

18 June 2024

Our Ref CCTV Partnership Joint Executive 24
June 2024
Contact. Committee Services
Direct Dial. (01462) 474655
Email. committee.services@north-herts.gov.uk

To: Members of the Committee: Councillors Ian Albert, Val Bryant and Mick Debenham

**NOTICE IS HEREBY GIVEN OF A
MEETING OF THE CCTV PARTNERSHIP JOINT EXECUTIVE**

to be held in the

LEA ROOM, WALLFIELDS, HERTFORD

On

MONDAY, 24TH JUNE, 2024 AT 7.00 PM

Yours sincerely,

Jeanette Thompson
Service Director – Legal and Community

****MEMBERS PLEASE ENSURE THAT YOU DOWNLOAD ALL AGENDAS AND REPORTS VIA THE MOD.GOV APPLICATION ON YOUR TABLET BEFORE ATTENDING THE MEETING****

Agenda Part I

Item		Page
1.	AGENDA AND REPORTS This meeting is administrated by East Herts Council. The agenda and reports pack is attached or can be viewed here .	(Pages 3 - 48)



James Ellis

Head of Legal and Democratic Services

MEETING : JOINT CCTV EXECUTIVE
VENUE : LEA ROOM, WALLFIELDS, HERTFORD
DATE : MONDAY 24 JUNE 2024
TIME : 7.00 PM

MEMBERS

East Herts Council

Councillors A Daar, M Goldspink and C Wilson

Hertsmere Council

Councillors M Amron, C Gray and P Hodgson-Jones

North Herts Council

Councillors I Albert, V Bryant and M Debenham

Stevenage Council

Councillors L Briscoe, J Hollywell and C McGrath

CONTACT OFFICER: PETER MANNINGS
01279 20174
PETER.MANNINGS@EASTHERTS.GOV.UK

Disclosable Pecuniary Interests

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.

Public Attendance

East Herts Council welcomes public attendance at its meetings and meetings will continue to be live streamed and webcasted. For further information, please email democraticservices@eastherts.gov.uk or call the Council on 01279 655261 and ask to speak to Democratic Services. The Council operates a paperless policy in respect of agendas at committee meetings and the Council will no longer be providing spare copies of Agendas for the Public at Committee Meetings. The mod.gov app is available to download for free from app stores for electronic devices. You can use the mod.gov app to access, annotate and keep all committee paperwork on your mobile device. Visit <https://www.eastherts.gov.uk/article/35542/Political-Structure> for details.

Audio/Visual Recording of meetings

Everyone is welcome to record meetings of the Council and its Committees using whatever, non-disruptive, methods you think are suitable, which may include social media of any kind, such as tweeting, blogging or Facebook. However, oral reporting or commentary is prohibited. If you have any questions about this please contact Democratic Services (members of the press should contact the Press Office). Please note that the Chairman of the meeting has the discretion to halt any recording for a number of reasons, including disruption caused by the filming or the nature of the business being conducted. Anyone filming a meeting should focus only on those actively participating and be sensitive to the rights of minors, vulnerable adults and those members of the public who have not consented to being filmed.

AGENDA

1. Appointment of Chairman

To appoint a Chairman for the meeting.

2. Apologies

3. Minutes - 26 September 2023 (Pages 5 - 8)

To approve as a correct record the Minutes of the meeting held on 26 September 2023.

4. Chairman's Announcements

5. Declarations of Interest

6. Minutes for CCTV Officers Board 29.05.24 (Pages 9 - 38)

7. Officer Management Board Report (Pages 39 - 46)

8. Date of next meeting

To agree a date for the next meeting.

9. 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.

Hertsmere Borough Council

CCTV Partnership Joint Executive

Minutes of the meeting held in Committee Rooms B & C, Civic Offices, Elstree Way, Borehamwood, WD6 1WA

26 September 2023

Present

Voting Members:

Councillors C Gray (Chair), M Amron, L Briscoe, A Daar, M Goldspink, P Hodgson-Jones and J Hollywell

Officers:

I Couper	Service Director: Resources, North Herts Council
J Geall	Head of Housing and Health, East Herts Council
R Gregory	Assistant Director: Communities and Neighbourhoods, Stevenage Council
M Read	CCTV Operations Manager
H Shade	Head of Partnerships, Community Engagement & Housing
L Kingston	Community Safety Manager
C Liasi	Democratic Services Officer

1. Election of Chair

It was moved, seconded and **RESOLVED** that Councillor C Gray be elected to serve as Chair of the joint CCTV Executive Committee for this meeting.

2. Apologies for Absence

Apologies for absence were received by Councillors I Albert, V Glover-Ward, K Hoskins, J Lloyd and A Willoughby.

3. Minutes of the previous meeting

Resolved that:

The minutes of the meeting of the Joint CCTV Executive Committee held on 5 September 2022 be approved as a correct record for signature by the Chair.

4. Chair Announcements

The Chair advised the Committee that declarations of interest should be declared at the commencement of the relevant agenda item. There were no declarations of interest.

5. CCTV Operations Report

The CCTV Operations Manager presented the report. During 2021/22, a review of operational performance was undertaken which recognised emerging local and national agendas along with the importance of producing robust performance data for partner councils. The control room continued to expand with over 1,100 cameras.

Support Service Group LTD were now embedded as the CCTV Control Room Contractors for the 24 hour, seven days a week monitoring service. This service was re-procured in 2022. A monthly contract meeting was maintained to ensure all contractual obligations were met.

Bishops Stortford and Ware Councils had upgraded their camera stock and the cameras were now installed. North Hertfordshire District Council had completed a review of their CCTV cameras. Capital funding had been agreed with an upgrade of the CCTV cameras to Wireless and High Definition, (HD).

The Operations Manager continued to liaise with police colleagues regarding the Digital Asset Management System project which was a cloud based link between the police downloading suite and the police. Representatives from the partnership would continue to meet with the police regarding this project. A statistical review from April 2022 to March 2023 was included in the report pack. The code of practice was up-to-date and compliant. There had been no changes to report to the Committee and so the website had been uploaded.

A Committee Member asked for clarification on the audit report which stated that Key Performance Indicators (KPIs) needed to be revisited to provide more detail. The Monitoring Officer advised that the revised KPIs had been submitted.

RESOLVED that:

The Joint Executive NOTE the performance of the CCTV partnership to date and NOTE the outcomes as documented.

6. CCTV Officer Management Board

The Head of Housing and Health at East Hearts Council presented the report. For new Members to the Committee, it was advised that the CCTV partnership was established over nine years ago. The CCTV service was able to trade and sell its services to private companies and other councils. A review had been established to investigate dividing the charges as the partnership had to charge the company for the services provided by it. This resulted in 33% of the costs of running CCTV being charged to the company. Further details of the charges could be found at 5.4 - 5.14 of the report.

A Committee Member noted the 2022 underspend which had been returned to the councils and that the company was being proactive in obtaining extra business.

Further points for clarity were requested by a Committee Member regarding:

- whether the recharge to the company was sustainable in terms of their revenue and financial position.
- transparency and democratic accountability

The Head of Partnerships, Community Engagement and Housing, advised that as the chairman of the board for the CCTV company, there was a shareholders' reporting vehicle via the Shareholders and Investment Committee. The company was satisfied with the responses regarding financial sustainability.

Resolved that the Joint Executive:

1.1 Considers and provides any feedback on the work carried out by the Officer Management Board since the last meeting of the Joint Executive meeting.

1.2 Considers and provides any feedback on the year-end financial position for 2022/23.

1.3 Confirms 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 5.11.

1.4 Endorses the budget for 2023/24 and estimated 2024/25 to be used by each partner during their upcoming budget setting processes.

Closure: 6.45 pm

Chair

East Hertfordshire District Council

Meeting name & Date	CCTV Joint Executive, 24th of June 2024 19:00hrs
Agenda item	
Report title	CCTV Operations and Performance Report
Report reference no.	
Wards affected	All wards.
Report author, job title & email	CCTV Operation Manager Steve Cook steve.cook@hertfordshirecctv.co.uk
List of Appendices	Appendix A – April 2023 – March 2024 Partnership Statistics Appendix B –
Reason for urgency	

Is it a Key Decision?	No.
Call-in expires on	<i>This will be five working days after the decision is published (not made). You cannot implement the decision before this date.</i>
Exempt from Call-in	Not applicable.
Portfolio holder	CCTV Joint Executive Committee

Public Report - this report is available to the public.

Exempt Report - this report is not available to the public because it contains exempt information as defined in the following paragraphs of Schedule 12A of the Local Government Act 1972:

1. Information relating to any individual
2. Information which is likely to reveal the identity of an individual
3. Information relating to the financial or business affairs of any particular person (including the authority holding that information)
4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or Minister of the Crown and employees of, or office holders under, the authority
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings
6. Information which reveals that the authority proposes –
 - (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
 - (b) to make an order or direction under any enactment
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime

Meeting CCTV Joint Executive
Portfolio Area Stevenage Direct Services
Date 24th of June 2024



CCTV OPERATIONS AND PERFORMANCE REPORT

Authors Richard Baldock - Procurement, Compliance and CCTV Manager,
Steve Cook – CCTV Operations Manager

Lead Officer Kerry Clifford – AD- Housing and Neighbourhoods

Contact Officer Steve Cook – 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 2024/25 .

2 RECOMMENDATIONS

- 2.1 The Joint Executive is asked to:
- 2.2 Note the performance of the CCTV partnership to date and note the outcomes as documented.

3 BACKGROUND

- 3.1 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 the contractor that operate and monitor the CCTV control room cameras. As per the contract we have a monthly meeting with them. 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 1450 cameras that are now monitored pro-actively and re-actively, for both the Partnership and the Company.
 - 3.6 The police are now using the Digital Asset Management System to download footage securely. This is a cloud-based link between the Police Downloading suite and the Police.
 - 3.7 The Partnership has received one application for RIPA since the last Executive meeting in September 2023. The RIPA was for the Police – Operation Neoterist.
 - 3.8 The Codes of Practice has been updated since the last Joint Executive meeting in September 2023. 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 last Executive meeting in September 2023.
 - 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 2023 – March 2024 – 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 is in place and a forecast for end of life is submitted to the Officers Board at each meeting. Please note this is a working document and may be subject to change.

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 2023/24 Partnership Statistics.

4 REASONS FOR RECOMMENDED COURSE OF ACTION AND OTHER OPTIONS

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.

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.

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.

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]
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]

2023-24

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

Page 21



HERTFORDSHIRE
CCTV
PARTNERSHIP

Page 19



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
Page 23	Begging
	Indecency
	Littering
	Nuisance
	Disorder
Arson/Fire	
Assault	
	Rape
	Sexual Assault
Page 21	ABH
	GBH
	Robbery
Bomb Threat/Suspect Package	

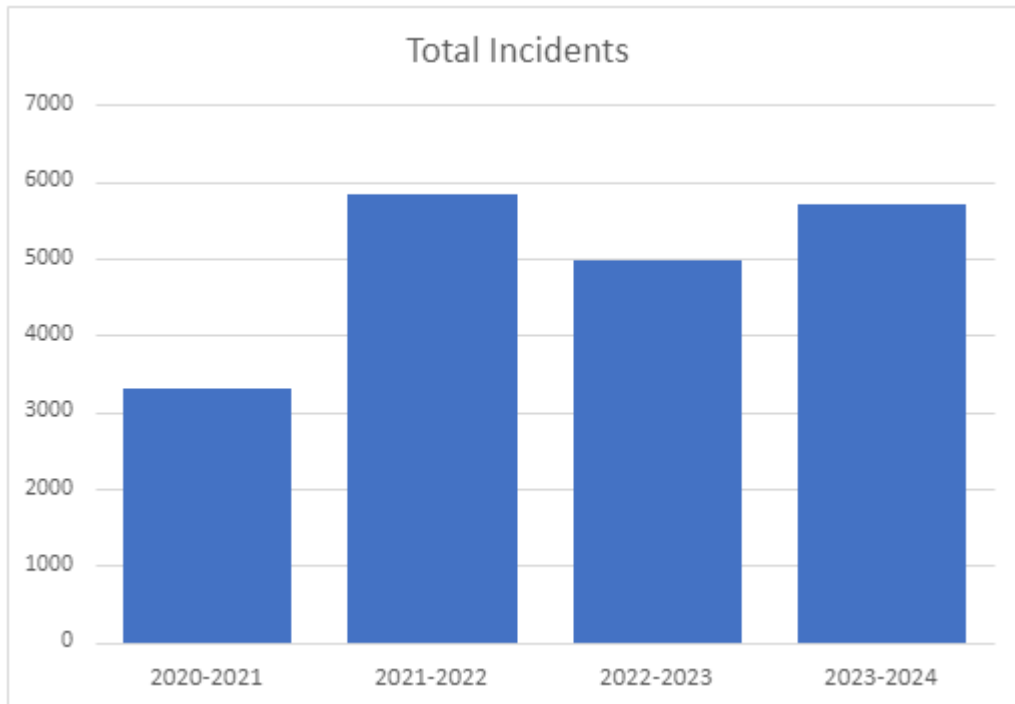
Category	Subcategory
Breach	
	Bail
	Court Order
	Curfew
	CPN
	CBO
Burglary	
	Ram Raid
Concern for Welfare	
	Missing Persons
	Injury
	Mental Health
COVID19 Related	
Criminal Damage	
Deceased	
	Murder
	Sudden Death
	Suicide
Deception/Fraud	
	Banking Protocol
	Extortion
Domestic	
	Assault
	Anti-social
Drug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

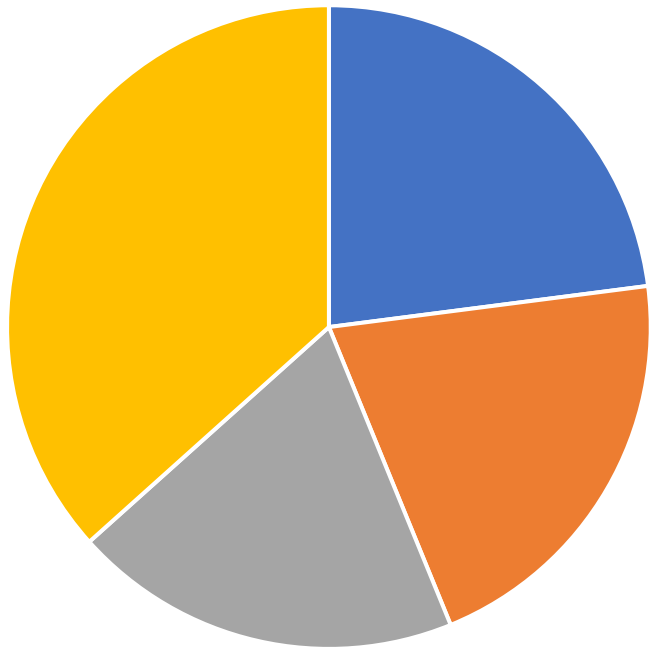
- The CCTV Control Room recorded 5707 Incidents in 2023-24 Relating to CCTV
- This was an increase from 4965 incidents in 2022-23 and a decrease from 5829 the year before



2020-21	2021-22	2022-23	2023-24
3309	5829	4965	5707

Incident Statistics By Partner 2023-2024

Incidents



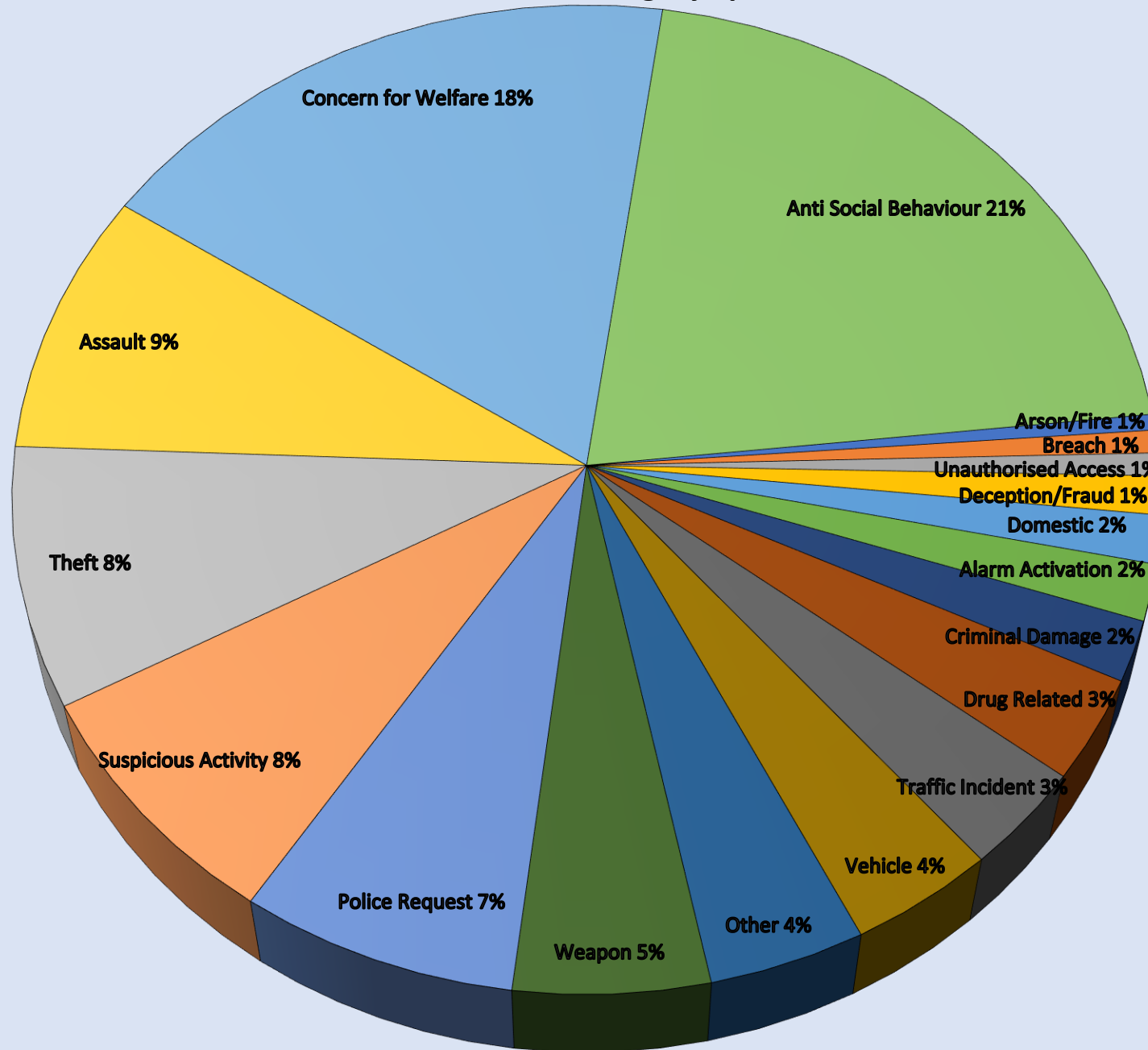
■ North Herts ■ East Herts ■ Hertsmere ■ Stevenage

Partner	Incidents
North Herts	801
East Herts	728
Hertsmere	682
Stevenage	1278

Incident Category Split All Partners 2023 - 2024

Page 24

Page 26

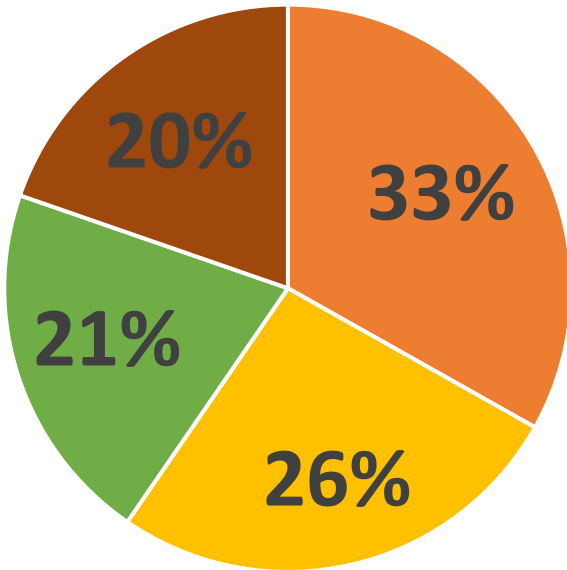


- Arson/Fire
- Breach
- Unauthorised Access
- Deception/Fraud
- Domestic
- Alarm Activation
- Criminal Damage
- Drug Related
- Traffic Incident
- Vehicle
- Other
- Weapon
- Police Request
- Suspicious Activity
- Theft
- Assault
- Concern for Welfare
- Anti Social Behaviour

Footage Request Data

The CCTV Control Room recorded a total of 965 footage requests for the CCTV Partners cameras in 2023-24

Footage Requests



Stevenage East Herts Hertsmere North Herts

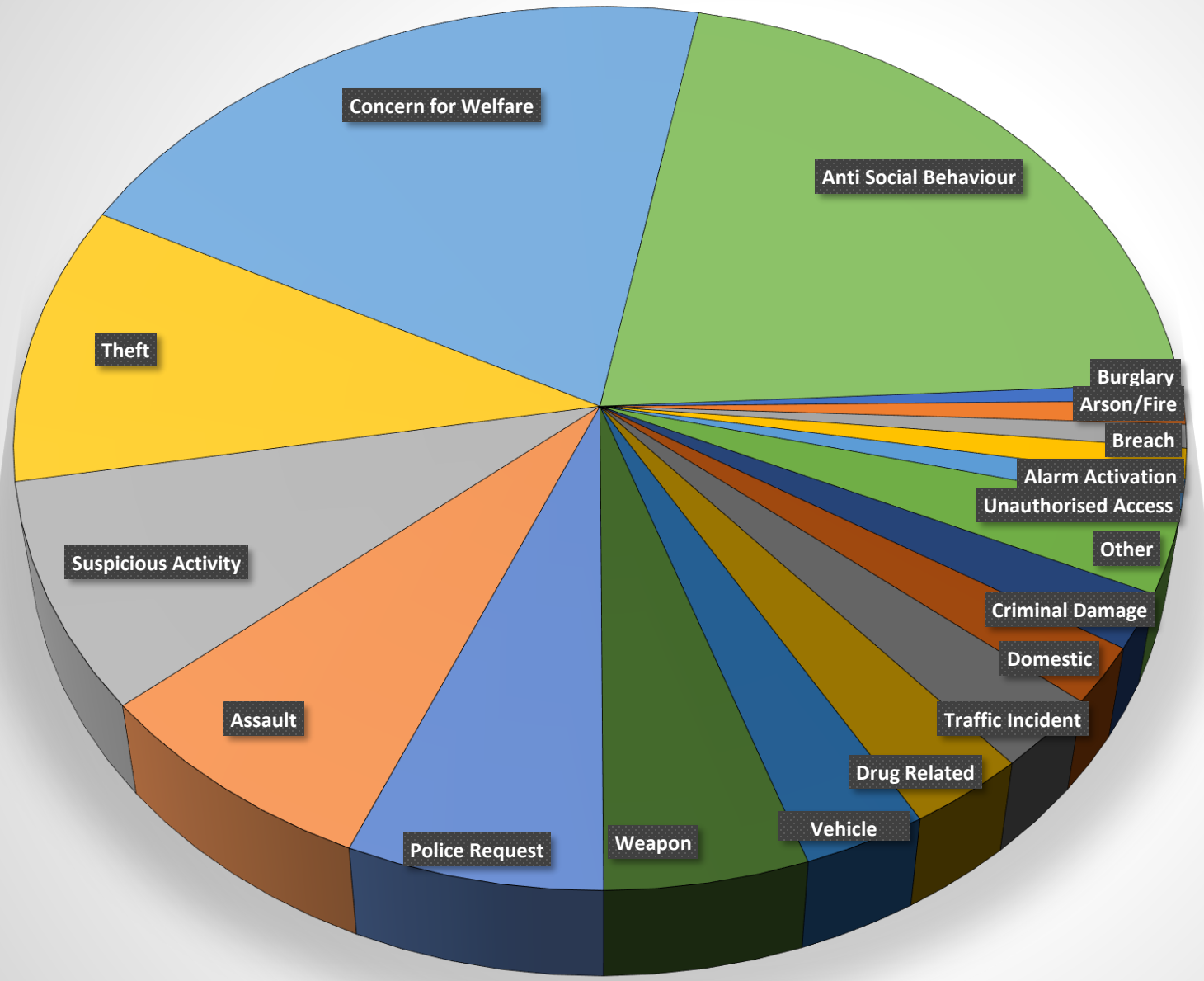
Partner	Footage Requests
North Herts	320
East Herts	255
Hertsmere	200
Stevenage	190

Stevenage Incidents 2023-2024

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

Category Name	No. of Incidents
Burglary	8
Arson/Fire	11
Breach	11
Alarm Activation	14
Unauthorised Access	14
Other	39
Criminal Damage	26
Domestic	27
Traffic Incident	35
Drug Related	38
Vehicle	40
Weapon	66
Police Request	83
Assault	96
Suspicious Activity	107
Theft	131
Concern for Welfare	261
Anti-Social Behaviour	271

Stevenage Incident Category Split – 2023-2024



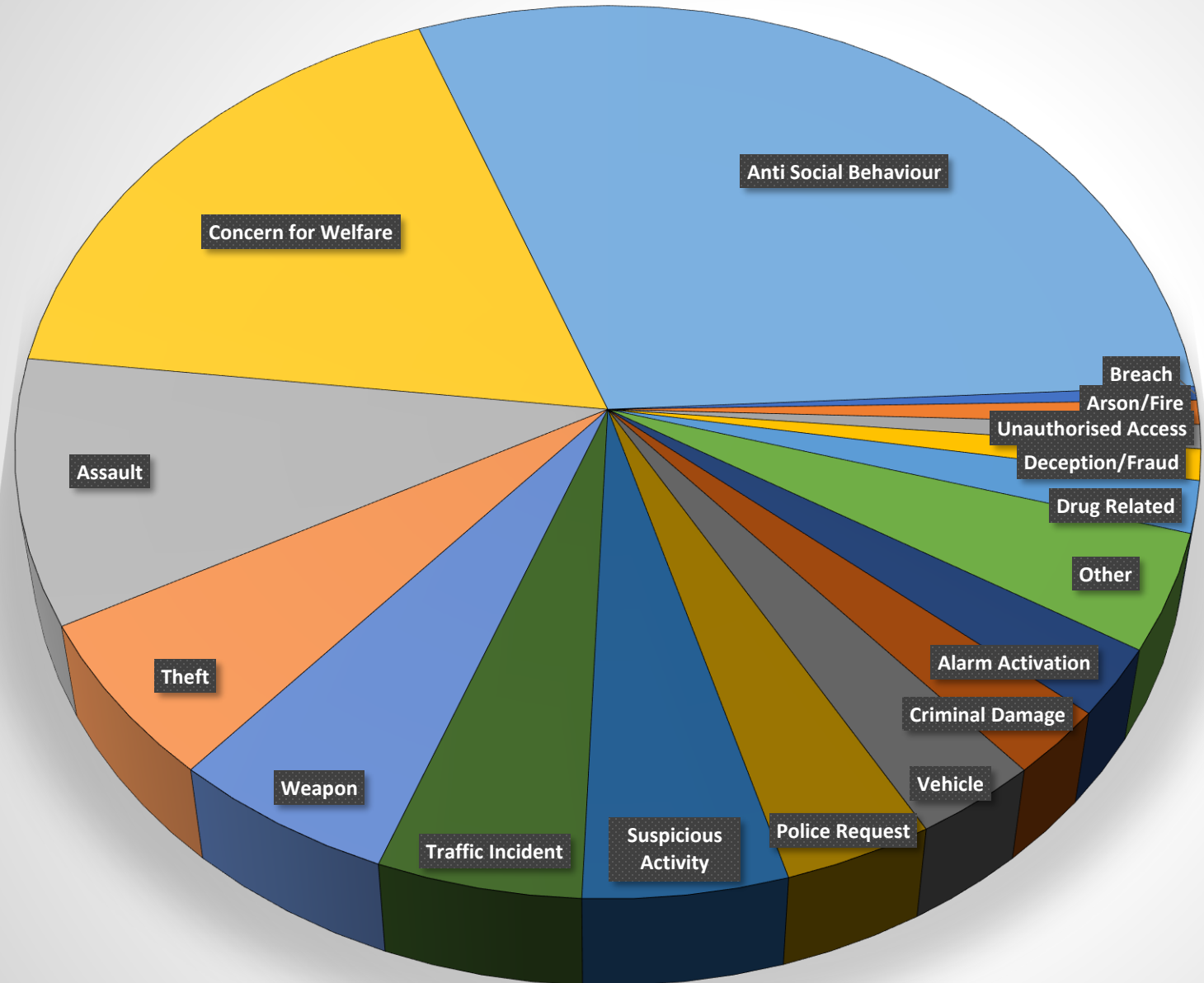
- Burglary
- Arson/Fire
- Breach
- Alarm Activation
- Unauthorised Access
- Other
- Criminal Damage
- Domestic
- Traffic Incident
- Drug Related
- Vehicle
- Weapon
- Police Request
- Assault
- Suspicious Activity
- Theft
- Concern for Welfare
- Anti Social Behaviour

North Herts Incidents 2023-2024

- **All Stats relate to incidents in the towns of:**
- Hitchin
- Letchworth
- Baldock
- Royston
- Knebworth

Category Name	No. of Incidents
Breach	4
Arson/Fire	7
Unauthorised Access	7
Deception/Fraud	9
Drug Related	15
Other	34
Alarm Activation	20
Criminal Damage	20
Vehicle	25
Police Request	30
Suspicious Activity	41
Traffic Incident	41
Weapon	45
Theft	47
Assault	77
Concern for Welfare	140
Anti-Social Behaviour	239

North Herts Incident Category Split – 2023-2024



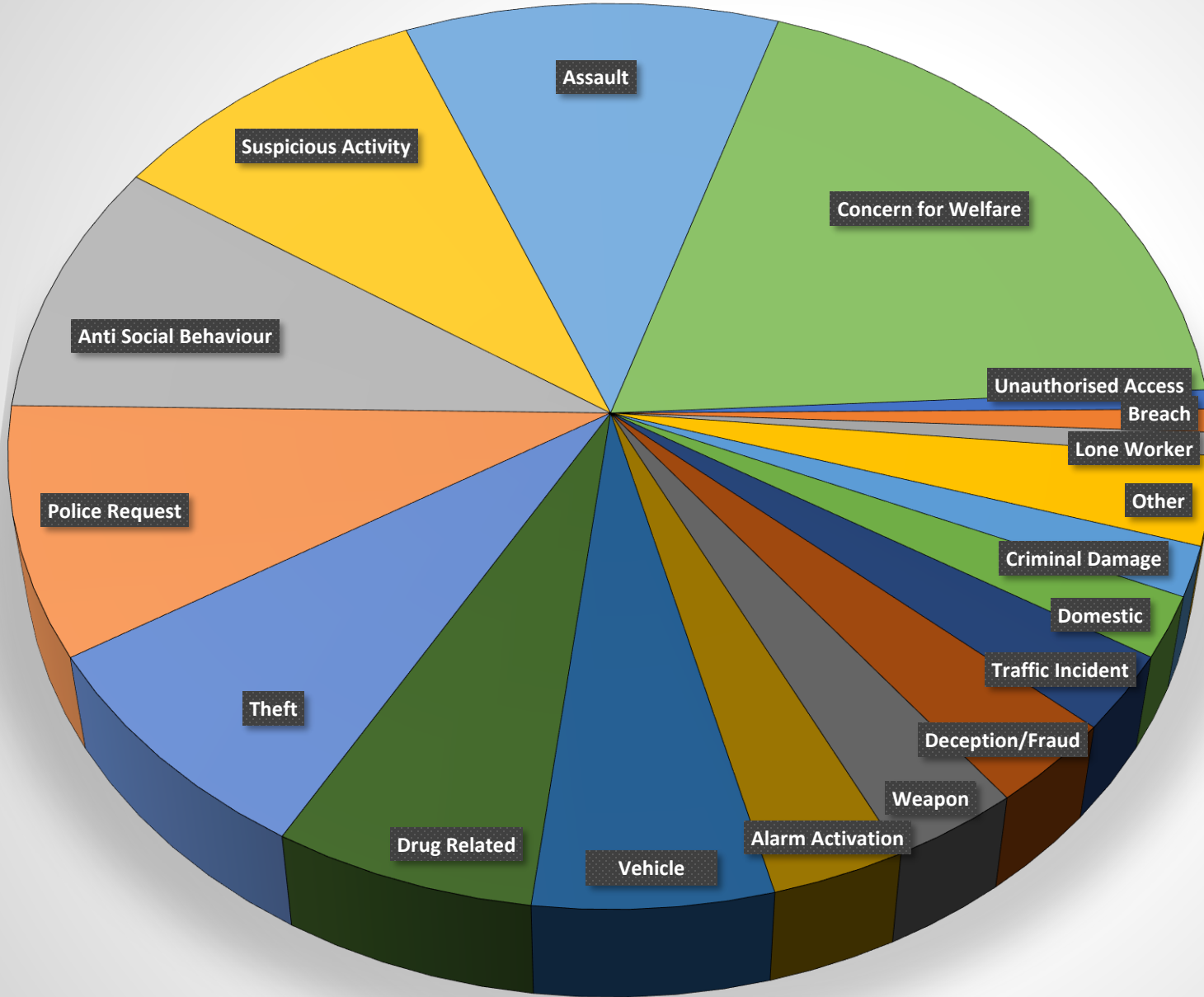
- Breach
- Arson/Fire
- Unauthorised Access
- Deception/Fraud
- Drug Related
- Other
- Alarm Activation
- Criminal Damage
- Vehicle
- Police Request
- Suspicious Activity
- Traffic Incident
- Weapon
- Theft
- Assault
- Concern for Welfare
- Anti Social Behaviour

East Herts Incidents 2023-2024

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

Category Name	No. of Incidents
Unauthorised Access	5
Breach	6
Lone Worker	6
Other	23
Criminal Damage	13
Domestic	16
Traffic Incident	20
Deception/Fraud	23
Weapon	23
Alarm Activation	24
Vehicle	43
Drug Related	47
Theft	58
Police Request	65
Anti-Social Behaviour	66
Suspicious Activity	70
Assault	80
Concern for Welfare	140

East Herts Incident Category Split – 2023 - 2024



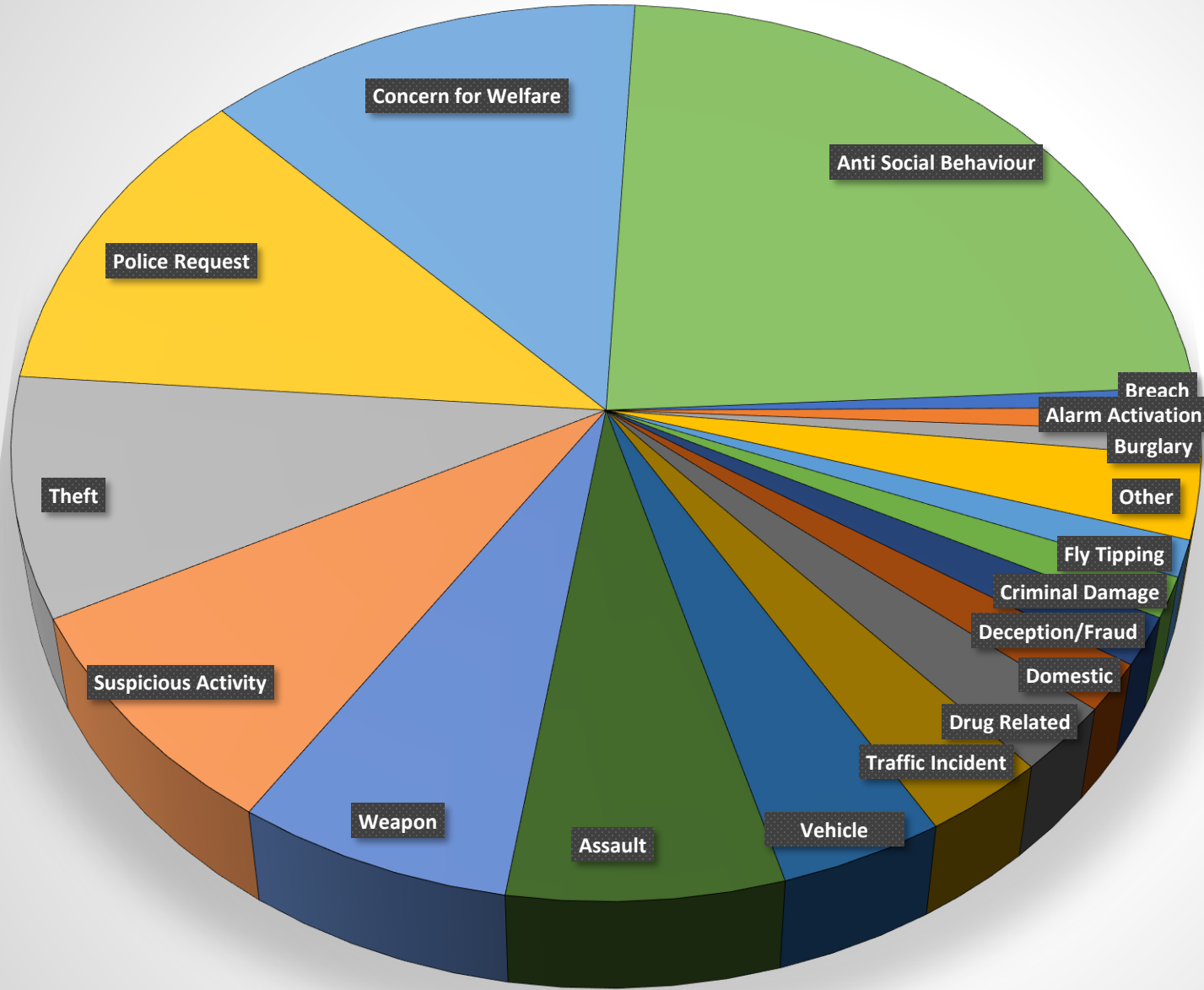
- Unauthorised Access
- Breach
- Lone Worker
- Other
- Criminal Damage
- Domestic
- Traffic Incident
- Deception/Fraud
- Weapon
- Alarm Activation
- Vehicle
- Drug Related
- Theft
- Police Request
- Anti Social Behaviour
- Suspicious Activity
- Assault
- Concern for Welfare

Hertsmere Incidents 2023-2024

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

Category Name	No. of Incidents
Breach	5
Alarm Activation	6
Burglary	6
Other	20
Fly Tipping	9
Criminal Damage	10
Deception/Fraud	12
Domestic	12
Drug Related	17
Traffic Incident	21
Vehicle	28
Assault	47
Weapon	47
Suspicious Activity	56
Theft	59
Police Request	79
Concern for Welfare	89
Anti-Social Behaviour	159

Hertsmere Incident Category Split – 2023-2024



- Breach
- Alarm Activation
- Burglary
- Other
- Fly Tipping
- Criminal Damage
- Deception/Fraud
- Domestic
- Drug Related
- Traffic Incident
- Vehicle
- Assault
- Weapon
- Suspicious Activity
- Theft
- Police Request
- 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

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

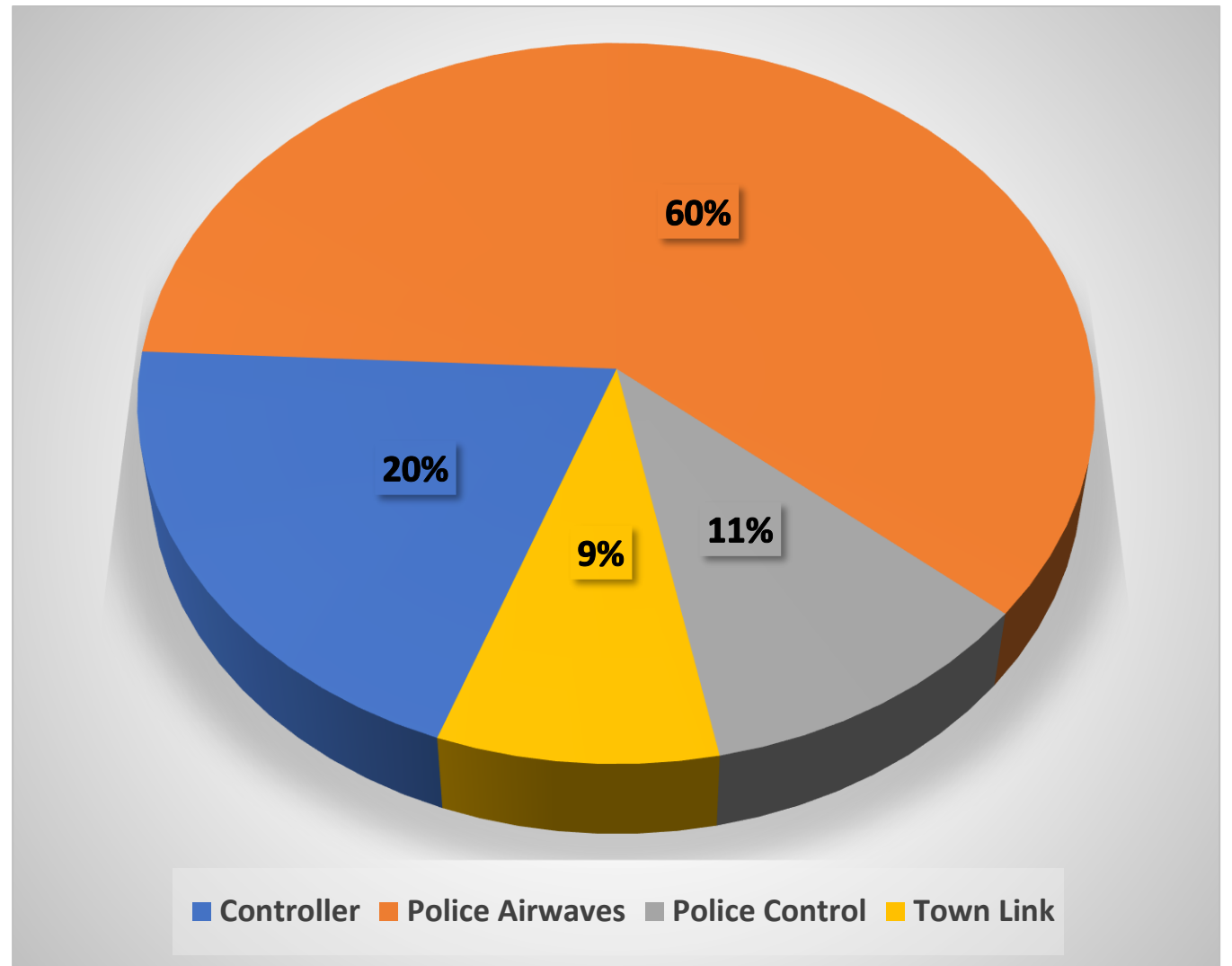
Town Link: A call from a member of the Town Link or Pub Link Radio Scheme in the respective town.

Partnership Incidents by Call Source 2023-2024

Page 37

Source	Count
Controller	721
Police Airwaves	2152
Police Control	383
Town Link	310

Page 35



CCTV Officer Board

Monday 29th of May 2024 10:00am
Teams meeting

Attendees

Ian Couper (IC)	North Herts District Council
Steve Cook (SC)	Stevenage Borough Council
Richard Baldock (RB)	Stevenage Borough Council
Jonathan Geall (JG)	East Herts District Council
Phil Emmett (PE)	Stevenage Borough Council
Loran Kingston (LK)	Hertsmere Borough Council
Ellie Crocker (EC)	Stevenage Borough Council
Joseph Whelan (JW)	Hertford Town Council
Kerry Clifford (KC)	Stevenage Borough Council

Apologies

None	
------	--

	Item	Lead
1.	Welcome, introductions & apologies. Welcome and introductions from group as a couple of new attendees.	RB
2.	Appoint chair for meeting Loran Kingston appointed as chair for today's meeting.	ALL
3.	Minutes and Matters Arising Minutes from last meeting sent out by Richard Baldock 21.05.24. No actions from last meeting.	LK
4.	Finance update 23/24 position. Cost 23/24 Just under £530,000, with a 10k overspend, £700 more than estimated. Overspend due to reduced income from company (less cameras) and expenses upgrading parts. Slight adjustments made to invoices. East Herts, North Herts and Hertsmere need to invoice for underspend. East Herts also need to invoice for some previous underspend that hasn't been claimed, JG to action. IC Just a reminder that capital costs should be split 50% to company and 50% to partnership. PE. Also agreed at the last Company Board meeting was that the partnership should invoice for the Directors time at 2K per year from the company. These invoices should be sent to the company. This should be for 22/23 and 23/24.	PE

	Item	Lead
	<p>24/25 Budget. Including the 4.16% increase for the SSG contract increase the estimated net cost is £544,000 for this year. This will be split as per camera units. If you are comfortable with this we can raise invoices and adjust the amounts at year end?</p> <p>JG. JW this does not break it down to the level of the town councils.</p> <p>IC. Just querying the figure as we have had more cameras installed so was expecting it to be higher than last year.</p> <p>PE. I will check, it is inline with camera numbers list.</p> <p>SC. It depends when the numbers were taken as more have been added but I will check it is up to date.</p> <p>PE. We will let you know once confirmed.</p> <p>PE. All happy with the proposal?</p> <p>All. Yes.</p> <p>PE. How do we split the costs for Steve Cook's role as some of it is funded by the partnership and some from the company?</p> <p>RB. Going forward Steve Cook will be a secondment.</p> <p>SC. Costings will become clearer in time.</p> <p>JG. Costings will be split 50/50 as they are now.</p>	
5.	<p>CCTV Operations and Performance Report</p> <p>SC No RIPA's, No data breaches or GDPR issues since last Officers board meeting.</p> <p>NHDC- Baldock town upgrade completed, Royston 99% completed with a blockage to sort out. SC looking at alternative to digging up the road.</p> <p>Orders to upgrade Hitchin upgrade all installed 99% completed.</p> <p>Letchworth in the process on installation which will be due to be finished late May/early June.</p> <p>Hertsmere BC- Camera 662 in Meadow Park is up and running after new column installation.</p> <p>East Herts: Hertford Theatre installation has started.</p> <p>SBC Housing Phase 2 99% completed. Installation on phase 3 has started for the next 7 housing blocks , due to be completed late June/ July.</p> <p>I have provided a breakdown of an up-to-date costs for the control room spreadsheet, some items that are no longer available or no longer required anymore due to going IP / wireless with cameras.</p> <p>There are currently over 1450 cameras in the control room and we would be looking to increase staffing capacity for the incoming clients such as SBC housing, EHDC Theatre, and private clients such as HWRC sites, housing associations and a potential school.</p> <p>The latest control room costs have been sent through.</p> <p>IC. Are the company aware of the upcoming costs which are 50% ?</p> <p>SC. They will be made aware of the upcoming costs. I need to confirm the figures first.</p>	SC

	Item	Lead
	<p>JG. Can we be made aware of the costs at the next board meeting? SC. Yes.</p>	
6.	<p>LK. The next executive meeting is on the 24th of June 2024 in Hertford. 19:00 start. JG. What will we be presenting at exec? Budgets past and future. Overview of the partnership for any new members. IC. What do we want to take forward, any legislation updates, the operations report. JG. Who will do what? RB. We can do the operations report and partnership overview. JG. I will do the finance update. LK. Who needs to know who the new councillors are? JG. Peter Mannings, petermannings@eastherts.gov.uk IC. We need to ensure that we have enough attendance this time, ideally two from each council. I confirm we can from our side. LK. Date of next board meeting? RB. As quarterly I suggest September as out of the main holiday time. LK. 18th of September 13:00? All. In agreement. RB. I will send out the invites.</p>	LK
7.	<p>AOB IC. We should have a joint meeting with the company. I will arrange this. JG. Executive papers need to go out by Friday the 14th June for circulation.</p>	LK

East Herts Council Report CCTV Joint Executive

Date of meeting: Monday 24th June 2024

Report by: Jonathan Geall, Head of Housing Health, East Herts Council on behalf of the CCTV Officer Management Board

Report title: Officer Management Board Report

Ward(s) affected:

Not applicable as the report covers the four council partners' areas.

Summary

This report gives a brief overview of the Hertfordshire CCTV Partnership. It informs members of the 2023/24 out-turn budget and to seeks the committee's endorsement of financial proposals for 2024/25.

RECOMMENDATIONS FOR THE CCTV JOINT EXECUTIVE:

- a) that the committee considers and provides any feedback on the year-end financial position for 2023/24
- b) that the committee endorses the budget for 2024/25 for inclusion in partner councils' financial planning.

1.0 Background

- 1.1 At its meeting of 26th September 2023, the CCTV Joint Executive endorsed a revised approach to calculating the CCTV service costs to each local authority within the CCTV Partnership. This revised approach recognised the difference between pro-actively monitored cameras and static, reactive cameras given that use of the latter makes far fewer demands on the CCTV Control Room. At the same time, the revised methodology more accurately reflects the changes from time-to-time in the number and type of cameras of each partner authority. The revised approach was implemented in 2023/24.

Overview of the Hertfordshire CCTV Partnership

1.2 The Hertfordshire CCTV Partnership is a collaborative initiative involving four local authorities in Hertfordshire, these being, East Herts, Hertsmere, North Herts and Stevenage. These councils work together to ensure the closed-circuit television (CCTV) systems are effectively managed and contribute positively to community safety and crime prevention efforts. The Partnership pools resources and expertise to manage and operate a network of CCTV cameras across the councils.

1.3 The key features of the Hertfordshire CCTV Partnership can be summarised as follows.

- **Collaborative Management:** The Partnership is managed on a day-to-day basis by Stevenage Borough Council with officer oversight and guidance provided by the CCTV Officer Management Board consisting of officers from the four councils. Member oversight is provided by a sub-committee of each council's Executive, that is, the CCTV Joint Executive. This method of working allows for efficient decision-making and resource allocation.
- **Shared Services:** By sharing services, the Partnership can reduce costs associated with the procurement, installation, maintenance and monitoring of CCTV systems. This includes leveraging bulk purchasing and shared infrastructure to achieve economies of scale.
- **Coverage and Scope:** The Partnership oversees a wide network of CCTV cameras covering various public spaces such as town centres, car parks and other key areas within the four local authority areas. The cameras are strategically placed to maximise coverage and effectiveness in crime prevention and public safety.
- **Monitoring and Response:** The CCTV footage is monitored in real-time by trained operators at the CCTV Control Room in Stevenage. The operators can alert the police and others of incidents as they occur. This proactive monitoring helps in the rapid deployment of police resources to address potential criminal

activities. In addition, there are a number of reactive cameras from which footage can be downloaded if required.

- **Data Protection and Privacy:** The Partnership adheres to strict data protection and privacy regulations, ensuring that CCTV footage is handled and stored securely. Access to the footage is restricted to authorised personnel and used only for legitimate purposes.
- **Funding and Resources:** The Partnership is funded through recharges to the member councils as discussed later in this report and income from its trading arm, the CCTV Partnership Company which provides services to the private sector and some other public sector bodies outside of the Partnership itself.

2 Reason(s)

2023/24 budget out-turn

2.1 Stevenage Borough Council provides financial management services for the Partnership. The table below presents the out-turn budget for 2023/24 against the proposed budget endorsed by the CCTV Joint Exec at its meeting on 26th September 2023. It should be noted that the table below also includes expenditure incurred by the Partnership which is recharged to the CCTV Company, along with the income from the company; this was not shown in the last CCTV Joint Executive report.

2023/24 budget out-turn				
	2023/24 budget	2023/24 out-turn	Variance	Notes
Salaries <i>excluding additional company sales post</i>	77,130	65,448	-12,442	Saving on overtime and standby payments
Salary for the company sales post recharged in full to the company*	52,120	52,880	760	Minimal variance
Premises	51,470	49,744	-1,726	Reduced recharge due reduced costs at Cavendish Road (the location of the CCTV Control Room)
Transport	880	2,141	1,261	Additional mileage incurred by company sales post. This is recharged to the company
Supplies and Services (monitoring contract)	591,520	846,167	254,647	Includes work for additional cameras requested by partner council and charged to them – see income from partners line below. Also, £14k for one-off Control Room ICT upgrade; this cost is shared with the company
Recharges	14,880	15,134	254	Minimal variance
Income from the company*	-268,120	-255,232	12,888	Reduced charge to the company following a reduction in camera units from 79 in Q1 to 69 in Q4
Income from partner councils for replacement cameras	0	-240,373	-240,373	Income for additional cameras requested by partners – see additional costs above
Miscellaneous income from partners	0	-5,563	-5,563	Income for CCTV broadband lines in North Herts
Total net costs falling to the partner councils	519,880	529,586	9,706	Reduced recharge to company net of staffing and premises efficiencies
Charges to partner councils	Cost due to camera numbers	Invoiced in-year	Variance	

East Herts	102,440	103,120	-680	
Hertsmere	80,000	80,460	-480	
North Herts	106,310	106,980	-670	
Stevenage	240,836	238,339	2,497	
Total charges	529,586	528,899	687	Non-material variance

* Not included in the budget table presented to the CCTV Joint Executive on 26th September 2023 as this recharge to the company was contingent on the recharging methodology being considered elsewhere on the same agenda. It was therefore prudent to exclude this amount which now, as a consequence of the Joint Executive's approval of the methodology, can be included.

2.2 The table shows a small net overspend on the budget of £9,706, that is, 1.9% of the original budget. The full out-turn budget will be met from income from the partner councils which will be amended with refunds to all but Stevenage Borough Council which will receive an additional charge to reflect that council's increase in camera numbers during the year. In this way, any overspend pressures which cannot be contained by in-year efficiencies are shared between the partner councils just as efficiencies from underspends are shared.

Proposed 2024/25 budget

2.3 The proposed budget prepared by Stevenage Borough Council on behalf of the CCTV Partnership is presented below.

	2024/25 budget
Salaries <i>including posts recharged to the company</i>	119,360
Premises	42,960
Transport	900
Supplies and Services (monitoring contract)	615,110
Recharges	16,050
Income from the company	-250,170
Total net costs falling to the partner councils	543,930
Charges to partner councils	Cost due to camera numbers
East Herts	103,530
Hertsmere	80,970
North Herts	107,500
Stevenage	251,930
Total charges	543,930

2.4 The charges to the partner councils will be invoiced during the year with any pressures or efficiencies reconciled after year end.

3.0 Options

3.1 Not endorse the 2024/25 budget – NOT RECOMMENDED as this would fetter Stevenage Borough Council's ability to invoice the

individual partners for the costs involved in running the CCTV service.

3.2 Endorse the 2024/25 budget – RECOMMENDED.

4.0 Risks

4.1 There is a risk that without adequate officer and member oversight of the CCTV Partnership’s budget, significant unanticipated overspends could occur which would place financial burdens on the partner councils at a time when all councils are facing significant financial pressures. The risk is being mitigated by Officer Management Board meetings being held at least quarterly at which the latest budget projections are reviewed and any necessary actions to contain pressures are identified

5.0 Implications/Consultations

Community Safety

The provision of CCTV cameras is part of each council’s efforts to promote community safety and protect the public as per the relevant Codes of Practice 2013 which was presented to Parliament pursuant to Section 30 (1) (a) of the Protection of Freedoms Act 2012.

Data Protection

None arising directly from this report.

Equalities

None arising directly from this report.

Environmental Sustainability

None arising directly from this report.

Financial

The financial aspects of the Partnership are outlined in the report.

Health and Safety

None arising directly from this report.

Human Resources

These have been considered by Stevenage Borough Council in relation to operational management of the service and the monitoring contract.

Human Rights

None arising directly from this report.

Legal

The Partnership operates within the terms of the Partnership Agreement. In addition, the selling of services to the private sector is handled by the CCTV Partnership Company in line with the relevant legislation.

Specific Wards

Not applicable.

Contact Officer

Jonathan Geall – Head of Housing and Health, East Herts Council

Tel: 01992 531594

Email: jonathan.geall@eastherts.gov.uk

Report Author

Jonathan Geall – Head of Housing and Health, East Herts Council

Tel: 01992 531594

Email: jonathan.geall@eastherts.gov.uk