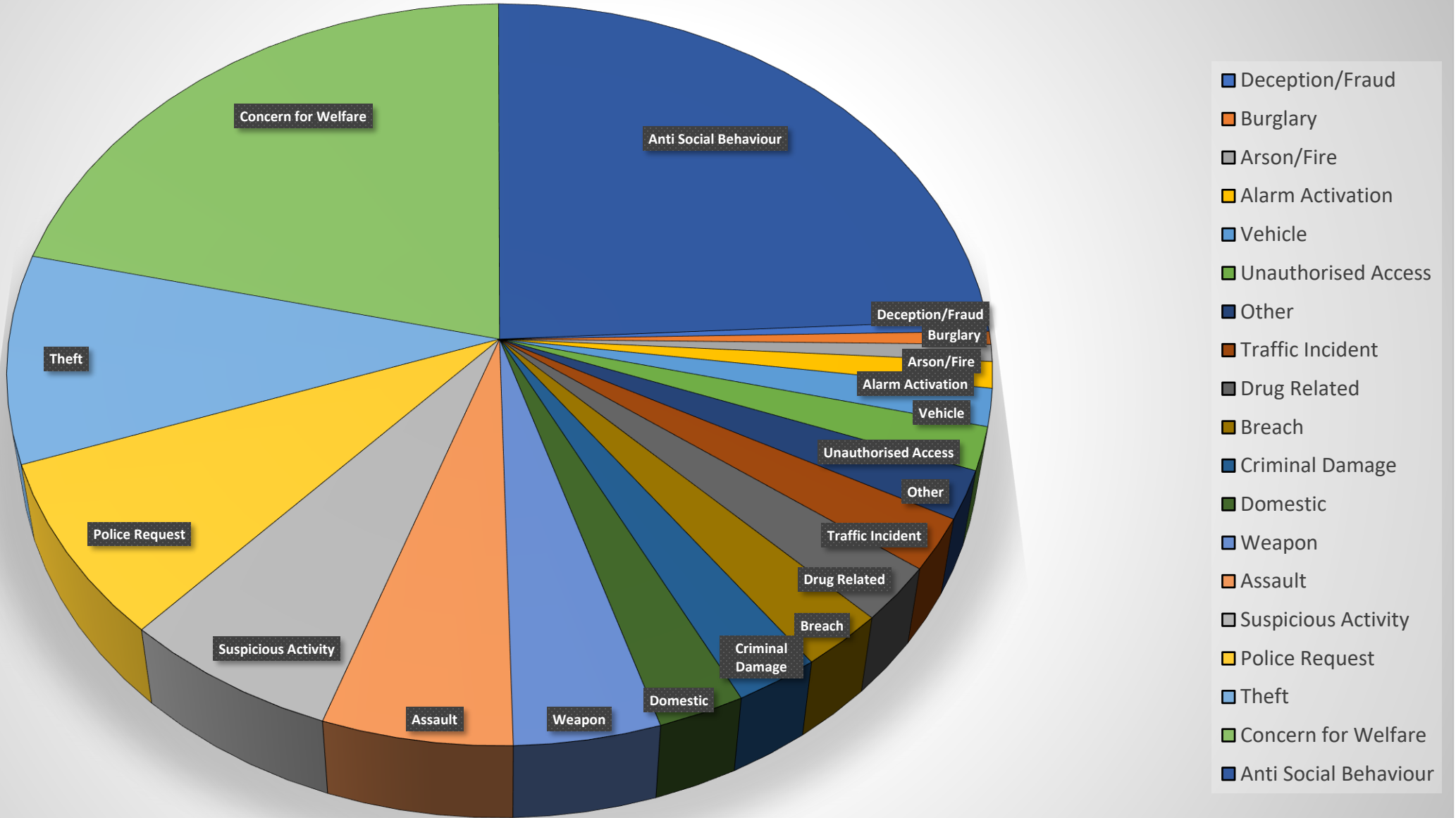
| Category Name | No. of Incidents |
|-----------------------|------------------|
| Deception/Fraud | 6 |
| Burglary | 7 |
| Arson/Fire | 9 |
| Alarm Activation | 14 |
| Vehicle | 20 |
| Unauthorised Access | 23 |
| Other | 26 |
| Traffic Incident | 28 |
| Drug Related | 30 |
| Breach | 31 |
| Criminal Damage | 31 |
| Domestic | 32 |
| Weapon | 54 |
| Assault | 70 |
| Suspicious Activity | 80 |
| Police Request | 95 |
| Theft | 111 |
| Concern for Welfare | 260 |
| Anti Social Behaviour | 296 |

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Stevenage Incidents 2022-2023

- **All Stats relate to incidents in Stevenage including**
 - Town Centre
 - Neighbourhood Centres
 - Old Town
 - Residential Blocks

Stevenage Incidents 2022-2023



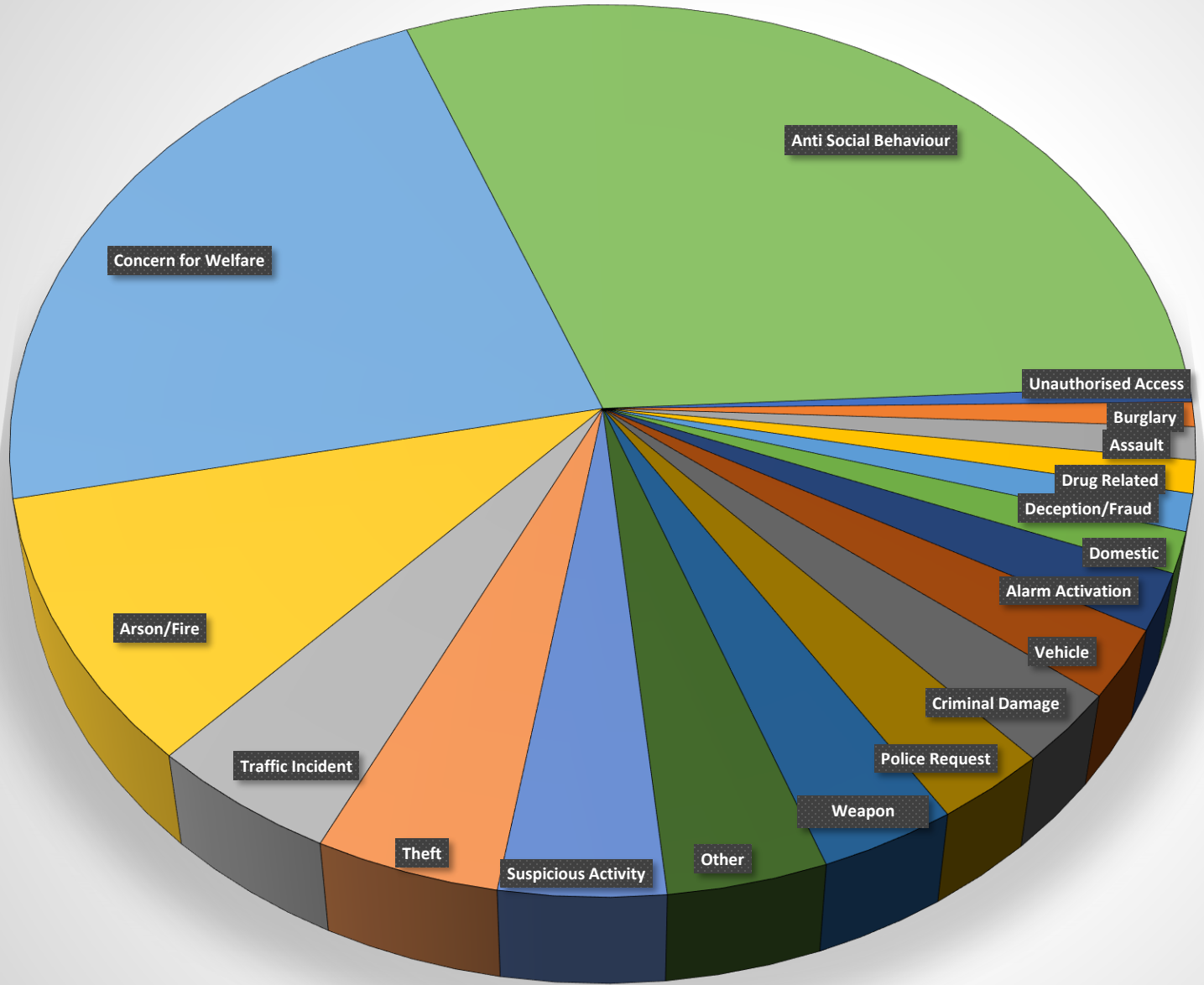
North Herts Incidents 2022-2023

• **All Stats relate to incidents in the towns of:**

- Hitchin
- Letchworth
- Baldock
- Royston
- Knebworth

| Category Name | No. of Incidents |
|-----------------------|------------------|
| Unauthorised Access | 4 |
| Burglary | 6 |
| Assault | 8 |
| Drug Related | 8 |
| Deception/Fraud | 9 |
| Domestic | 10 |
| Alarm Activation | 14 |
| Vehicle | 17 |
| Criminal Damage | 18 |
| Police Request | 19 |
| Weapon | 23 |
| Other | 27 |
| Suspicious Activity | 28 |
| Theft | 31 |
| Traffic Incident | 32 |
| Arson/Fire | 66 |
| Concern for Welfare | 150 |
| Anti Social Behaviour | 202 |

North Herts Incidents 2022-2023



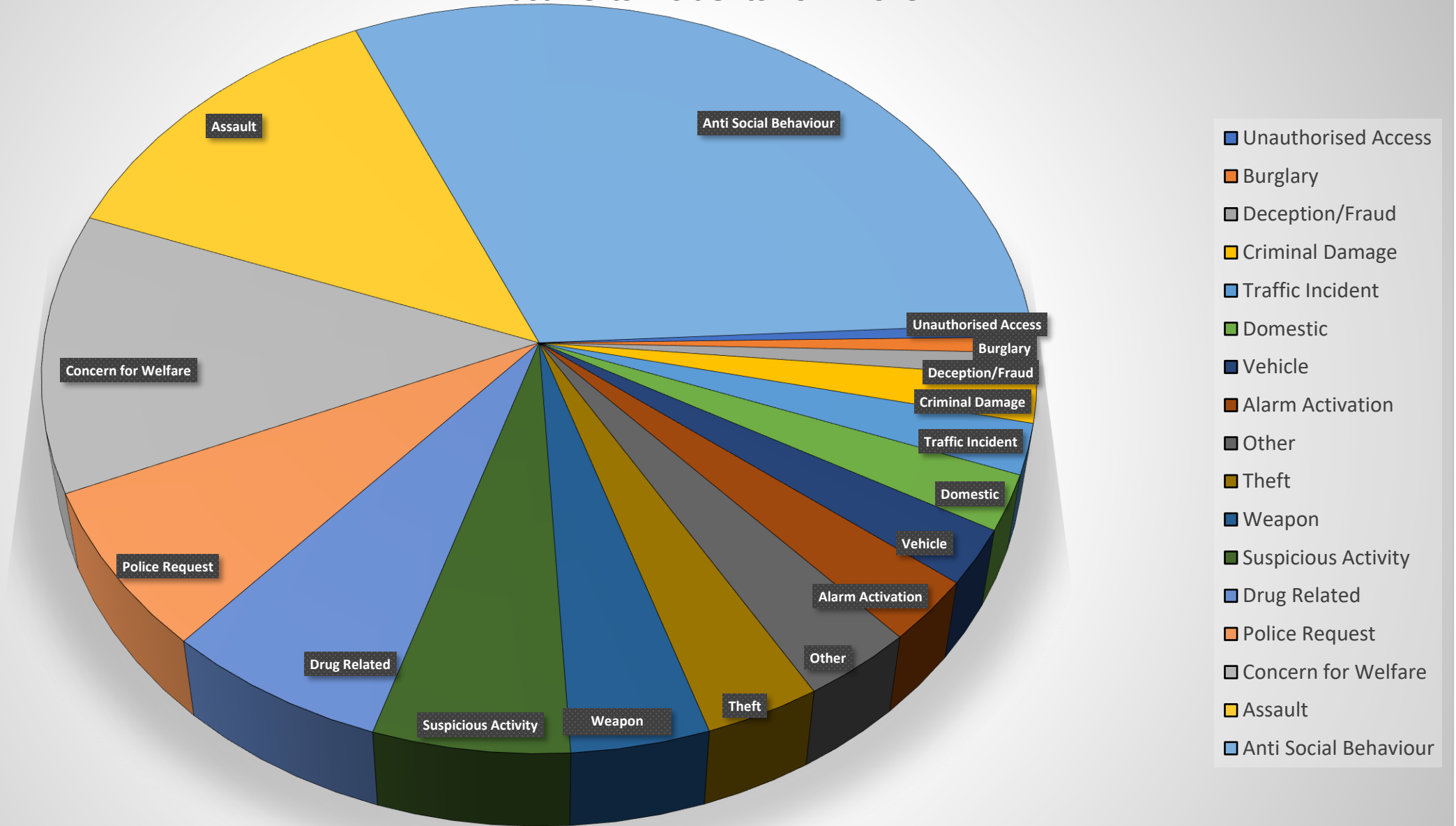
- Unauthorised Access
- Burglary
- Assault
- Drug Related
- Deception/Fraud
- Domestic
- Alarm Activation
- Vehicle
- Criminal Damage
- Police Request
- Weapon
- Other
- Suspicious Activity
- Theft
- Traffic Incident
- Arson/Fire
- Concern for Welfare
- Anti Social Behaviour

| Category Name | No. of Incidents |
|-----------------------|------------------|
| Unauthorised Access | 5 |
| Burglary | 6 |
| Deception/Fraud | 9 |
| Criminal Damage | 17 |
| Traffic Incident | 19 |
| Domestic | 21 |
| Vehicle | 21 |
| Alarm Activation | 24 |
| Other | 29 |
| Theft | 30 |
| Weapon | 36 |
| Suspicious Activity | 51 |
| Drug Related | 58 |
| Police Request | 61 |
| Concern for Welfare | 105 |
| Assault | 111 |
| Anti Social Behaviour | 268 |

East Herts Incidents 2022-2023

- **All Stats relate to incidents in the towns of:**
 - Hertford
 - Ware
 - Bishops Stortford
 - Stanstead Abbots

East Herts Incidents 2022-2023

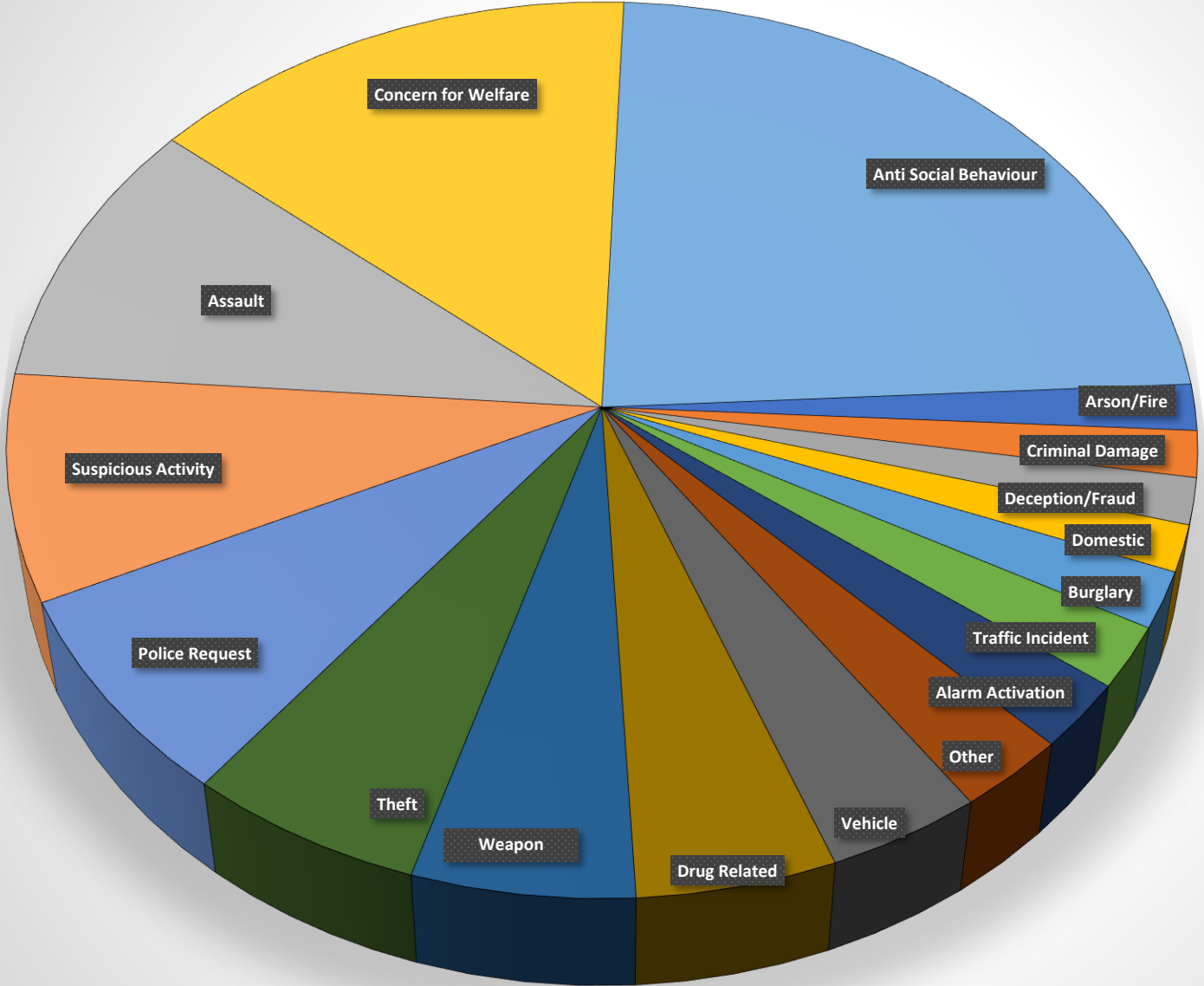


| Category Name | No. of Incidents |
|-----------------------|------------------|
| Arson/Fire | 9 |
| Criminal Damage | 9 |
| Deception/Fraud | 9 |
| Domestic | 9 |
| Burglary | 11 |
| Traffic Incident | 12 |
| Alarm Activation | 13 |
| Other | 15 |
| Vehicle | 21 |
| Drug Related | 27 |
| Weapon | 30 |
| Theft | 32 |
| Police Request | 40 |
| Suspicious Activity | 44 |
| Assault | 53 |
| Concern for Welfare | 79 |
| Anti Social Behaviour | 127 |

Hertsmere Incidents 2022-2023

- **All Stats relate to incidents in the towns of:**
 - Borehamwood
 - Bushey
 - Potters Bar

Hertsmere Incidents 2022-2023



- Arson/Fire
- Criminal Damage
- Deception/Fraud
- Domestic
- Burglary
- Traffic Incident
- Alarm Activation
- Other
- Vehicle
- Drug Related
- Weapon
- Theft
- Police Request
- Suspicious Activity
- Assault
- Concern for Welfare
- Anti Social Behaviour

Call Sources

The CCTV Control Room incidents come from a number of different sources as explained in this slide

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Controller: the CCTV Controller has monitored this incident pro-actively

Police Airwaves: A call via the Police Airwaves Radio to the control room

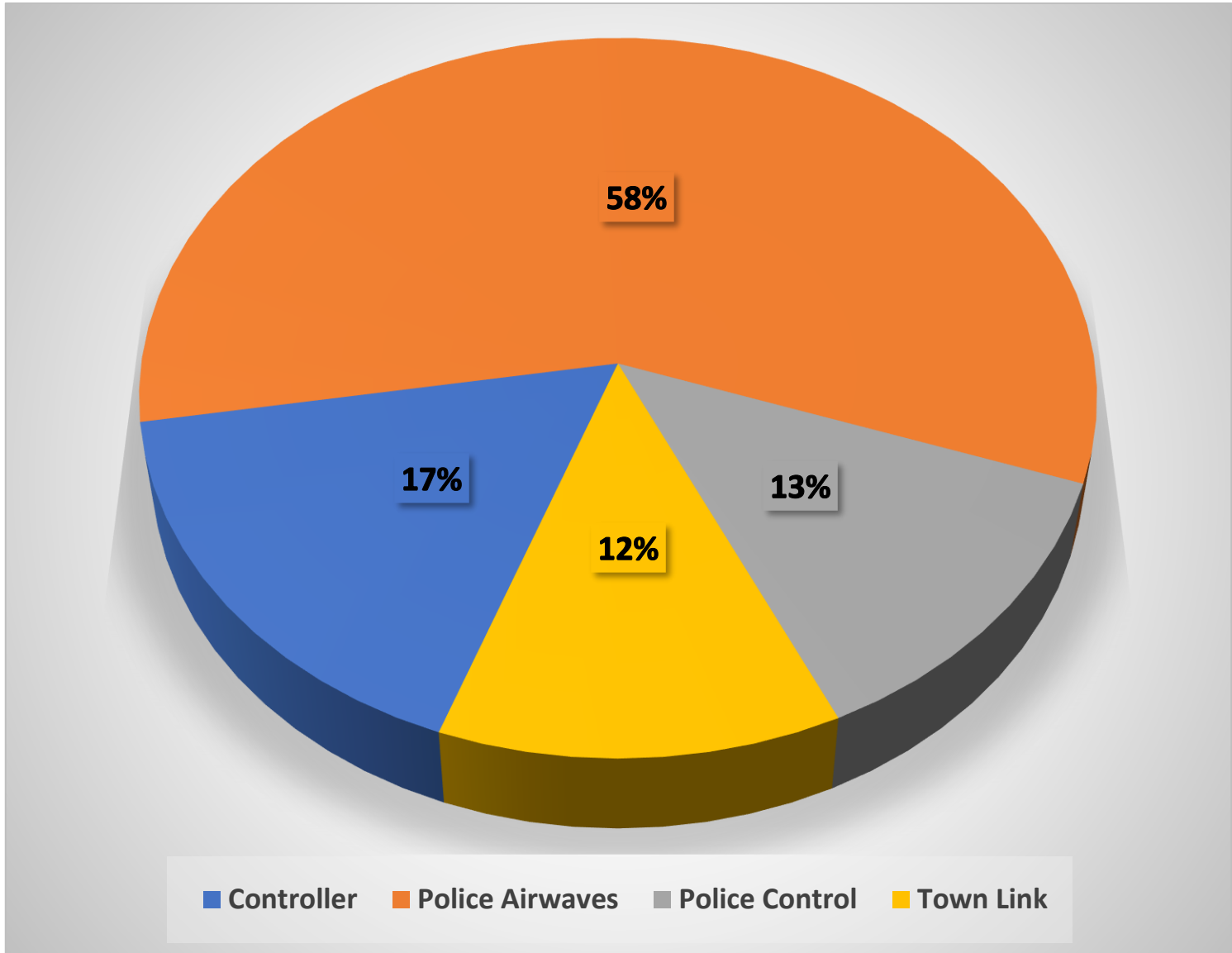
Police Control: The Police Control Room Operator has called the CCTV Control Room via the telephone

Town Link: A call from a member of the Town Link or Pub Link Radio Scheme in the respective town.

Partnership Incidents by Call Source 2022-23

| Source | Count |
|-----------------|-------|
| Controller | 548 |
| Police Airwaves | 1881 |
| Police Control | 415 |
| Town Link | 406 |

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Draft Internal Audit Report

Stevenage Borough Council – CCTV Audit 2022/23

January 2023

| | |
|---------------------------|---|
| Issued to: | Sarah Pateman – Community Safety Manager Mike Read – CCTV Manager |
| Copied to: | Rob Gregory – Operations Director for Housing & Development (Final version only) Clare Fletcher – Strategic Director (CFO) (Final version only) |
| Report Status: | Draft |
| Reference: | S203/22/001 |
| Overall Assurance: | Substantial |
| Recommendations: | 1 Low Priority |

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| 2. Assurance by Risk Area | 5 |
| Appendix A – Management Action Plan | 6 |
| Appendix B - Definitions of Assurance and Finding Priorities | 7 |

1. EXECUTIVE SUMMARY

Introduction

- 1.1 Internal Audit provides Stevenage Borough Council with an independent and objective opinion on the organisation's governance arrangements, encompassing internal control and risk management, by completing an annual risk-based internal audit plan. This audit forms part of the approved 2022/23 Internal Audit Plan.
- 1.2 Hertfordshire CCTV Partnership Ltd is a company providing services to Stevenage Borough Council, East Herts Council, Hertsmere Borough Council and North Herts Council. The aim is to reduce the fear of crime across public areas, specifically around residential communities, business premises and schools. The Hertfordshire CCTV Partnership currently operates in 15 towns across Hertfordshire and Bedfordshire. It also covers a large number of schools and private premises via an extensive ADPRO video network.
- 1.3 The purpose of this review is to provide assurance to the Council regarding the contract management and performance management arrangements currently in place for the Partnership, including oversight of the limited company.

Overall Audit Opinion

- 1.4 Based on the work performed during this audit, we can provide overall **Substantial Assurance** that there are effective controls in operation for those elements of the risk management processes covered by this review. These are detailed in the Assurance by Risk Area Table in section 2 below.
- 1.5 Our overall opinion was informed by completing testing and holding discussions with the CCTV Manager. Our enquiries confirmed that various forums are in place, providing satisfactory direction and correction to business matters and operations. Stevenage Borough Council is represented at these forums and is an active participant. The terms of reference for each forum were not requested. We have therefore not identified whether there is any tangible overlap or duplication of effort. However, minutes obtained do evidence a distinction between company and partnership led matters. There is also evidence of a close working relationship between the CCTV Manager and the Manager of the Control Room & Operatives.
- 1.6 In relation to the performance management arrangements, we have concluded that there is an effective calendar of associated meetings in place. These meetings address the matters relating to performance and CCTV related outcomes. However, it was noted that the roles of the CCTV Manager and the Manager of the Control Room overlap in certain areas relating to the submission and reporting of information required for the various meetings that take place. After discussion with the CCTV Manager, he also explained that the creation of the figures for the Board and the website are collated with the Manager of the Control Room, as they are taken from the incident database that is held on their computers. It was further noted that the monitoring of KPI's was quite subjective in nature and requires judgement to be made by the CCTV Manager, rather than being supported by evidence or predetermined criteria.

- 1.7 With regards to the service cost apportionment part of the audit, and after discussion with the CCTV Manager, it was explained that the process is largely actioned by Stevenage Borough Council's accounts team. There are certain aspects that the CCTV Manager is involved in, confirming the core camera count for example, and dealings within the Partnership such as housing, car parks and redeployable camera's, all of which are confirmed by the CCTV Manager and then sent on to the accounts team to be actioned. Therefore, we feel that after viewing the processes the method of cost apportionment has been agreed and approved in practice.
- 1.8 For definitions of our assurance levels, please see Appendix B.

Summary of Recommendations

- 1.9 This report has one finding. This finding is rated as low priority and relates to the observance of KPI monitoring and scoring.
- 1.10 Please see Management Action Plan at Appendix A for further detail.

Annual Governance Statement

- 1.11 This report provides good levels of assurance to support the Annual Governance Statement.

2. ASSURANCE BY RISK AREA





2.1 Our specific objectives in undertaking this work, as per the Terms of Reference, were to provide the Council with assurance on the adequacy and effectiveness of internal controls, processes, and records in place to mitigate risks in the following areas:

| Risk Area | No | Limited | Reasonable | Substantial |
|--|-----------|----------------|-------------------|--------------------|
| Existing arrangements ensure the design and operating effectiveness of any contract managements arrangements are in place. | | | | |
| Framework for monitoring actual performance against the services and aims and objectives. This includes any performance metrics and the reporting thereof. | | | | |
| Existing arrangements to ensure that the methodology for apportioning the costs of the CCTV across service users. | | | | |
| Overall | | | | |

2.2 See definitions for the above assurance levels at Appendix B.

| No. | Finding / Associated Risk | Priority | Recommendation | Management Response | Target Date |
|--|--|------------|--|------------------------------------|-------------|
| <p>1.</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 46</p> | <p>Performance Management</p> <p>During our testing we found that the procedure carried out for the monitoring and scoring of KPI's is subjective in nature. There is minimal supporting information and no clear guidance of what the scoring is based upon.</p> <p><u>Associated Risk</u></p> <p>Where there is no clearly defined guidance relating to the scoring of the KPI's in place there is an increased risk of lack of visible transparency concerning the monitoring and recording of the outcomes.</p> | <p>Low</p> | <p>We recommend that the KPI's are reviewed and more clearly defined, with objective criteria upon which to base the scoring. Furthermore, a manual and or guidance could be produced so that there is a transparent understanding by all parties of what is expected.</p> | <p>Responsible Officer:</p> | |

| Assurance Level | Definition |
|--------------------|--|
| Substantial | A sound system of governance, risk management and control exists, with internal controls operating effectively and being consistently applied to support the achievement of objectives in the area audited. |
| Reasonable | There is a generally sound system of governance, risk management and control in place. Some issues, non-compliance or scope for improvement were identified which may put at risk the achievement of objectives in the area audited. |
| Limited | Significant gaps, weaknesses or non-compliance were identified. Improvement is required to the system of governance, risk management and control to effectively manage risks to the achievement of objectives in the area audited. |
| No | Immediate action is required to address fundamental gaps, weaknesses or non-compliance identified. The system of governance, risk management and control is inadequate to effectively manage risks to the achievement of objectives in the area audited. |

| Priority Level | | Definition |
|----------------|-----------------|--|
| Corporate | Critical |  Audit findings which, in the present state, represent a serious risk to the organisation as a whole, i.e. reputation, financial resources and / or compliance with regulations. Management action to implement the appropriate controls is required immediately. |
| Service | High |  Audit findings indicate a serious weakness or breakdown in control environment, which, if untreated by management intervention, is highly likely to put achievement of core service objectives at risk. Remedial action is required urgently. |
| | Medium |  Audit findings which, if not treated by appropriate management action, are likely to put achievement of some of the core service objectives at risk. Remedial action is required in a timely manner. |
| | Low |  Audit findings indicate opportunities to implement good or best practice, which, if adopted, will enhance the control environment. The appropriate solution should be implemented as soon as is practically possible. |

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Hertsmere Borough Council

| | |
|----------------------------------|---|
| Meeting name & Date | CCTV Joint Executive 12 April 2023 |
| Agenda item | 6 |
| Report title | Officer Management Board report |
| Report reference no. | |
| Wards affected | All wards. |
| Report author, job title & email | Ian Couper, Service Director: Resources, North Herts Council ian.couper@north-herts.gov.uk |
| List of Appendices | None. |
| Reason for urgency | Not applicable. |

| | |
|-----------------------|----------------------------------|
| Is it a Key Decision? | No. |
| Call-in expires on | |
| Exempt from Call-in | Not applicable. |
| Portfolio holder | Community Safety and Performance |

Public Report - this report is available to the public.

1 Recommendations

That the Joint Executive:

- 1.1 Notes the work carried out by the Officer Management Board since the last meeting of the Joint Executive
- 1.2 Confirm that the basis for splitting the remaining costs between the partners for use of the control room monitoring will be based on the method set out in paragraph Y.
- 1.3 Notes the forecast year end position for 2022/23.
- 1.4 Approves the budget for 2023/24.
- 1.5 Notes that partnership expansion is dependent on actions by those looking to join the partnership.

2 Purpose of this report

- 2.1 To inform the Committee of the work undertaken by the Officer Management Board since the last Joint Executive, and to agree financial proposals in relation to the allocation of costs.

3 Reasons for recommendation

- 3.1 To give Executive members an opportunity to comment and give feedback regarding the work carried out by the Officer Management Board. To make decisions where they are required by the Terms of Reference of the Joint Executive.

4 Alternative options

5 Background

Charging Hertfordshire CCTV Partnership Limited

- 5.1 At the last Joint Executive meeting in September, the principle of how the CCTV company would be charged for their use of the control room was discussed. It was agreed that there was not enough information in the report to allow a decision to be made. It was therefore resolved that this should be taken as a delegated decision, as that would allow the company to be informed of the level of the charge for 2022/23 more quickly. The intention was to hold a single briefing involving at least one Member from each of the Partners. As that turned out to be very difficult to co-ordinate after multiple attempts to schedule meetings, these briefings were held individually with each Council, i.e. four in total. Following that the Officer Management Board decided that it would be best to wait until this Joint Executive meeting to confirm the outcome of those discussions. The following paragraphs set out the history of charges to the company, options for 2022/23 onwards and the recommended option.
- 5.2 The company was formed following legal advice in 2014/15 about the legality of the Partnership trading directly with third parties. The company took on all the non-partner contracts and also sought to grow their business. During the period between then and 2019, the company gained some large contracts but then lost them again, due to competition from other providers. Some of the growth also included where the Council partners had increased their number of cameras. A decision of the Joint Executive taken in June 2019 was that all Partner cameras should be through the Partnership. Prior to this decision the Company were paying 52% of the direct monitoring costs and a lower contribution to other costs (including staffing), to give an overall allocation of around 44%. As part of the decision, it was agreed that the company contribution should reduce, and the workings showed this reducing to around 33%. But the report also noted that more work was required to set a fairer charge to the company based on actual use.

- 5.3 If the company continued to be charged based on the arrangements that were in place in June 2019, then the charge for 2022/23 would be approximately £234k. Based on 1/3rd of a total forecast cost of £702k. This set level of charge was not accepted by the company as it would not fairly reflect any changes to their camera numbers, particularly when they went through a period where they were losing business. That in turn could make it unviable for them to continue trading. Even when Councils are acting as the company shareholders they have to be aware that the Directors are required to act in the interests of the company. The CCTV Management Board/ CCTV Joint Executive are actually acting primarily as a supplier of services to the Company, which means there is a need to treat negotiations on pricing on that basis.
- 5.4 As an alternative to the above, two further options were considered:
1. The company would pay a charge based on their proportion of total camera numbers. This proportion would be applied to all costs. The camera split would be reviewed on a quarterly basis. Based on year end numbers for 2023/23 this would equate to a charge of £191k. The issues identified with this were:
 - It could lead to high volatility in the amount paid by the company, including very quick changes in the price they pay due to decisions made by Partners. This would make it difficult for the company to develop a pricing structure for their customers.
 - It doesn't reflect that the company benefit from having access to a control room that allows them to easily grow their customer base.
 2. The company would pay a charge based on (a) half of the fixed costs of running the CCTV service (e.g. management, property, transport and support/ recharge costs) These are costs that are considered to not vary with changes in Camera Unit numbers. The charge will be based on the budget at the start of each year. PLUS (b) A fixed cost per camera for monitoring and maintenance. These are costs that are considered will vary with the number of camera units. The charge per camera unit is set at the start of each year and based on costs incurred by the Partnership. The number of cameras is updated on a quarterly basis. The company currently have 90 camera "units". The cost per camera based on the budget set at the start of 2022/23 was £1,856. PLUS (c) Half of any capital investment required in the control room. For 2022/23 it is currently estimated that the total charge will be £230k. (for elements a and b).
- 5.5 As was set out in the September Joint Executive report, it is recommended that option 2 is adopted, as this is seen as the best balance between a fair share of costs, easy to administer and gives the company some cost certainty when setting their prices. This option has been discussed as a principle with the Company Directors and they are supportive.
- 5.6 Note that a camera unit is defined based on the number and type of cameras in any location, and attempts to reflect the total amount of work involved with that camera. A single camera in a specific location will always be charged as one camera unit. Where the company is providing cameras that require active monitoring (rather than reactive monitoring) then each camera will always be charged as a camera unit. Where there are multiple

reactive cameras in a location, these will be grouped together to form a camera unit. The maximum number of cameras that will form one unit will be 16, and it will usually be less than this.

- 5.7 In the second recommendation, the Joint Executive are asked to approve that the basis for charging the company is as per option 2 above.
- 5.8 The company also have a Sales/ Marketing post that is being employed via Stevenage Borough Council, and fully recharged to the company, so this sits outside of the charging arrangement described above.

Sharing the remaining costs between partners

- 5.9 After the company have been charged for their share of the costs of the control room, the remaining costs must be shared between partners. The partnership agreement already sets out that for revenue costs (i.e. day-to-day costs, not investment in assets) this should be based on camera numbers.
- 5.10 At the last Joint Executive, it was agreed that there should be a distinction between active cameras (e.g. town centre cameras that are constantly displayed in the control room) and reactive cameras (e.g. cameras in other locations that are only monitored when the control room is informed of an incident). Mobile cameras are treated as active cameras due to the work involved in moving them around. Based on advice it was determined that active cameras would have a weighting of 1 and reactive cameras a weighting of 1/16.
- 5.11 The split of costs between partners would not be subject to setting a per camera rate at the start of the year, as it is necessary that all costs are fully shared by year end. To reflect that camera numbers can change during the year (e.g. Stevenage are increasing the number of housing related cameras monitored through the control room), the number of units will be calculated at the end of each quarter and an average then calculated over the year. Although camera numbers have been fairly stable during 2022/23 so the year end position will be used. This gives the following cost split for 2022/23:

| | Partnership Proactive Cameras (charged at 1 unit) | Partnership Reactive Cameras (charged at 1/16th units) | Total camera "units" | % of total |
|--------------|--|---|-----------------------------|-------------------|
| Stevenage | 87 | 328 | 108 | 45% |
| North Herts | 48 | 16 | 49 | 20% |
| East Herts | 41 | 101 | 47 | 20% |
| Hertsmere | 36 | 14 | 37 | 15% |
| Total | 212 | 459 | 241 | 100% |

Forecast year end position

- 5.12 Although it is after the end of the financial year, the Stevenage Accounts team are still working on the final adjustments required to get to the final

position. So the year end position below is a forecast and may still change slightly. The charges to the company and splits between partners are based on the recommendations above, so will be different if alternative decisions are made:

| | 2022/23 Year End forecast | Basis of recharge to company |
|---|----------------------------------|---|
| Salaries excluding additional company sales post | 75,070 | 50% |
| Premises | 36,310 | 50% |
| Transport | 880 | 50% |
| Supplies and Services (monitoring contract) | 575,110 | Based on camera units and charge rate of £1,856 |
| Recharges | 14,320 | 50% |
| Total costs | 701,690 | |
| Charge to company | | |
| • 50% of 'fixed' costs | 63,290 | |
| • Share of monitoring costs (90 camera units at £1,856) | 167,084 | |
| • TOTAL | 230,374 | |
| Remaining costs to be shared by partners | 471,316 | |
| • Stevenage share | 210,507 | |
| • North Herts share | 95,952 | |
| • East Herts share | 92,648 | |
| • Hertsmere share | 72,209 | |

2023/24 Budget

5.13 The Joint Executive are asked to approve the expenditure budget for 2023/24.

| | 2023/24 Budget | Reason for change from 2022/23 |
|--|-----------------------|--|
| Salaries excluding additional company sales post | 77,130 | Increased in line with expected pay award, still to be determined and could be higher. |
| Premises | 51,470 | Increase due to inflation on utilities and other building costs |
| Transport | 880 | |
| Supplies and Services (monitoring contract) | 586,860 | Net 2% increase reflects salary increases to reflect inflation, off-set by reviewing the level of monitoring required. Note that these discussions are still taking place as the implementation date will be at the start of May (the anniversary of the |

| | | |
|--------------------|----------------|----------------------|
| | | contract start date) |
| Recharges | 14,880 | |
| Total costs | 731,220 | |

Partnership Expansion

5.14 As has been set out in previous Joint Executive reports, there have been some productive discussions in relation to expanding the partnership to some other local Councils. In each case we are now waiting for the relevant Councils to make the decisions that they would need to take to progress discussions further. So at this time there is nothing further to report.

6 Financial and budget framework implications

6.1 Section 5 sets out the total costs of the CCTV control room, and proposals on how these costs will be shared. Partner Councils will need to budget for any growth in camera numbers, but otherwise the report sets out how costs will be managed within existing budgets, with some uplift for inflationary pressures.

7 Legal powers relied on and any legal implications

7.1 The decisions in this report are in line with the Terms of Reference for the CCTV Joint Executive, which includes:

- To discuss and agree the strategic and policy issues relating to the jointly owned and operated CCTV Control and Monitoring service.
- To consider operations and performance reports from the CCTV Officer Management Board.

7.2 The charge to the company must be negotiated with the company, and the Directors of the company have to act in the best interests of the company (even though they are also employees of the Partner Councils). The arrangement also must be in accordance with the Subsidy Control Act legislation. Whilst the Partnership do not provide a general open market offer for CCTV monitoring services, it is believed that the terms offered to the CCTV company would be broadly in line with what would be available on the open market, and therefore would not distort the market.

8 Efficiency gains and value for money

8.1 None for the purposes of this report.

9 Risk management implications

9.1 There are no specific risks arising from this report. There is a need to formalise the charging arrangements with the CCTV company and between partners, to ensure effective budget planning and good governance.

10 Personnel implications

10.1 None for the purposes of this report.

11 Equalities implications

11.1 There are no specific equalities implications arising from this report.

12 Corporate Plan and policy framework implications

12.1 None for the purposes of this report.

13 Asset management implications

13.1 None for the purposes of this report.

14 Health and Safety implications

14.1 None for the purposes of this report.

15 Background documents used to prepare this report

None

16 Consultation on draft report

16.1 A draft of this report was sent to the following on the following dates:

| Consultee | Report sent | Comments received |
|--|--------------------|--------------------------|
| Officer Board Members from partner Authorities | 24/3/2023 | 30/4/2023 |

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