

16 October 2024

Our Ref CCTV Partnership Joint Executive 24  
October 2024  
Contact. Committee Services  
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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

**COUNCIL CHAMBER, STEVENAGE BOROUGH COUNCIL,  
DANESHILL HOUSE, DANESTRETE, STEVENAGE SG1 1HN**

On

**THURSDAY, 24TH OCTOBER, 2024 AT 6.00 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**

<b>Item</b>		<b>Page</b>
<b>1.</b>	<b>AGENDA AND REPORTS</b> This meeting is administrated by Stevenage Borough Council.  The agenda and reports pack is attached or can be viewed <a href="#">here</a> .	(Pages 3 - 68)

# Public Document Pack Agenda Item 1



## JOINT CCTV EXECUTIVE

**Date: Thursday, 24 October 2024**

**Time: 6.00pm,**

**Location: Council Chamber, Daneshill House, Danestrete, SG1 1HN**

**Contact: Committees@stevenage.gov.uk**

### **Members:**

**Stevenage Borough Council:** Councillors: C McGrath, L Briscoe and J Hollywell

**Hertsmere Borough Council:** Councillors M Amron, C Gray and P Hodgson-Jones

**North Herts District Council:** Councillors I Albert, V Bryant and M Debenham

**East Herts District Council:** Councillors A Daar, M Goldspink and C Wilson

## **AGENDA**

### **PART 1**

#### **1. ELECTION OF CHAIR**

To elect a Chair for the meeting.

#### **2. APOLOGIES AND DECLARATIONS OF INTEREST**

To receive any apologies for absence and declarations of interest.

#### **3. MINUTES - 24 JUNE 2024**

To approve the minutes of the meeting held on 24 June 2024 as a correct record.

Pages 3 – 6

#### **4. CHAIR'S ANNOUNCEMENTS**

#### **5. TERMS OF REFERENCE**

To note the Terms of Reference of the Partnership.

Pages 7 – 8

**6. CCTV OPERATIONS REPORT**

To outline the performance and work of the CCTV Control Room to date and the emerging priorities for 2024/25.

Pages 9 – 18

**7. CCTV OFFICER MANAGEMENT BOARD REPORT**

This report gives a brief overview of the Hertfordshire CCTV Partnership. It informs members of the 2024/25 Quarter 2 budget position.

Pages 19 – 26

**8. UPDATED CODE OF PRACTICE**

To receive the CCTV Partnership updated Code of Practice.

Pages 27 – 48

**9. QUARTER 2 STATISTICS FOR THE CCTV PARTNERSHIP**

Pages 49 - 66

**10. CCTV MAINTENANCE CONTRACT**

To receive a verbal update.

**11. SSG - CCTV CONTROL ROOM OPERATION CONTRACT**

To receive a verbal update.

**12. VERACITY OPERATING SYSTEM UPGRADES**

To consider a verbal update regarding the estimated costs for the Veracity Operating System Upgrades.

**13. DATE OF NEXT MEETING**

To be confirmed.

**14. URGENT BUSINESS**

To consider any Business the Chair decides is urgent.

Agenda Published 16 October 2024

MINUTES OF A MEETING OF THE  
JOINT CCTV EXECUTIVE HELD IN THE  
LEA ROOM, WALLFIELDS, HERTFORD ON  
MONDAY 24 JUNE 2024, AT 7.00 PM

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PRESENT:

Hertsmere  
Borough  
Council

Councillors M Amron, C Gray and  
P Hodgson-Jones

Stevenage  
Council

Councillors L Briscoe, J Hollywell and  
C McGrath

North Herts  
Council

Councillors I Albert, V Bryant and  
M Debenham

East Herts  
Council

Councillors A Daar and M Goldspink

OFFICERS IN ATTENDANCE:

Richard Baldock	- Procurement and Compliance Manager
Steve Cook	-
Jonathan Geall	- Head of Housing and Health
Loran Kingston	- Community Safety Manager
Peter Mannings	- Committee Support Officer

1 APPOINTMENT OF CHAIRMAN

It was proposed by Councillor Goldspink and seconded  
by Councillor Hollywell, that Councillor Daar chair the 24  
June 2024 meeting of the Joint CCTV Executive.

After being put to the meeting and a vote taken, the motion was declared CARRIED.

**RESOLVED** – that Councillor Daar chair the 24 June 2024 meeting of the Joint CCTV Committee.

2 APOLOGIES

An apology for absence was submitted on behalf of Councillor Paul Hodgson-Jones.

3 MINUTES - 26 SEPTEMBER 2023

Councillor Goldspink proposed and Councillor Hollywell seconded, a motion that the minutes of the meeting held on 26 September 2023 be confirmed as a correct record and signed by the Chair.

After being put to the meeting and a vote taken, the motion was declared CARRIED.

**RESOLVED** – that the minutes of the meeting held on 26 September 2023 be confirmed as a correct record and signed by the Chair.

4 CHAIRMAN'S ANNOUNCEMENTS

There were no chairman's announcements.

5 DECLARATIONS OF INTEREST

Councillor Briscoe declared an interest in the matter referred to in minute 7, on the grounds that he was employed in the CCTV industry.

6 MINUTES FOR CCTV OFFICERS BOARD 29.05.24

The CCTV Operations Manager gave an overview of CCTV operations and set out the operational objectives which would continue into 2024/25. Members were provided with a summary of CCTV technological upgrades including upgraded

camera stock in Bishop's Stortford and Ware. New wireless and high-definition cameras had also been rolled out in North Herts and the police could now access the footage via cloud based technology.

The CCTV Operations Manager detailed a RIPA request and said that there had been no GDPR breaches or complaints. He referred to a small net overspend in respect of the 2023/24 budget and presented the proposed budget for 2024/25.

Councillor Goldspink proposed and Councillor Gray seconded, a motion that the minutes of the CCTV Officers Board held on 29 May 2024, be received.

After being put to the meeting and a vote taken, the motion was declared CARRIED.

**RESOLVED** – that the minutes of the CCTV Officers Broad held on 29 May 2024, be received.

## 7 OFFICER MANAGEMENT BOARD REPORT

The Head of Housing and Health presented the office management board report on behalf of the CCTV Officer Management Board. He talked about the outturn for the 2023/24 year-end financial position and set out the detail of the budget for 2024/25.

Members were presented with the variances in income and were invited to endorse the budget for 2024/25 for inclusion in the financial planning of the partner councils.

Officers answered a number of questions from Members in respect of the outturn for 2023/24 and the budget for 2024/25. Councillor Goldspink proposed and Councillor Debenham seconded, a motion that the committee has considered and provided feedback on the year-end financial position for 2023/24, and that the joint Executive endorses the budget for 2024/25 for inclusion in partner councils financial planning.

**RESOLVED** – that (A) the committee has considered and provided feedback on the year-end financial position for 2023/24;

(B) the budget for 2024/25 for inclusion in partner councils financial planning, be endorsed.

8 DATE OF NEXT MEETING

It was agreed that the next meeting would take place in September 2024, to be hosted by Stevenage Borough Council. Members requested that the meeting should not be held on a Monday evening.

9 URGENT BUSINESS

There was no urgent business.

The meeting closed at 7.32 pm

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



## Hertfordshire CCTV Partnership

Hertfordshire CCTV Partnership is made up of four main partners:

- Stevenage Borough Council
- North Hertfordshire District Council
- East Hertfordshire District Council
- Hertsmere Borough Council

We also have a number of clients:

- Letchworth Heritage Foundation
- Central Bedfordshire Council
- Hertfordshire Schools.

The partnership is actively pursuing a joint initiative aimed at reducing the fear of crime across the principal public, residential, retail, business and schools within the partnership. The central feature of this initiative is the 24-hour, manned CCTV control and monitoring room facility in Stevenage.

- The CCTV Control is permanently staffed 24/7 365 days a year.
- The control is directly linked to the Police Headquarters Central Control Room at Welwyn Garden City.
- The Partnership use high quality Pan Tilt and Zoom (PTZ) cameras – depending on their location these will be either dome or shoebox type cameras and will be either pole mounted or mounted on Buildings.
- These cameras are high sensitivity, low light colour with external housing.
- The cameras are all transmitted to the control room on dedicated fibre giving the best quality.

In the future technology applications may be used to allow quality pictures to be linked using Broadband or Micro Wave. All Partnership town centre cameras are recorded onto digital hard drives and the information is stored for 28 days.

## Areas of CCTV

CCTV system camera coverage. All footage is kept for a maximum of 28 days

### Stevenage

- Stevenage Town Centre

- Stevenage Old Town
- Stevenage Local Neighbourhoods

### **North Herts**

- 
- Hitchin Town Centre
- Letchworth Town Centre
- Letchworth Neighbourhoods
- Baldock Town Centre
- Royston Town Centre
- Knebworth

### **East Herts**

- 
- Hertford
- Bishop's Stortford Town Centre
- Ware Town Centre
- Stanstead Abbots

### **Broxbourne**

- 
- Hoddesdon
- Cheshunt
- Waltham Cross

### **Central Bedfordshire**

- 
- Biggleswade

### **Hertsmere**

- 
- Borehamwood
- Bushey
- Potters Bar

### **Three Rivers**

- 
- Rickmansworth
- South Oxhey
- Mill End

Further details can be found on the website- <https://www.hertfordshirecctv.co.uk/>

## Stevenage Borough Council

Meeting name & Date	<b>CCTV Joint Executive, 24<sup>th</sup> of October 2024 18:00hrs</b>
Agenda item	
Report title	<b>CCTV Operations and Performance Report</b>
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 – Quarter 1 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 <b>published</b> (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 October 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 2024/25:

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 Hertford Town Council have agreed and sent a purchase order to upgrade their CCTV Camera stock which is currently going through the equipment ordering and planning stage.
  - 3.4 North Herts District Council have completed a refresh of their CCTV cameras which cover North Herts. There is 1 outstanding update to be completed and 1 new location which is awaiting permissions from the building owner.
  - 3.5 East Herts: Hertford Theatre is due to be completed by the time of this meeting.
  - 3.6 SBC CCTV Housing phases 1 to 3 have now been completed. Awaiting 1 Broadband connection at Ingelheim Court.
  - 3.7 The Control Room continues to expand and grow with over 1568 cameras that are now monitored pro-actively and re-actively, for both the Partnership and the Company.
  - 3.8 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.
  - 3.9 The Partnership has not received an application for RIPA since the last Executive meeting in June 2024 from the Police.
  - 3.10 The Codes of Practice has been updated, October 2024 and this is attached with minimal changes.
  - 3.11 There have been no Data Protection Act/GDPR breaches or complaints since the last Executive meeting in June 2024.
  - 3.12 A CCTV SIAS Audit is due to be completed in November.
  - 3.13 We have produced statistical overview of the data collected by the control room for the period Quarter 2 – Appendix A, Full monthly reports can be found on the web site [www.hertfordshirecctv.co.uk](http://www.hertfordshirecctv.co.uk).

**3.14** 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 Quarter 2 Partnership Statistics.
- B Partnership information
- C Hertfordshire CCTV Partnership Operational Code of Practice
- D Hertfordshire CCTV Operations Report.
- E Officer Management Board Report

## **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](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](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.</p> <p><b>You do not need to include already published documents</b> eg Acts of Parliament or previous reports.</p> <p>By law, Background Papers are required to be archived <b>BY YOU</b> 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>	

<b>Document Title:</b>	<b>Filed at:</b>

## 14 Consultation on draft report

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

<b>Consultee</b>	<b>Report sent</b>	<b>Comments received</b>
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]

## Stevenage Borough Council Report

### CCTV Joint Executive

**Date of meeting: Thursday 24<sup>th</sup> October 2024**

**Report by: Richard Baldock** 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 2024/25 Quarter 2 budget position.

### **RECOMMENDATIONS FOR THE CCTV JOINT EXECUTIVE:**

- a) that the committee considers and provides any feedback on the Quarter 2 financial position for 2024/25

### **1.0 Background**

- 1.1 At its meeting of 26<sup>th</sup> 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)**

### **2024/25 budget**

- 2.1 Stevenage Borough Council provides financial management services for the Partnership. The table below presents the Quarter 2 CCTV Partnership Finance Summary.

2024/25 Partnership Estimates Q2					
	2024/25 Budget	2024/25 Actuals	2024/25 Estimates	2024/25 Var to Budget	Comments
Employees	119,360	24,745	119,360	0	Saving for vacant post to be quantified once arrangements confirmed
Premises Related	42,690	17,770	42,690	0	
Transport Related	900	908	2,000	1,100	Additional mileage cost - to be split between Partnership/Company accordingly
Supplies and Services	615,110	307,846	615,110	0	
Recharges	16,040	6,406	16,040	0	
Income from Company	-250,170	-63,817	-272,710	-22,540	Increase in camera units during the first 2 quarters, plus mileage charge. Income will reduce in future projections to reflect vacancy saving on the BDM post (to be quantified)"
<b>Balance to recover from partners</b>	<b>543,930</b>	<b>293,858</b>	<b>522,490</b>	<b>-21,440</b>	
					<b>Average Camera No. + % of Total Cameras</b>
Stevenage Borough Council	251,930		250,830	-1,100	123 cameras. 48.01%
East Hertfordshire District Council	103,530		96,320	-7,210	47 cameras. 18.43%
Hertsmere Borough Council	80,970		75,330	-5,640	37 cameras. 14.42%
North Hertfordshire District Council	107,500		100,010	-7,490	49 cameras. 19.14%
	<b>543,930</b>		<b>522,490</b>	<b>-21,440</b>	<b>257 cameras. 100%</b>



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

### **3.0 Risks**

3.1 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

### **4.0 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**

Richard Baldock Procurement & Compliance Manager, Stevenage Borough Council

Tel: 07936 360945

Email: [richard.baldock@stevenage.gov.uk](mailto:richard.baldock@stevenage.gov.uk)

### **Report Author**

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# **HERTFORDSHIRE CCTV PARTNERSHIP**

## **OPERATIONAL CODE OF PRACTICE**

**CCTV Code of Practice October 2024**

Issued	14 October 2024
Version Number	1.0 / 24
Review Date	14 October 2025



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25. PHOTOGRAPHS, STILL PRINTS AND OTHER INFORMATION..... 20

**1. INTRODUCTION**

Hertfordshire CCTV Partnership has installed a comprehensive CCTV surveillance system and is run by SBC, NHDC, EHDC, HBC and surrounding areas in Hertfordshire and Bedfordshire which covers key locations, namely town/ Parish centre areas and associated car parks, sheltered and supported housing in Stevenage, Hitchin, Letchworth, Baldock, Royston, Knebworth, Hertford, Bishop Stortford, Ware, Stanstead Abbots, Borehamwood, Bushey, Potters Bar, Biggleswade, Langford, Hoddesdon, Cheshunt, Stanstead St. Margarets, Waltham Cross, Great Ashby, Three Rivers and Shenley.

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

Deter and assist in the detection of crime and anti-social behaviour.

Reduce the fear of crime and anti-social behaviour.

Deter or reduce incidents of environmental crime.

Improving the safety and security of residents, visitors, and the business community.

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Facilitate the prosecution providing evidence of offenders in both crime and public order offences.

The CCTV Control Room is monitored 24 hours per day each day of the year. Associated Police Control Rooms and other authorised users are given direct 24-hour access to the system.

Day to day management, co-ordination and overseeing the HCCTVP will be undertaken by the CCTV Operations Manager who is directly employed and funded by the CCTV Partners.

The CCTV Operations Manager will be directly responsible to The Management Board who will, in turn, be responsible to the Executive Board.

This Code of Practice has been arranged in agreement with the stakeholders and the Police. It provides a clear statement of the purpose of the scheme gives guidance on the operation and management of the systems IT and provides a method by which the Public can make representations to HCCTVP about issues raised in relation to the use and installations of CCTV.

All recorded material is owned by HCCTVP and will be subject to the Data Protection Act 1998, the Data Protection 2018 subject to Royal Assent, the General Data Protection Regulation 2018, and the Regulation of Investigatory Powers Act 2000.

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**2. TERMS AND REFERENCES**

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

**‘BSIA’** means British Security Industry Association.

**‘CCTV’** means Closed- Circuit Television

**‘CCTV Operations Manager’** means the person responsible for the overall management of the CCTV system and to oversee the companies contracted to provide the Monitoring and Maintenance services.

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

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

**‘DATA’** includes personal Data, and all other processed information which is in the possession of the Data Controller which relates to property; or an individual or group of individuals who can be identified; which are processed by means of CCTV equipment operating automatically to further the objectives

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

**‘DATA PROCESSOR’** means a Supplier contracted / authorised by the Data Controller to process the data.

**‘DATA SUBJECT’** means an individual making a Data Subject Access Request

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**‘DPA’** means the Data Protection Act 1998.

**‘EHDC’** means East Hertfordshire District Council

**‘GDPR’** means General Data Protection Regulation 2018

**‘HBC’** means Hertsmere Borough Council.

**‘HCCTVP’** means Hertfordshire CCTV Partnership

**‘HRA’** means Human Rights Act 1998

**‘NHDC’** means North Hertfordshire District Council.

**‘PACE’** means The Police and Criminal Evidence Act 1984.

**‘PARTNERSHIP’** means Stevenage Borough Council, North Hertfordshire District Council, East Hertfordshire District Council and Hertsmere Borough Council.

**‘PIA’** means Privacy Impact Assessment

**‘POLICE CONTROL ROOM’** means the Police Command and Control facility provided by the Hertfordshire Constabulary.

**‘POFA’** means the Protection of Freedoms Act 2012

**‘RIPA’** means Regulation of Investigatory Powers Act 2000

**‘SBC’** means Stevenage Borough Council.

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### 3. THE PURPOSE STATEMENT

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

### 4. PRIVACY

*The HCCTV Partnership supports the individual’s right of privacy and will insist that all agencies involved in the provision and use of public CCTV systems connected to the CMR accept this fundamental principle as being paramount.*

Every consideration will be given to the right of the general public to go about their daily business with minimum loss of privacy. Total privacy cannot be guaranteed within CCTV surveillance area; however, the cameras will not be used to unduly monitor persons going about their lawful business. It is inevitable that individuals could be caught on camera briefly during general surveillance, but persons will only be specifically monitored for any length of time if there is suspicion or knowledge that an offence may have occurred or be about to occur. In such an event, the CCTV Operator will log the incident giving reason for the monitoring of the individual. CCTV Operators must be able to justify their actions.

The CCTV system will be used for the provision of recordings for evidential purposes to the Police and other bodies having prosecution powers, such as

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Custom & Excise or the Health & Safety Executive. In some instances, the system will be used for the investigation of specific matters of a different type such as solicitors or insurance companies for road traffic incidents.

## 5. DATA PROTECTION

HCCTVP has an obligation to comply with the requirements of the DPA 1998 and the DPA – CCTV Codes of Practice 2008 and the General Data Protection Act 2018, (GDPR). The HCCTVP system is registered with the Office of the Data Protection Commissioner as a system with joint users and the CCTV Operations Manager is nominated as the Data Controller as required under the Act.

The Operations Manager is named as the Single Point of Contact, (SPOC), responsible for compliance and relevant legal obligations within the HCCTVP.

## 6. REGULATION OF INVESTIGATORY POWERS

The RIPA is to ensure that investigatory powers of the intelligence services are used in accordance with the Human Rights Act 1998. A working protocol for all internal and external requests for “Directed Surveillance” has been approved by the HCCTVP Executive Board members and is contained in the CCTV Control Room Assignment Instructions

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**7. DATA PROTECTION CODE OF PRACTICE FOR SURVEILLANCE CAMERAS**

Principle 2 of the Surveillance Code of Practice states that the use of a surveillance camera system must consider the effect on individuals and their privacy. A PIA on each camera has therefore been undertaken and will be reviewed annually which include the POFA 2012, the HRA 1998 and Data Protection Legislation.

**8. OTHER LEGISLATION**

The CCTV system complies with the Airwave Service Code of Practice and holds the necessary TEA2 User Sub Licence. HCCTVP has conducted the 12 Guiding Principles in accordance with the requirements.

**9. CHANGES TO THIS CODE**

Any major change to this code will only take place after full consultation has been undertaken with the relevant interested bodies/groups and upon full agreement of the Partnership.

This Code of Practice and any subsequent amendments will be made available for public examination by the Operations Manager and is available on the website: - [www.hertfordshirecctv.co.uk](http://www.hertfordshirecctv.co.uk).

The Code of Practice will be subject to regular reviews at least annually.

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**10. PUBLIC INFORMATION**

Cameras should not be hidden but should be placed on public view. Signage that CCTV cameras are operating will be placed in and around the surveillance area in locations visible to the general public.

The HCCTVP Annual Report will be published on the website following approval of the relevant board.

**11. RESIDENTIAL PROPERTY**

The network will operate in the manner that is sensitive to the privacy of people residing and working in surveillance area. The cameras will only view public areas and not look through windows/doors of private premises.

Pixilation will be overlaid to ensure that this is the case. Exceptions to this may be made when RIPA authorisation is in place or in response to a request by the police when a crime is believed to be taking place.

**12. ASSESSMENT OF THE NETWORK**

The CCTV Operations Manager is responsible for ensuring that the CCTV network is fully functioning and working to the operational requirements.

Regular reviews on cameras and faults will be standard and faulty cameras that become beyond economical repair will be replaced.

Evaluation of the Network will include data on the following performance stats from our database such as: -

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- Number of incidents per camera / town / desk
- Number of arrests per camera / town
- Comparison to previous years data
- Engineer’s fault report
- Engineer’s fault history for a specific camera

**13. MAINTENANCE OF THE SYSTEM**

Owners of CCTV Systems covered by this code must maintain their system to a high standard of operating efficiency using experienced and competent specialist maintenance engineers by means of an appropriate maintenance contract.

No part of the system shall be left inoperative for any reason, other than for the purpose of its maintenance or repair and all such works must be carried out extensively.

All camera faults to be electronically recorded by a CCTV operator.

Any camera disconnected from the system shall be immediately removed from public view.

The Data Processors will be responsible to the Data Controller / Operations Manager

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**14. CONTRACTORS**

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

**Control and Monitoring Room Operations Contractors**

Support Services Group Ltd  
Unit 5 Stanton Gate  
49 Mawney Road  
Romford  
London.  
RM7 7HL

**CCTV System Equipment Servicing Contractor**

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

**15. AIMS AND OBJECTIVES**

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

- To operate the CCTV System in a manner which respects an individual’s right to privacy.
- To set operational standards and criteria that will generate public confidence.

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- To strictly control the access of viewed and recorded material and to ensure that all such material is used only for its intended legitimate purpose.
- To set out clearly the management and administration arrangements that governs the operation of the system.
- To improve public safety and enhance the general public’s perception of safety
- To improve commercial confidence.
- To assist emergency services.
- To assist the police with the more efficient deployment of resources.
- To assist in supporting civil proceedings that will help detect crime.

## 16. REPORTING AND EVALUATION

All significant activities, operations, evidence, incidents, and fault reporting in the CMR will be recorded.

CCTV operators will keep a record all arrests and notable incidents that have been assisted by the use of the public CCTV system.

Monthly reports shall be presented on the HCCTVP website to show the number of recorded incidents by location, date, type, arrest etc.

Each owner will be presented with a management report comprising of the number of incidents and faults recorded each quarter.

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Personal Data shall be processed fairly and lawfully.

Personal Data shall be accurate and where necessary kept up to date.

Personal Data shall be processed lawfully under GDPR Article 6 and 9 fairly and in a transparent manner in relation to individuals.

Process data in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction, or damage, using appropriate technical or organisational measures.

## 17. PERMITTED USES OF THE CCTV SYSTEM

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

- To assist the prevention and detection of crime and offences assisting the police with the efficient deployment of resources for the purpose of deterring crime and apprehending criminals.
- The provision of supplying evidence for the prosecution of criminals
- To assist the tracking and apprehension of persons who are suspected of having committed a criminal offence.
- To assist the identification and compilation of information that can be used to ensure the safety of the general public.

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- To assist the Fire, and Ambulance and civil emergency services with the efficient deployment of their resources to deal with emergencies.
- To assist the management and efficiency of public services in the area of CCTV coverage.

## 18. EXCLUSIONS

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

## 19. COMPLIANCE WITH THE CODE

All owners, CCTV Operators and users of the CCTV systems connected to the CMR shall be required to give a formal undertaking that they will comply with this Code of Practice and act in good faith with regard to the basic principles which it embodies.

All such owners, CCTV Operators and users shall comply with this requirement by signing a copy of a Code of Practice compliance declaration.

All owners, CCTV Operators, users, and any visitors to the CMR will be required to sign a formal confidentiality declaration that they will treat any viewed and / or written material as being strictly confidential and that they undertake not to divulge it to any other person.

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All visitors will be required, upon arrival, to sign in a Visitors Book and sign out on departure and to be kept by the CMR Operators and management.

The CCTV Manager is authorised to decide on behalf of the HCCTVP as to who can have access to the control room. This will normally be:

1. Staff employed to operate the control room
2. Authorised Police Officers to carry out downloads.
3. Police Officers collecting recorded media being considered or used for evidential purpose.
4. Maintenance contractors by prior arrangement
5. Only those persons with a legitimate purpose will be permitted access to the CMR, such as cleaners and SBC facilities staff.
6. The Independent Inspectors appointed under the Code of Practice may visit the CMR without prior appointment.

## 20. BREACHES OF THE CODE

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

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**21. CONTROL ROOM OPERATIONS AND MANAGEMENT**

Control and Monitoring room operations will only be carried out by a reputable and competent security company which can demonstrate an ability to maintain the confidence of the Public, the Police, the Crown Prosecution Service and CCTV System owners. At all times the company will be required to comply with the standards contained in the British Standards Authority Code of Practice

Throughout the period of the contract all operators will have a Security Industry Authority, SIA licence and BSIA 7858 and 7499 compliant.

Only personnel who are fully trained or under supervised training in the use of the systems monitoring equipment, communication systems and the operational and management procedures required under this Code of Practice will be permitted to undertake duties within the CMR.

**22. INDEPENDENT INSPECTORS**

A system is in place to allow authorised independent inspection of the CMR, its operational procedures and review footage of the operators work.

Independent inspectors will be persons who have undergone police vetting and verification procedures. They will be allowed access to the CMR at any time without prior notification.

Independent Inspectors shall be encouraged to carry out frequent and random visits with a minimum of one visit per month.

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All visits to be logged a report form filled in and a summary report completed after every visit.

The independent inspectors will be asked to provide a summary report for inclusion in the HCCTVP Annual Reports.

**23. COMPLAINTS**

To obtain recognition this Code of Practice must address the interests of all who may be affected by it.

A complaints procedure allows the public and anyone affected by the operation of the CCTV systems, connected to the CMR to formally raise any issue which is causing concern.

Complaints or concerns shall initially be made to the CCTV Operations Manager through the website at [enquire@hertfordshirecctv.co.uk](mailto:enquire@hertfordshirecctv.co.uk) or in writing to c/o Stevenage Borough Council, Daneshill House, Danestrete, Stevenage, Hertfordshire, SG1 1HN.

Complaints received via the CCTV Control Room will be recorded in the incident/ occurrence log. A designated complaints file will be set up in order to hold information and associated correspondence of all complaints that are issued against the CCTV system and/or its owner. The contents of the

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complaints file will be subject to the conditions and provisions of the Data Protection legislation.

## 24. RECORDED MATERIAL

Recorded material will be retained for a period of 28 days and will then be over-written. All recorded material / images can be identified by their camera number, the date the images were recorded and the start and end times of the sequence of events.

Statutory prosecuting authorities will be permitted to access recorded material where it is necessary for the investigation and detection of a particular offence or offences or for the prevention of crime or where required under the PACE Act 1984.

In the case of any recorded material which is deemed to contain evidential material this will then be put onto a disc and produced as an exhibit. Once removed the disc will not be permitted back into the CMR because its continuity, correct storage and handling cannot be assured or verified.

Recordings of such material removed from the CMR as evidential material must be exhibited and a fully completed disclaimer signed prior to their release. Continuity of evidence from that point resides with the Statutory Prosecuting Agency.

There shall be no public access to recorded material other than in connection with the investigation, prosecution, or prevention of crime under the guidance of the Police and PACE Act 1984 criteria.

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Any subject access requests made under the provision of the GDPR 2018 will be dealt with in accordance with the Act. A copy of the relevant data will be produced and sent out to the individual if all the conditions of the Act are met.

All subject access requests to be dealt with by the CCTV Manager by writing.

**25. PHOTOGRAPHS, STILL PRINTS AND OTHER INFORMATION.**

Still prints shall not be taken as a matter of routine or without justifiable reasons and will not be allowed to leave the control room

Usage of mobile appliances to take photographs of either live or playback incidents captured on the CCTV system shall be strictly forbidden.

Still prints shall be considered recorded material and therefore subject to all restrictions and controls relating to other recorded material detailed in this code.

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

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**Document Review Date: 14<sup>th</sup> October 2025**

This page will be used to document any changes or modifications made to the Codes of Practice. The change log below will be filled out, each change will be identified using the next available version number (i.e., 1.0, 2.0 etc.). The CCTV Operations Manager for HCCTVP is responsible for the COP and will be responsible for making changes and ensuring the proper notification of persons concerned with these changes. They will also be responsible for ensuring an updated copy is placed on the Web site.

Version	Implemented By	Revision Date	Approved By/Title	Approval Date	Reason
<i>EX. 1.1</i>	<i>&lt;Author name&gt;</i>	<i>&lt;dd/mmm/yy&gt;</i>	<i>&lt;name&gt;</i>	<i>&lt;dd/mmm/yy&gt;</i>	<i>&lt;reason&gt;</i>
1.0	Steve Cook	14/10/2024	Steve Cook	14/10/2024	Reviewed and renewed

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# Q2 2024-25

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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

Agenda Item 9



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	

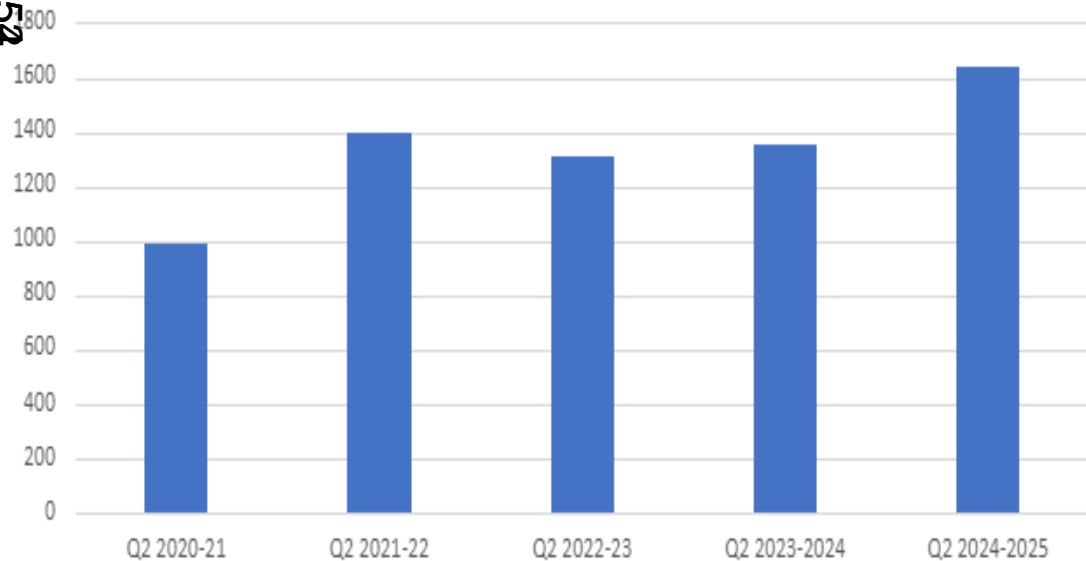
Category	Subcategory
Theft	
	Handing Stolen Property
	Shoplifting
	Purse Dipping
Traffic Incident	
	RTC
	Broken Down Vehicle
Unauthorised Access (Trespass)	
Vehicle	
	Stolen
	Theft From
	Damage
	DUI
	ANPR activation
	No Insurance
Weapon	
	Firearms
	Knife
	Bat/Bar

# Control Room Total Incident Data

- The CCTV Control Room recorded 1641 Incidents in Q2 2024-25 Relating to CCTV
- This was an increase from 1350 incidents in Q2 2023-24 and an increase from 1307 the year before

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Q2 Total Incidents

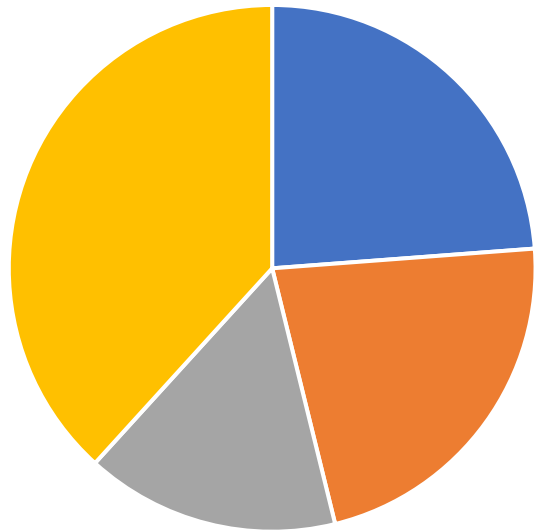


2020-2021	2021-2022	2022-2023	2023-2024	2024-2025
992	1396	1307	1350	1641

# Incident Statistics By Partner

## Q2 2024-2025

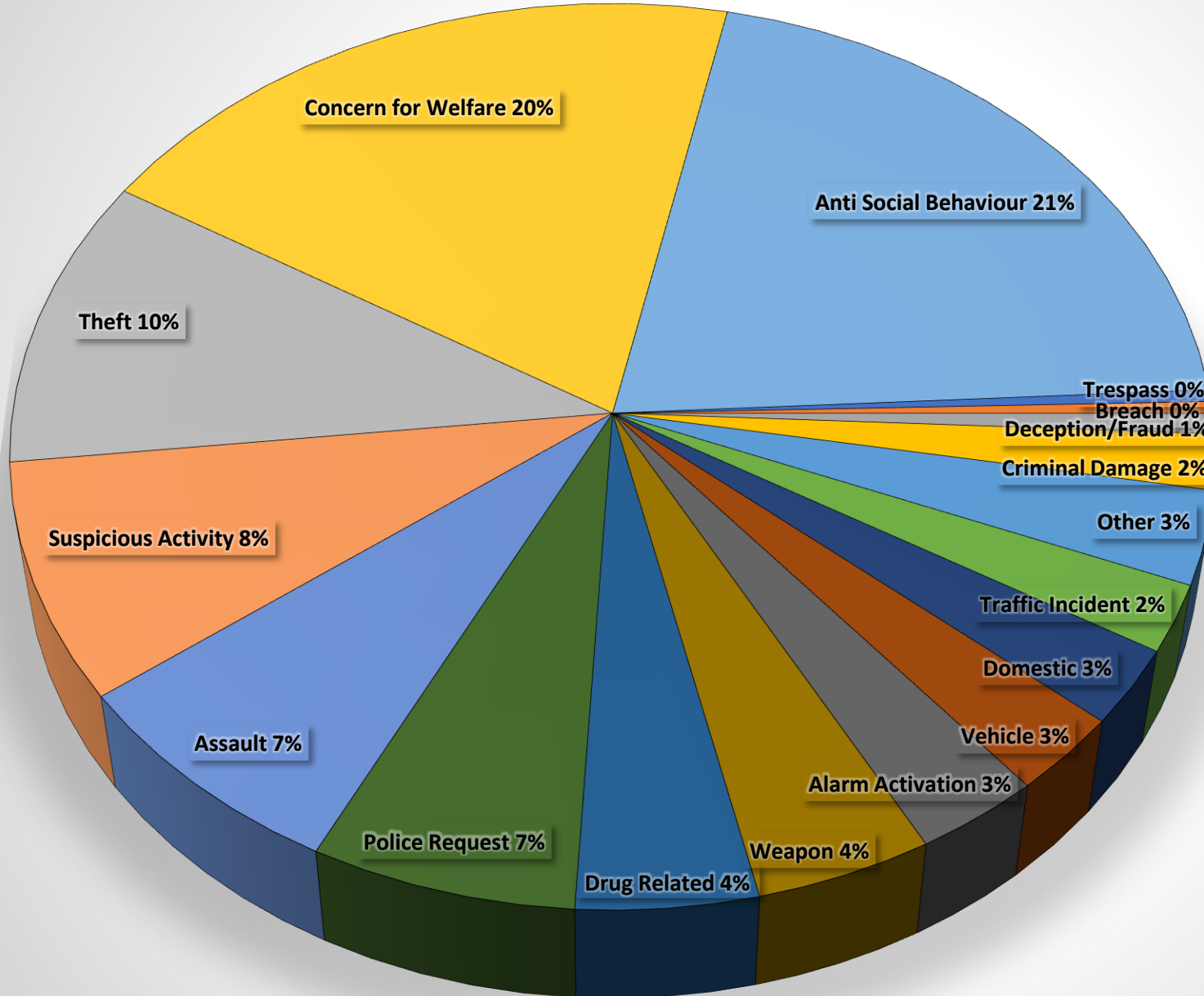
Incidents



■ North Herts ■ East Herts  
■ Hertsmere ■ Stevenage

Partner	Incidents
North Herts	229
East Herts	215
Hertsmere	150
Stevenage	368

# Incident Category Split All Partners Q2 2024 - 2025



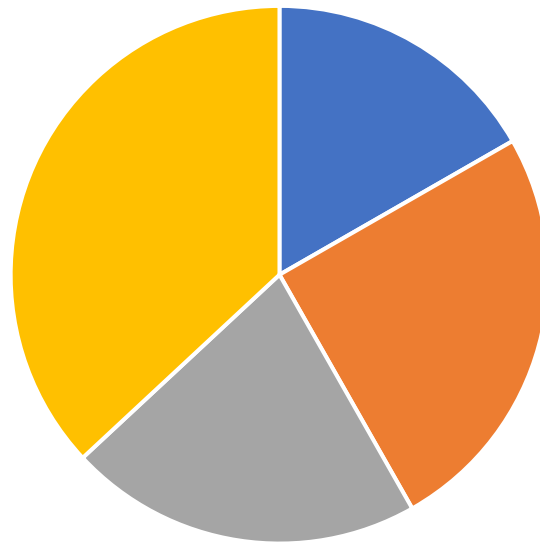
- Breach
- Trespass
- Deception/Fraud
- Criminal Damage
- Other
- Traffic Incident
- Domestic
- Vehicle
- Alarm Activation
- Weapon
- Drug Related
- Police Request
- Assault
- Suspicious Activity
- Theft
- Concern for Welfare
- Anti Social Behaviour



# Footage Request Data

- The CCTV Control Room recorded a total of 371 footage requests for the CCTV Partners cameras in Quarter 2 of 2024-25

Footage Requests



■ North Herts ■ East Herts  
■ Hertsmere ■ Stevenage

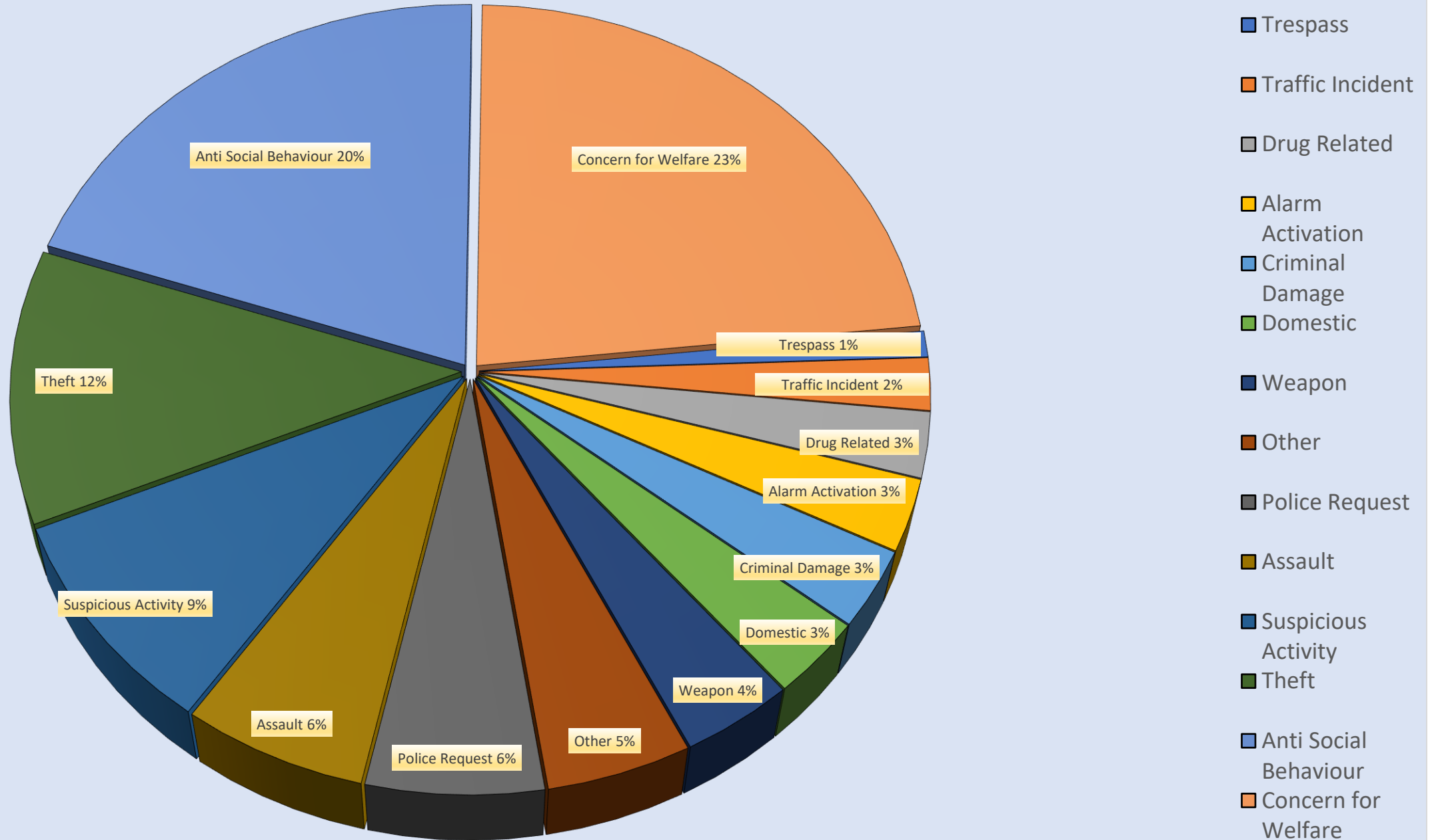
Partner	Footage Requests
North Herts	62
East Herts	93
Hertsmere	79
Stevenage	137

# Stevenage Incidents Q2 2024-2025

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

Category Name	No. of Incidents
Breach	2
Deception/Fraud	2
Fly Tipping	2
Trespass	4
Motion	5
Other	7
Traffic Incident	8
Drug Related	10
Alarm Activation	11
Criminal Damage	12
Domestic	12
Weapon	14
Police Request	22
Assault	23
Suspicious Activity	33
Theft	42
Anti Social Behaviour	74
Concern for Welfare	85

# Stevenage Incident Categories Q2 2024-2025

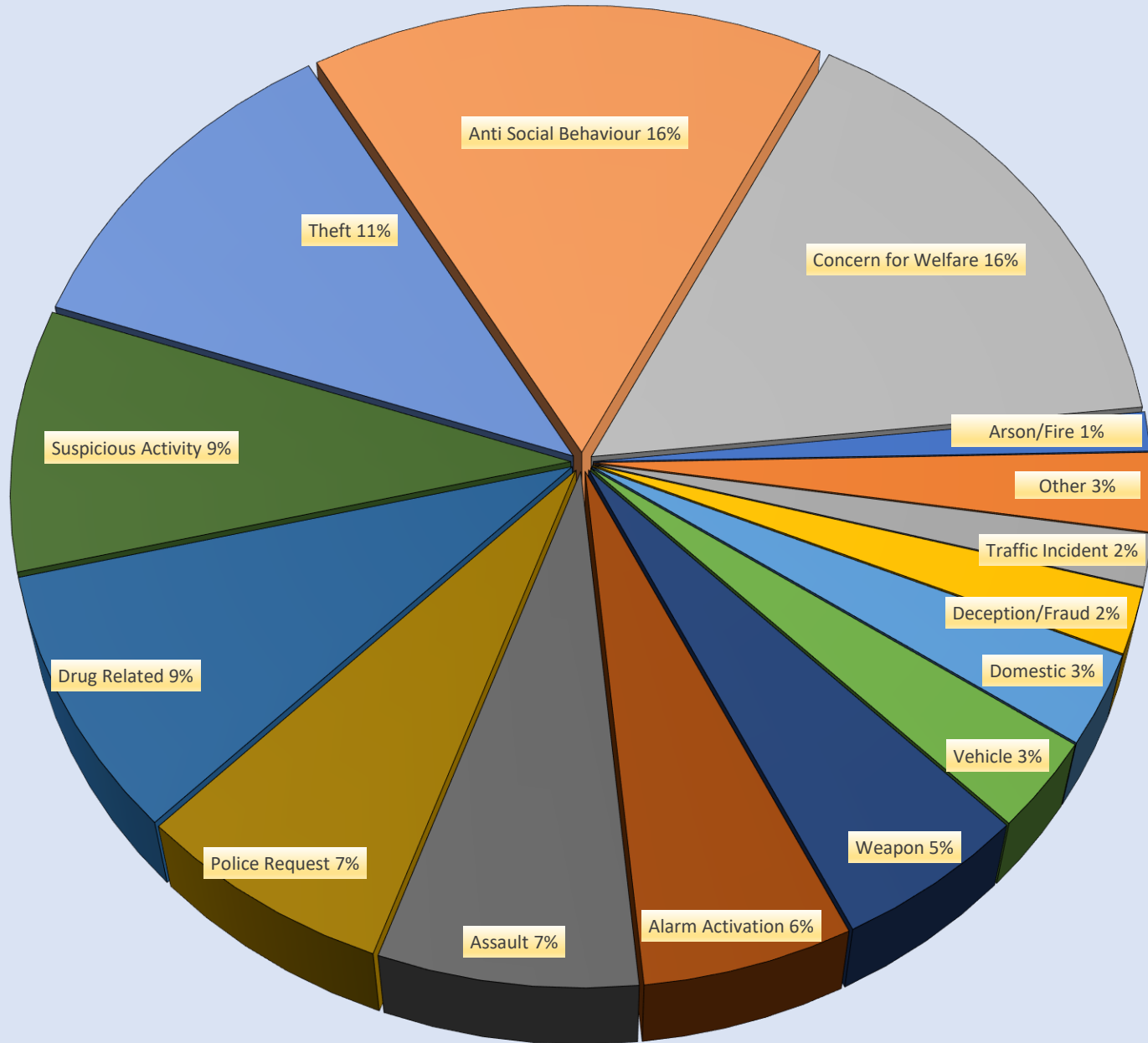


# North Herts Incidents Q2 2024-2025

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

Category Name	No. of Incidents
Burglary	1
Criminal Damage	1
Arson/Fire	3
Other	4
Traffic Incident	4
Deception/Fraud	5
Domestic	7
Vehicle	7
Weapon	12
Alarm Activation	13
Assault	16
Police Request	16
Drug Related	20
Suspicious Activity	20
Theft	26
Anti Social Behaviour	36
Concern for Welfare	36

# North Herts Incident Categories Q2 2024-2025



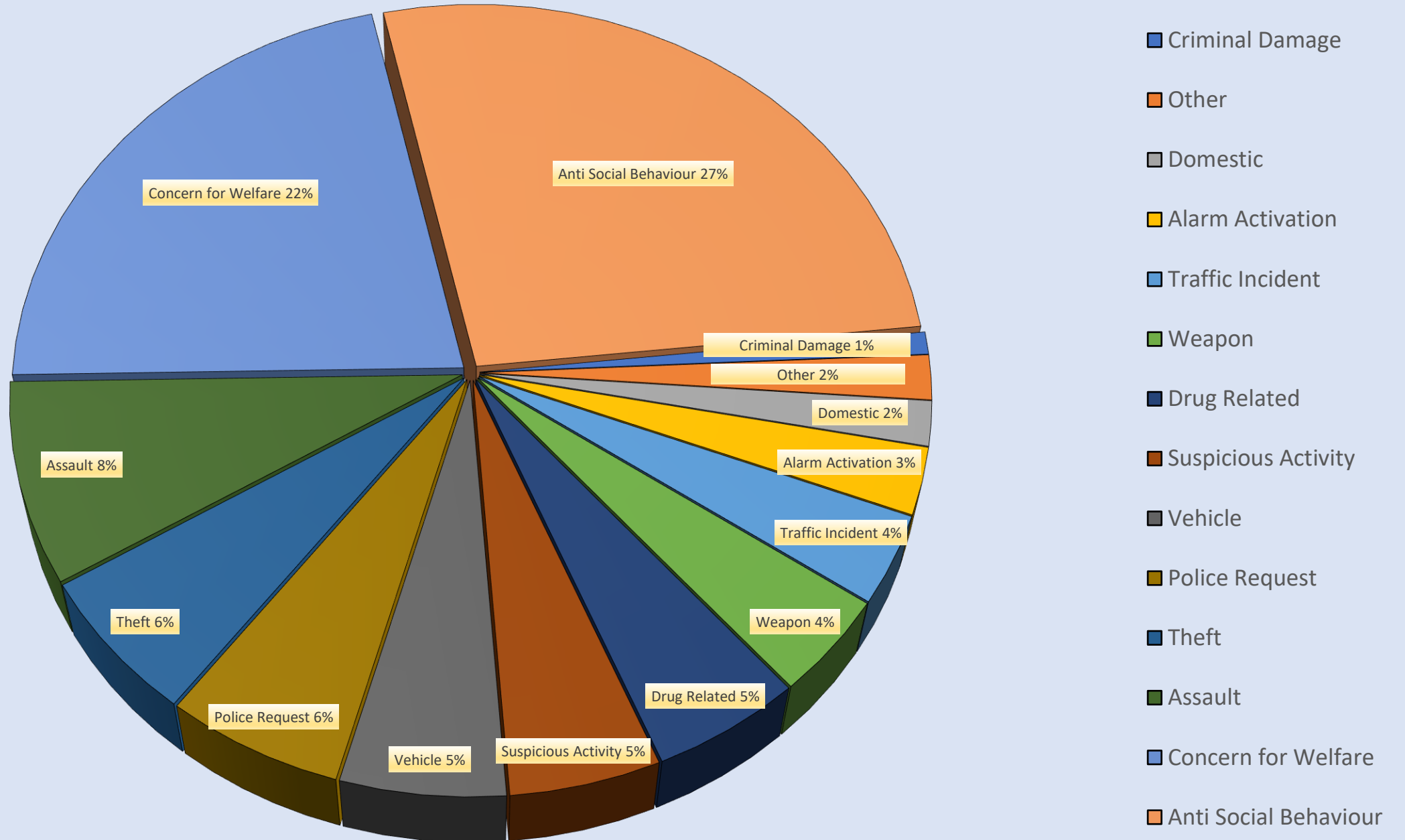
- Arson/Fire
- Other
- Traffic Incident
- Deception/Fraud
- Domestic
- Vehicle
- Weapon
- Alarm Activation
- Assault
- Police Request
- Drug Related
- Suspicious Activity
- Theft
- Anti Social Behaviour
- Concern for Welfare

# East Herts Incidents Q2 2024-2025

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

Category Name	No. of Incidents
Arson/Fire	1
Hate Crime	1
Immigration	1
Other	1
Criminal Damage	2
Domestic	4
Alarm Activation	6
Traffic Incident	8
Weapon	9
Drug Related	11
Suspicious Activity	11
Vehicle	12
Police Request	13
Theft	13
Assault	18
Concern for Welfare	47
Anti Social Behaviour	58

# East Herts Incident Categories Q2 2024-2025



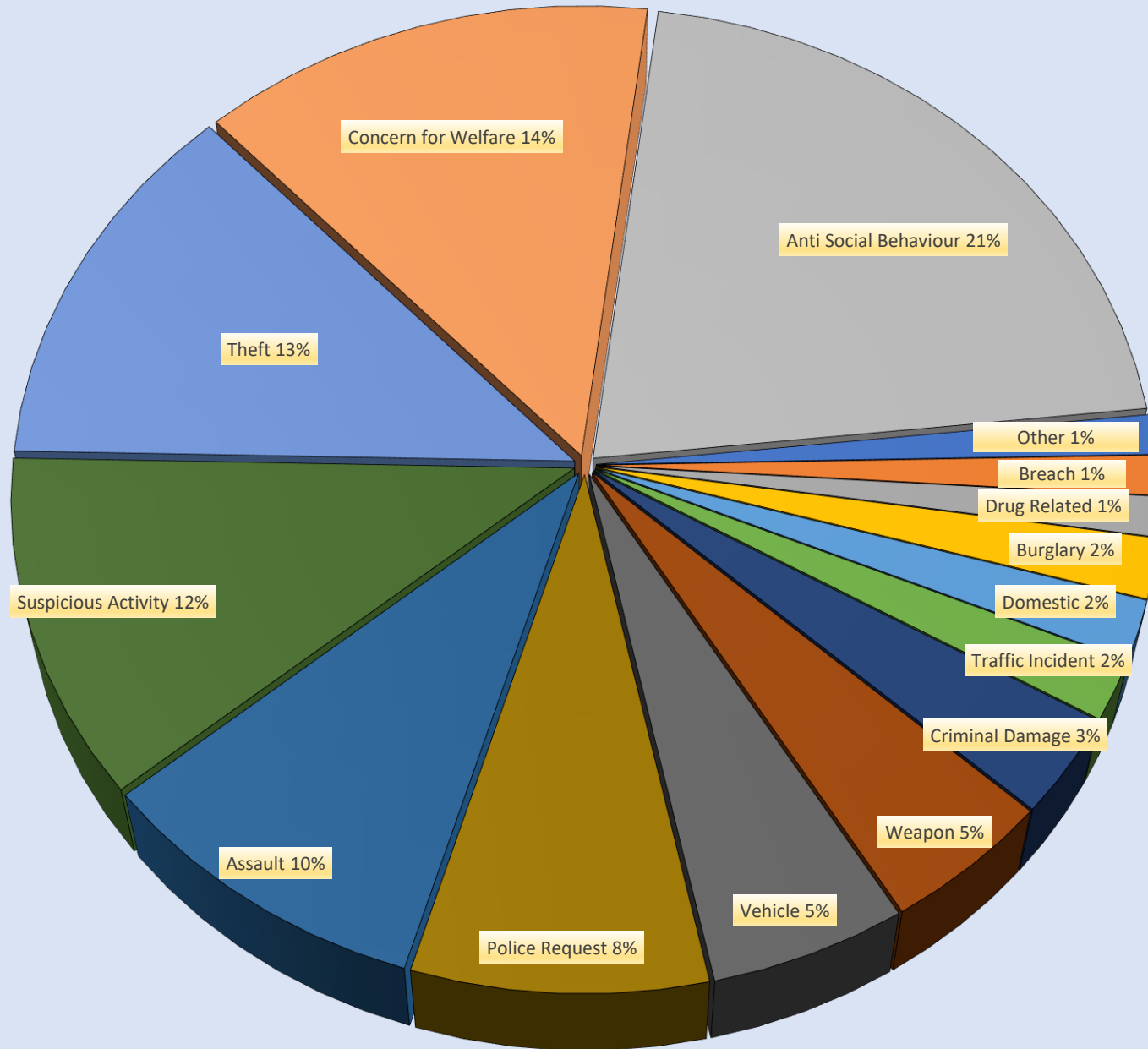
# Hertsmere Incidents Q2 2024-2025

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

Category Name	No. of Incidents
Alarm Activation	1
Anti Social Behaviour	32
Assault	14
Breach	2
Burglary	3
Concern for Welfare	21
Criminal Damage	5
Domestic	3
Drug Related	2
Police Request	12
Suspicious Activity	17
Theft	19
Traffic Incident	3
Other	1
Vehicle	8
Weapon	7



# Hertsmere Incident Categories Q2 2024-2025



- Other
- Breach
- Drug Related
- Burglary
- Domestic
- Traffic Incident
- Criminal Damage
- Weapon
- Vehicle
- Police Request
- Assault
- Suspicious Activity
- Theft
- 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

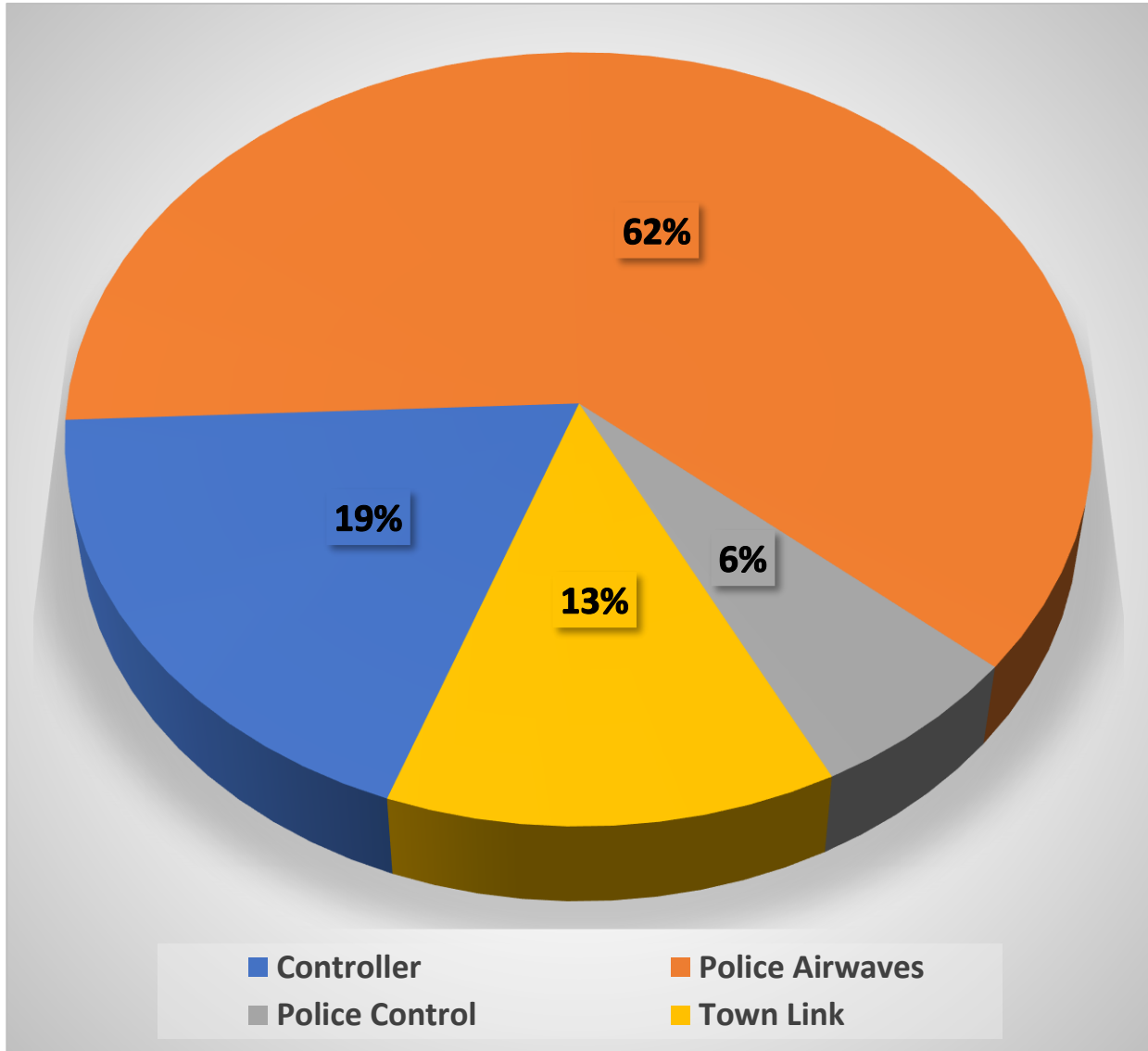
**Police Airwaves:** A call via the Police Airwaves Radio to the control room

**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 Q2 2024-2025

Source	Count
Controller	180
Police Airwaves	593
Police Control	61
Town Link	125



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