

17 March 2025

Our Ref CCTV Partnership Joint Executive,  
25 March 2025  
Contact. Committee Services  
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To: Members of the Committee:

North Herts District Council:	Councillors: Ian Albert, Val Bryant and Mick Debenham
East Herts District Council:	Councillors: Alex Daar, Mione Goldspink, and Chris Wilson
Hertsmere Borough Council:	Councillors: Marc Amron, Christian Gray and Paul Hodgson-Jones
Stevenage Borough Council:	Councillors: Lloyd Briscoe, Jackie Holywell and Conor McGrath

**NOTICE IS HEREBY GIVEN OF A**

**MEETING OF THE CCTV PARTNERSHIP JOINT EXECUTIVE**

to be held in the

**COUNCIL CHAMBER, DISTRICT COUNCIL OFFICES, GERON  
ROAD, LETCHWORTH, SG6 3JF**

On

**TUESDAY, 25TH MARCH, 2025 AT 7.30 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. ELECTION OF A CHAIR</b> To elect a Chair for the meeting.	
<b>2. APOLOGIES FOR ABSENCE</b> To receive any apologies for absence.	
<b>3. MINUTES - 24 OCTOBER 2024</b> To take as read and approve as a true record the minutes of the meeting of the Committee held on the 24 October 2024.	(Pages 3 - 8)
<b>4. CHAIR'S ANNOUNCEMENTS</b> Members are reminded that any declarations of interest in respect of any business set out in the agenda, should be declared as either a Disclosable Pecuniary Interest or Declarable Interest and are required to notify the Chair of the nature of any interest declared at the commencement of the relevant item on the agenda. Members declaring a Disclosable Pecuniary Interest must withdraw from the meeting for the duration of the item. Members declaring a Declarable Interest, wishing to exercise a 'Councillor Speaking Right', must declare this at the same time as the interest, move to the public area before speaking to the item and then must leave the room before the debate and vote.	
<b>5. CCTV OFFICER MANAGEMENT BOARD AND OPERATIONS MANAGER REPORT</b> REPORT OF THE SERVICE DIRECTOR – RESOURCES  This report provides an update on the activities of the Officer Management Board since the last meeting of the Joint Executive in October. It includes the following: <ul style="list-style-type: none"><li>• Forecast financial position for 2024/25.</li><li>• Budget for 2025/26.</li><li>• Update on the capital upgrade to the control room operating system/equipment and maintenance costs.</li><li>• Updates in relation to operational performance.</li></ul>	(Pages 9 - 32)
<b>6. DATE OF NEXT MEETING</b> To agree a date for the next meeting.	

## STEVENAGE BOROUGH COUNCIL

### JOINT CCTV EXECUTIVE MINUTES

Date: Thursday, 24 October 2024

Time: 6.00pm

Place: Council Chamber, Daneshill House, Danestrete, SG1 1HN

**Present:**           **Stevenage Borough Council**  
Councillors: Conor McGrath, Lloyd Briscoe and Jackie Hollywell

**Hertsmere Borough Council**  
Councillors: Marc Amron and Christian Gray

**North Herts District Council**  
Councillor Ian Albert

**East Herts District Council**  
Councillor Alex Daar

**Start / End**        Start Time:   18:00  
**Time:**            End Time:     18:30

#### 1       **ELECTION OF CHAIR**

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

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

Apologies for absence were received from:

**Hertsmere Borough Council**  
Cllr Paul Hodgson-Jones

**North Herts District Council**  
Cllr Val Bryant  
Cllr Mick Debenham

**East Herts District Council**  
Cllr Mione Goldspink  
Cllr Chris Wilson

Councillor Lloyd Briscoe declared an interest, stating that they worked commercially for a private sector CCTV company but affirmed that this would not influence their comments during the meeting.

3 **MINUTES - 24 JUNE 2024**

It was **RESOLVED** that the minutes of the Joint CCTV Executive meeting held on 24 June 2024 be approved as a correct record and signed by the chair.

4 **CHAIR'S ANNOUNCEMENTS**

There were none.

5 **TERMS OF REFERENCE**

It was **RESOLVED** that the Terms of Reference for the Committee, as agreed by the Annual Council Meeting on 22 May 2024 be noted.

6 **CCTV OPERATIONS REPORT**

Stevenage Borough Council's CCTV Operations Manager provided the Executive with the CCTV operations update which covered the following key points:

**Contractor Operations**

SSG continued to operate and monitor the CCTV control room under contract, with monthly meetings held to review operations. Minutes from those meetings were available for Executive review.

**CCTV Upgrades and Installations**

- **Hertford Town Council:** Approved an upgrade to their CCTV cameras, currently in the equipment ordering and planning phase.
- **North Herts District Council:** Completed a CCTV refresh, with one update pending and a new location awaiting permissions.
- **East Herts District Council:** Upgrades at Hertford Theatre had been scheduled for completion by this meeting date.
- **Stevenage Borough Council:** Phases one to three of CCTV housing installations completed, with one broadband connection outstanding at Ingelheim Court.

**Control Room Operations**

The control room monitored over 1,568 cameras, offering both proactive and reactive surveillance. The police now used a digital asset management system for secure footage downloads.

**Compliance and Audits**

- No Regulation of Investigatory Powers Act (RIPA) applications had been received since June 2024.
- The Code of Practice was updated in October 2024, with minimal changes.
- No Data Protection Act or GDPR breaches, nor complaints, had been reported since June 2024.
- A CCTV Shared Internal Audit Service audit was scheduled for November.

### **Data and Reporting**

A statistical overview for Quarter 2 was available, with detailed monthly reports accessible on [www.hertfordshirecctv.co.uk](http://www.hertfordshirecctv.co.uk). An equipment inventory and end-of-life forecast were maintained as a working document, submitted to the Officers' Board at each meeting.

The Chair thanked the CCTV Operations Manager for the update and invited Members to ask questions.

In response to a question related to the Constabulary's use of a digital asset management system (DAM) to retrieve footage, the CCTV Control Room Manager advised the Executive that the DAM system was operational and facilitating uploads but acknowledged ongoing issues with the control room's police presence. The control room had recently lost a full-time police officer presence, and arrangements were underway at the Constabulary to find a solution for reinstating the full-time presence.

It was **RESOLVED** that the CCTV Operations Report be noted.

## 7 **CCTV OFFICER MANAGEMENT BOARD REPORT**

Stevenage Borough Council's Procurement, Compliance and CCTV Manager and the CCTV Operations Manager presented the CCTV Officer Management Board Report, highlighting key financial updates for Q2:

### **Budget Overview**

The report included budgeted, actual, and estimated expenses, with any variances noted. Camera numbers, which might fluctuate, could impact financial outcomes, leading to potential year-end invoices or refunds.

### **Staffing Costs**

A vacant position was resulting in savings, one Officer was covering both business development and CCTV manager roles. Recruitment for a Business Support Officer was in progress, which, once filled, would still result in an overall saving.

### **Premises and Transport Cost**

Premises-related costs were within budget, while transport (primarily mileage claims) might see a slight overspend, though this was minor.

### **Supplies, Services, and Recharges**

Current contracts for supplies and services, as well as recharges, were expected to stay within budget.

### **Partner Cost Recovery**

Projections suggested an underspend by year-end, resulting in a refund to partners. Camera costs were allocated by camera share and adjusted based on any changes in camera numbers. Regular updates to the Officer Board allowed for monitoring and adjustment of budgets and forecasts.

## **Income**

The company's income was growing, with new contracts expected to increase revenues this financial year. Once those contracts were fully onboarded, a clearer picture would emerge at year-end, with positive growth anticipated.

The Chair thanked the Officers for their report.

It was **RESOLVED** that the CCTV Officers Management Board Report be noted.

## 8 **UPDATED CODE OF PRACTICE**

The Procurement, Compliance and CCTV Manager provided an overview of the updated operational Code of Practice, highlighting two minor revisions:

- The village of Orwell was removed as it was no longer part of the monitored CCTV network.
- A logo update was made on the front page to replace the outdated version.

It was **RESOLVED** that the updates to the Code of Practice be noted.

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

The CCTV Control Room Manager presented the Q2 statistics for the CCTV Partnership noting significant increases in incidents and footage requests:

### **Incident Reporting**

The control room recorded 1,641 incidents in Q2, up from 1,350 the previous quarter. This trend reflected an increase of almost 300 incidents from the previous year (1,307). The control room was on track for its busiest year yet.

### **Footage Requests**

There was a notable rise in footage requests, with 371 requests in Q2 compared to around 250 the previous year. Those requests, from police and insurers, contributed positively to the partnership's income.

### **Communication Trends**

The partnership saw a substantial increase in police airwaves jobs, now at nearly 600 per quarter, up from 61 in previous years. This indicated an improvement in the collaboration between the police and control room. Additionally, there were 180 proactive incidents spotted by controllers.

The Chair thanked the CCTV Control Room Manager for the report and invited Members to ask questions.

In response to a question related to the licensing of wireless technology within the CCTV system, the CCTV Control Room Manager advised the Executive that all relevant permissions had been obtained from Ofcom.

Some Members expressed concerns over the absence of Q1 statistics in the report and iterated the need for consistent trend data across quarters and years. They highlighted that a consolidated report showing multi-year and quarterly trends was essential, as such data helps illustrate the CCTV system's performance over time. Members suggested that an accessible and visual summary could effectively support decision-making and potentially aid in attracting new customers by demonstrating the CCTV partnership's impact. The CCTV Control Room Manager responded that he could add a year-on-year trend page to the quarterly reports.

It was **RESOLVED** that the Q2 Statistics for the CCTV Partnership be noted.

## 10 **CCTV MAINTENANCE CONTRACT**

The Executive received a verbal update from the Procurement, Compliance and CCTV Manager and the CCTV Operations Manager regarding the CCTV Maintenance Contract, outlining the current status and proposed next steps:

### **Contract Combination**

It was explained that the CCTV maintenance contract would be combined with the operating system upgrade contract. This decision, made in consultation with the legal and procurement teams, was aimed at minimising risk and streamlining the process.

### **Current Contract Extension**

To ensure a smooth transition and avoid any service disruptions, the current maintenance contract would be extended. This extension was designed to overlap with the end of the current operating system support, allowing time for any necessary handovers.

### **Timeline**

The estimated timeline for this procurement process was shared, with an invitation to tender expected to be issued around 9 December 2024.

The new contract was anticipated to commence on either 1 April or 1 May 2025.

This timeline included a buffer period to facilitate a smooth handover if the contract was awarded to a new provider.

A Member raised a question regarding potential cost implications of the contract changes. In response the CCTV Control Room Manager noted that, while specific costs remain undetermined, they were actively engaging with the market to gather quotations. They reassured members that while exact figures were pending, there had been no indication of significant price increases based on past invoices and current engagements.

It was **RESOLVED** that the update on the CCTV Maintenance Contract be noted.

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

The Procurement, Compliance and CCTV Manager provided an overview of the

CCTV Control Room Operation Contract, focussed on its current status and strategic approach moving forward:

**Current Contract and Value**

- The contract covered the employment of the CCTV Control Room Manager and the Control Room Team responsible for operating the CCTV systems.
- Originally awarded to SSG, who were relatively new to the market at the time, the contract came at a favourable price due to competitive bidding.
- The contract included an annual increase based on the Retail Price Index (RPI) minus 1%, ensuring ongoing value for money.

**Future Procurement Plans**

- Given the terms of the current contract, which would likely be more cost-effective than re-tendering now, it was decided to extend the contract for an additional two years.
- The team planned to initiate the procurement process in approximately one year to prepare for a smooth transition at the end of the extended period.

It was **RESOLVED** that the update on the SSG – CCTV Control Room Operation Contract be noted.

12 **VERACITY OPERATING SYSTEM UPGRADES**

The Procurement, Compliance and CCTV Manager clarified that the Veracity Operating System Upgrades would now be combined with the maintenance contract to streamline the process. This approach aimed to improve efficiency by merging the two contracts, simplifying procurement and administration.

It was **RESOLVED** that the update on the Veracity Operating System Upgrades be noted.

13 **DATE OF NEXT MEETING**

It was **RESOLVED** that the next meeting should be held in late January or early February 2025.

14 **URGENT BUSINESS**

There was none.

**CHAIR**



<b>CCTV PARTNERSHIP JOINT EXECUTIVE</b>
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<b>25 MARCH 2025</b>
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<b>PART 1 – PUBLIC DOCUMENT</b>
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**TITLE OF REPORT: CCTV OFFICER MANAGEMENT BOARD AND OPERATIONS  
MANAGER REPORT**

REPORT OF: *SERVICE DIRECTOR- RESOURCES*

EXECUTIVE MEMBER: CLLR VAL BRYANT

COUNCIL PRIORITY: THRIVING COMMUNITIES

**1. EXECUTIVE SUMMARY**

This report provides an update on the activities of the Officer Management Board since the last meeting of the Joint Executive in October. It includes the following:

- Forecast financial position for 2024/25.
- Budget for 2025/26.
- Update on the capital upgrade to the control room operating system/ equipment and maintenance costs.
- Updates in relation to operational performance.

**2. RECOMMENDATIONS**

- 2.1. That the Joint Executive provides comments and notes the report.

**3. REASONS FOR RECOMMENDATIONS**

- 3.1. The Joint Executive agree the strategic and policy issues in relation to the CCTV partnership. They therefore receive regular updates from the Officer Management Board.

**4. ALTERNATIVE OPTIONS CONSIDERED**

- 4.1. Meetings are scheduled to try and ensure that there is sufficient business to be considered. This meeting was delayed from January to enable an update to be provided on the control room operating system procurement.

**5. CONSULTATION WITH RELEVANT MEMBERS AND EXTERNAL ORGANISATIONS**

- 5.1. CCTV coverage is across 4 districts and there are no specific recommendations in relation to a particular Ward(s). So there has been no specific consultation with Ward Members.
- 5.2. The CCTV company have been consulted on specific relevant matters as detailed in the report.

## 6. FORWARD PLAN

- 6.1 This report does not contain a recommendation on a key Executive decision and has therefore not been referred to in the Forward Plan.

## 7. BACKGROUND

- 7.1. The CCTV partnership is made up of East Herts, Hertsmere, North Herts and Stevenage. The operations are managed by Stevenage Borough Council, and the partners are charged their share of the costs in proportion to number of cameras. This is after any income from the CCTV company.
- 7.2. Capital investment in specific cameras are fully the responsibility of the relevant Council. General capital investment is shared between the CCTV company and the partners. The partners share is made up of: 50% split equally, and 50% in proportion to number of cameras.
- 7.3. There is also a CCTV partnership company which sells cameras and monitoring to other organisations and makes use of control room capacity. The governance of the company falls outside the remit of this Joint Executive Committee.

## 8. RELEVANT CONSIDERATIONS

- 8.1. The latest financial forecast for 2024/25 shows an underspend of just over £48k against the original budget. This is mainly due to a vacancy. Following the retirement of the CCTV Operations Manager, the former Business Development Manager (previously employed by the company) has been acting up to the Operations Manager role. Some of the company business development work is being done through over-time, which is charged to the company. We are looking at options for this going forward. The current overall financial saving is shared between the company and the partnership. Full details of the forecasts are in this table:

	24/25 Budget	24/25 Forecast	24/25 Variance to Budget	Comments
Employees	119,360	69,510	-49,850	See above
Premises Related	42,690	42,690	0	
Transport Related	900	2,000	1,100	Additional mileage cost - to be split between the Partnership and Company
Supplies & Services	615,110	608,610	-6,500	
Recharges	16,040	16,040	0	
Income from Company	-250,170	-243,170	7,000	Reduced income for the vacant post, which is partially offset by an increase in camera units (69 to 82) plus mileage charge
<b>Balance to recover from partners</b>	<b>543,930</b>	<b>495,680</b>	<b>-48,250</b>	

Based on camera numbers this gives the following share of costs between partners:

	<b>Average Camera Units</b>	<b>% of total camera units</b>	<b>24/25 Budget</b>	<b>24/25 Forecast</b>	<b>24/25 Variance to Budget</b>
Stevenage	124	48.1%	251,930	238,180	-13,750
North Herts	49	19.0%	107,500	94,190	-13,310
East Herts	48	18.6%	103,530	92,370	-11,160
Hertsmere	37	14.3%	80,970	70,940	-10,030
<b>Total</b>	<b>259</b>	<b>100%</b>	<b>543,930</b>	<b>495,680</b>	<b>-48,250</b>

Note: there have been changes in camera units since the budget was set.

8.2. At the last Joint Executive meeting an update was provided on the control room contract with SSG. They have asked for exceptional inflation for 2025/26 (above the 2.6% set by contract as RPI less 1%), but there are no provisions in the contract that would allow this to happen. There are provisions in the contract that would allow us to pay less than the contractual inflation rate (RPI – 1%) but these have not been used since the contract was awarded to SSG in May 2022.

8.3. The budget for 2025/26 is as follows:

	<b>25/26 Budget</b>	<b>Comments</b>
Employees	124,330	Based on previous establishment, may be subject to change
Premises Related	43,320	
Transport Related	920	
Supplies & Services	640,890	Assumes 2.6% uplift on the SSG contract.
Recharges	18,000	
Income from Company	-273,390	Based on current camera numbers, and subject to change during the year.
<b>Balance to recover from partners</b>	<b>554,070</b>	

Based on current camera numbers this gives the following share of costs between partners. This will be subject to change as camera units change during the year:

	<b>Current camera units</b>	<b>25/26 Budget</b>
Stevenage	127	266,940
North Herts	49	103,050
East Herts	51	106,460
Hertsmere	37	77,620
<b>Total</b>	<b>264</b>	<b>554,070</b>

- 8.4 At the last Joint Executive meeting an update was provided on the control room hardware and the need for replacements/ upgrades as it had been 5 years since it was installed. An estimated total cost was provided to partners (and the company) and partners were asked to allocate their share of the costs within their budgets for 2025/26. A specification was created that covered the works and an ongoing support contract. This was put out to tender and the bids are being evaluated. Capital and ongoing revenue costs are expected to be in line with the previous estimates/ allocated budgets.

#### **Operations and performance update**

- 8.5 The Officer Management Board receive regular updates from the CCTV Operations Manager. This includes updates on performance of the control room, camera usage/ incident data and any changes to cameras by partners. A summary of these updates is included in the following paragraphs.
- 8.6 Hertford Town Council upgrade of Town Centre cameras has been completed. A quotation has been sent to Hertford Town Council for a new Cabinet which we are awaiting approval.
- 8.7 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.
- 8.8 Hertsmere have ordered a new CCTV camera to be installed on Theobald Street Borehamwood.
- 8.9 East Herts: Hertford Theatre has 1 camera outstanding and is due to questions being asked about its location. This site is also long overdue awaiting a broadband connection. Gascoyne way Car park camera upgrade installation is currently underway and due to be completed before the end of March 2025.
- 8.10 SBC CCTV Housing phase 3. Awaiting 1 Broadband connection at Ingelheim Court. Dunn Close has suffered a few setbacks with the installation date due to contractors on site. Looking to start installation in April 2025. CCTV upgrade in Popple Way is due to be started later this month. Almond Lane Cemetery CCTV upgrade has been completed this month.

- 8.11 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.
- 8.12 The current Analogue link from the CCTV Control Room to Police headquarters in Welwyn is due to be upgraded to a Digital link. Police HQ ICT have been made aware and we are awaiting a response.
- 8.13 The Partnership has not received any applications for RIPA since the last Executive meeting in October 2024 from the Police.
- 8.14 There have been no Data Protection Act/GDPR breaches or complaints since the last Executive meeting in October 2024
- 8.15 We have produced statistical overview of the data collected by the control room for the period Quarter 3 – Appendix A, Full monthly reports can be found on the web site [www.hertfordshirecctv.co.uk](http://www.hertfordshirecctv.co.uk). This includes some comparisons with previous data. We are still working through different ways to summarise the data.

## **9. LEGAL IMPLICATIONS**

- 9.1. The Joint Executive Terms of Reference (North Herts constitution paragraph 11.7.2) include:
  - (c) To consider operations and performance reports from the CCTV Operations Manager and CCTV Officer Management Board.

## **10. FINANCIAL IMPLICATIONS**

- 10.1. These are covered in section 8.

## **11. RISK IMPLICATIONS**

- 11.1. Good Risk Management supports and enhances the decision-making process, increasing the likelihood of the Council meeting its objectives and enabling it to respond quickly and effectively to change. When taking decisions, risks and opportunities must be considered.
- 11.2. There is a risk with the monitoring contract that contractual inflationary increases have been lower than increases in the National Living Wage. We are aware that SSG have thus far only chosen to increase operator wages in line with contractual inflation, and this has eroded the gap between operator wages and the National Living Wage. The obligation is on the contractor to provide the service, but we would ultimately see the impact of any drop in performance levels. To date there have been no performance issues, and there is a dedicated long-serving group of control room operators.

## **12. EQUALITIES IMPLICATIONS**

- 12.1. In line with the Public Sector Equality Duty, public bodies must, in the exercise of their functions, give due regard to the need to eliminate discrimination, harassment, victimisation, to advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not.

12.2. There are no direct equality implications arising from this report.

**13. SOCIAL VALUE IMPLICATIONS**

13.1. This report partly relates to a contract above £50,000. Social Value was included within that contract and is being assessed by the Social Value Portal

**14. ENVIRONMENTAL IMPLICATIONS**

14.1. There are no known Environmental impacts or requirements that apply to *this report*.

**15. HUMAN RESOURCE IMPLICATIONS**

15.1 Paragraph 8.1 covers the current arrangements for the management of the CCTV service. The staffing of the control room is via a contract with SSG as detailed in paragraph 8.2.

**16. APPENDICES**

16.1 Appendix A: Quarter 3 statistics

**17. CONTACT OFFICERS**

17.1 Ian Couper, Service Manager- Resources, [ian.couper@north-herts.gov.uk](mailto:ian.couper@north-herts.gov.uk); ext: 4243

17.2 Richard Baldock, Procurement and Compliance Manager, Stevenage Borough Council

17.3 Steve Cook, Acting CCTV Operations Manager, Stevenage Borough Council

**18. BACKGROUND PAPERS**

18.1 None

# Q3 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



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	

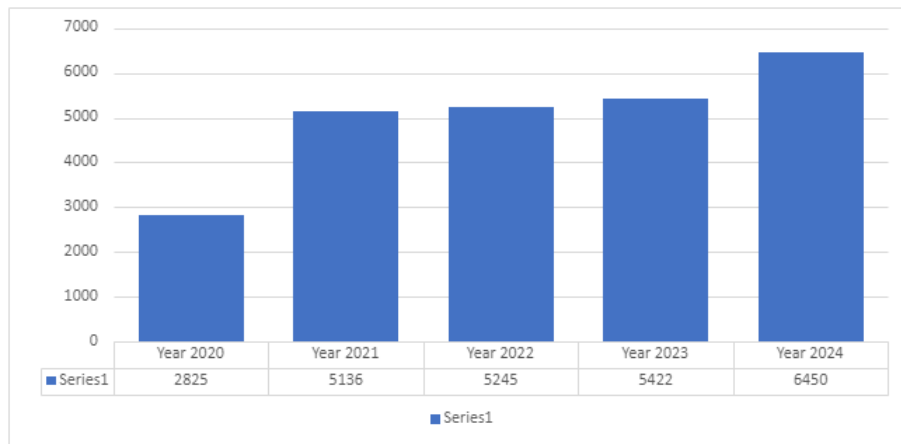
Category	Subcategory
Breach	
	Bail
	Court Order
	Curfew
	CPN
	CBO
Burglary	
	Ram Raid
Concern for Welfare	
	Missing Persons
	Injury
	Mental Health
COVID19 Related	
Criminal Damage	
Deceased	
	Murder
	Sudden Death
	Suicide
Deception/Fraud	
	Banking Protocol
	Extortion
Domestic	
	Assault
	Anti-social
Drug 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 2024

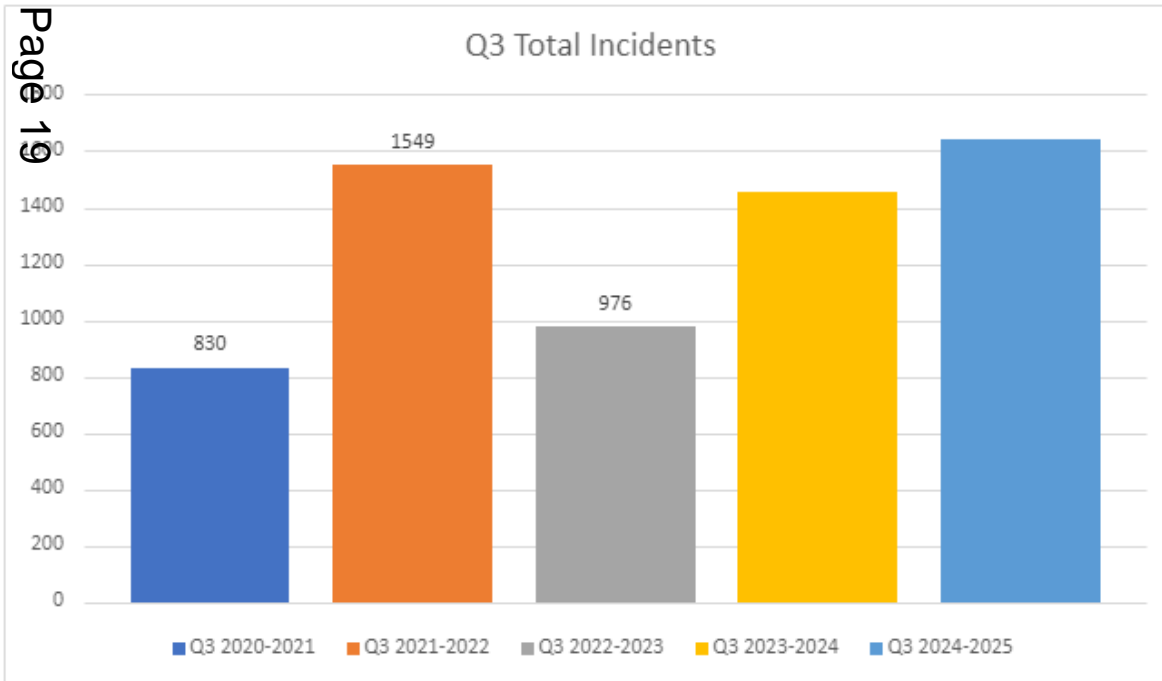
- The CCTV Control Room Recorded 6450 incidents in the year 2024
- This was an increase from 5422 incidents in 2023-24 and an increase from 5245 the year before



Month	Year 2020	Year 2021	Year 2022	Year 2023	Year 2024
January	0	228	665	384	549
February	137	282	450	455	476
March	297	408	496	492	591
April	165	395	401	455	498
May	213	418	464	383	533
June	191	460	486	451	520
July	348	481	367	449	600
August	360	447	352	453	538
September	284	468	588	448	503
October	290	588	394	407	599
November	263	530	262	494	534
December	277	431	320	551	509
	<b>Year 2020</b>	<b>Year 2021</b>	<b>Year 2022</b>	<b>Year 2023</b>	<b>Year 2024</b>
<b>TOTAL</b>	2825	5136	5245	5422	6450

# Control Room Total Incident Data Q3 2024-25

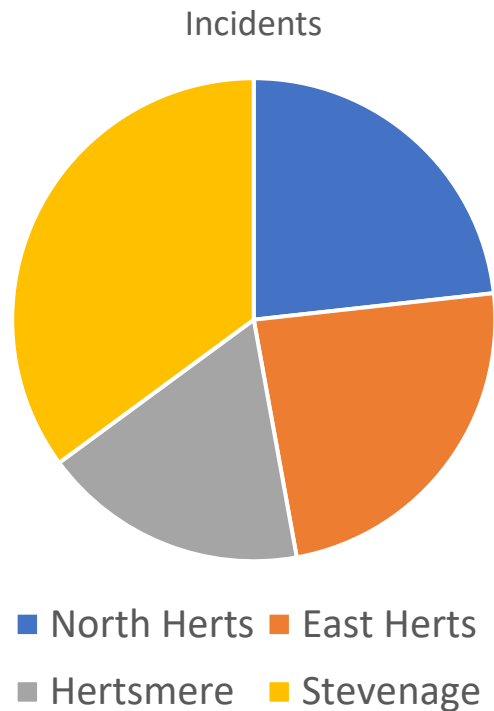
- The CCTV Control Room recorded 1642 Incidents in Q3 2024-25 Relating to CCTV
- This was an increase from 1452 incidents in Q3 2023-24 and an increase from 1307 the year before



Q3 2020-2021	Q3 2021-2022	Q3 2022-2023	Q3 2023-2024	Q3 2024-2025
830	1549	976	1452	1642

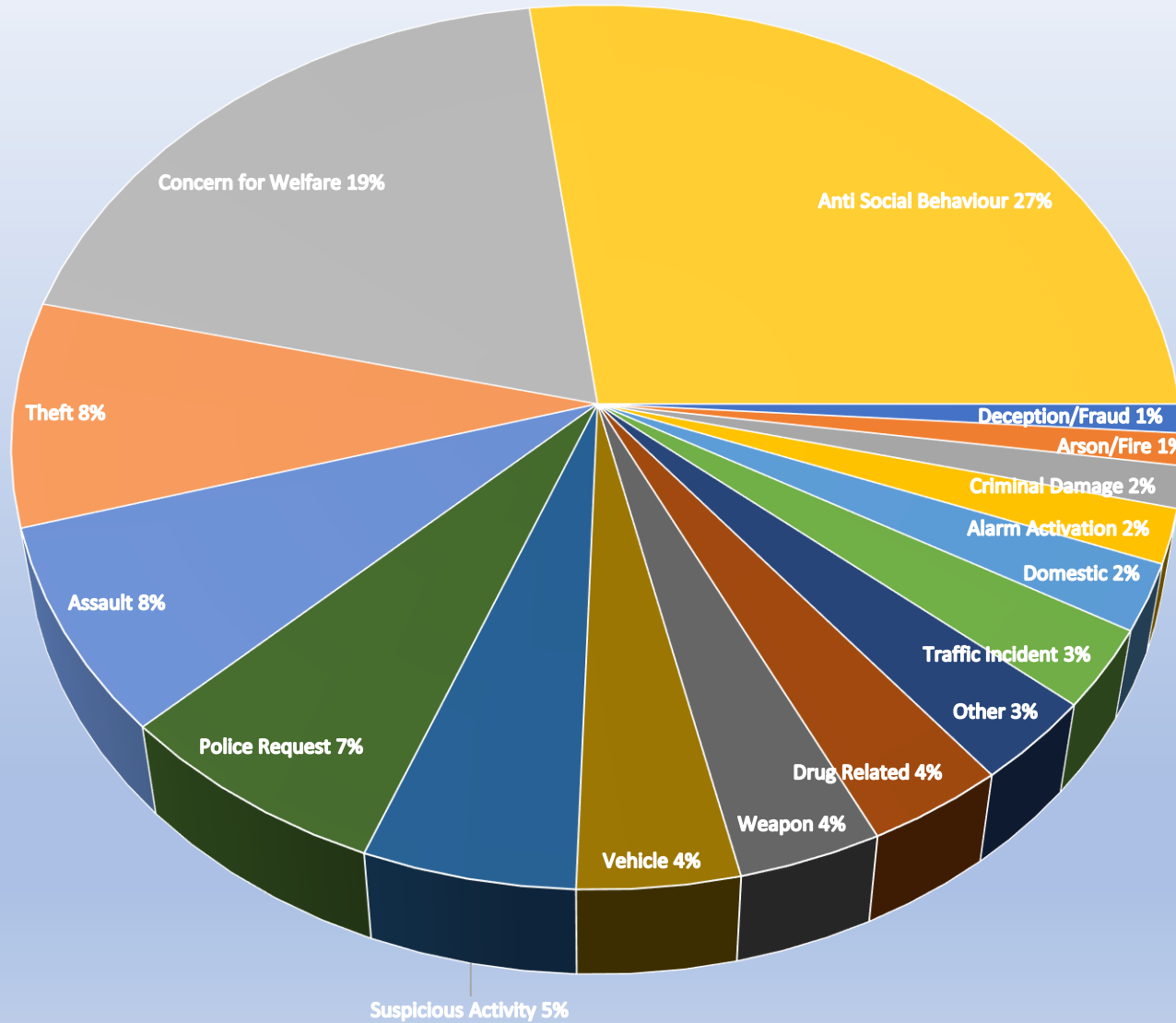
# Incident Statistics By Partner

## Q3 2024-2025



Partner	Incidents
North Herts	212
East Herts	218
Hertsmere	162
Stevenage	320

# Incident Category Split All Partners Q3 2024 - 2025

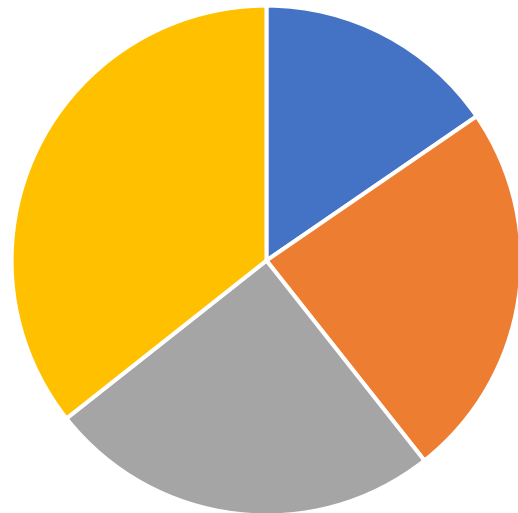


- Deception/Fraud
- Arson/Fire
- Criminal Damage
- Alarm Activation
- Domestic
- Traffic Incident
- Other
- Drug Related
- Weapon
- Vehicle
- Suspicious Activity
- Police Request
- Assault
- Theft
- Concern for Welfare
- Anti Social Behaviour

# Footage Request Data

- The CCTV Control Room recorded a total of 376 footage requests for the CCTV Partners cameras in Quarter 3 of 2024-25

Footage Requests



■ North Herts ■ East Herts  
■ Hertsmere ■ Stevenage

Partner	Footage Requests
North Herts	58
East Herts	90
Hertsmere	94
Stevenage	134

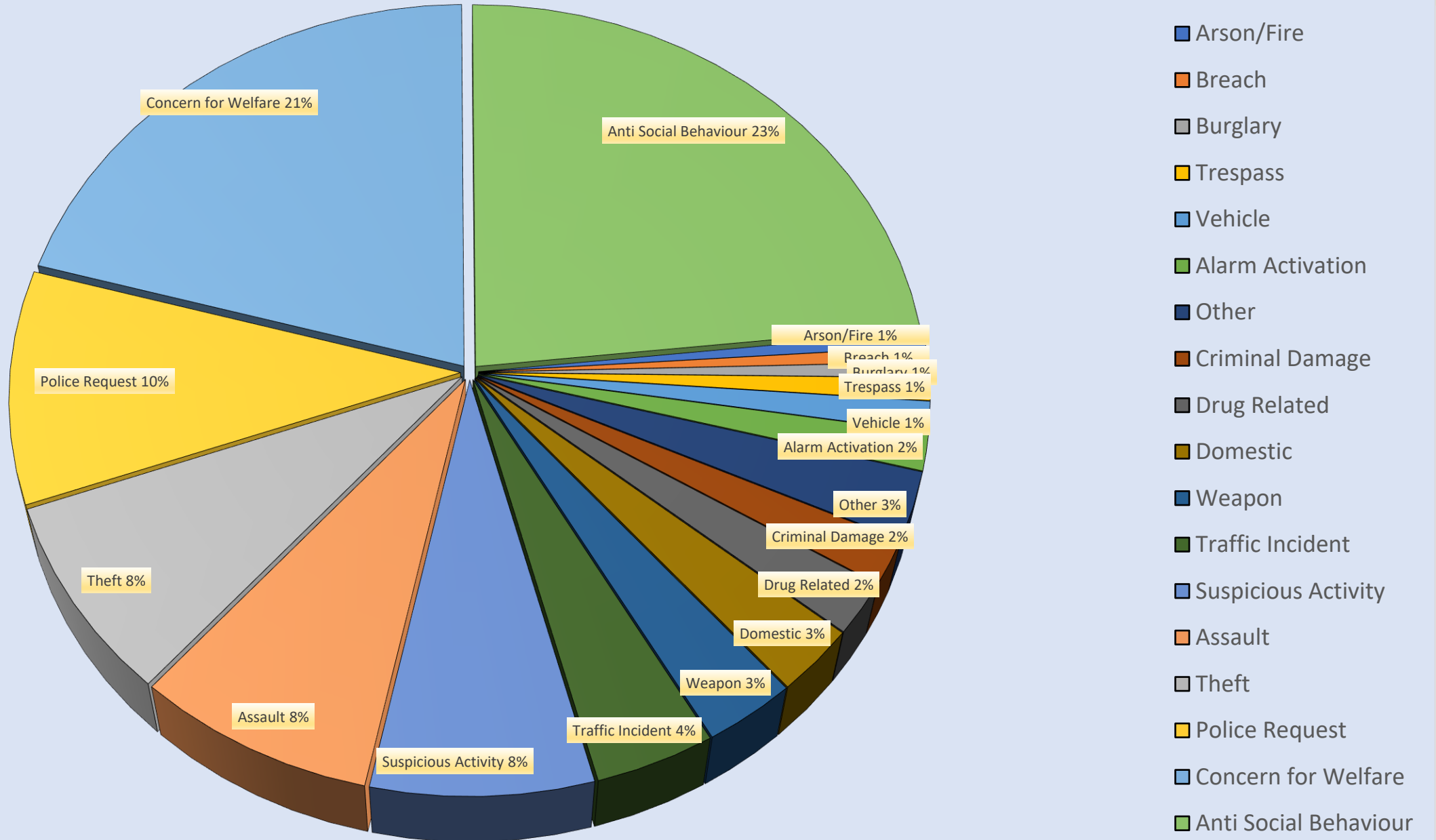
# Stevenage Incidents Q3 2024-2025

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

Category Name	No. of Incidents
Arson/Fire	2
Breach	2
Burglary	2
Trespass	3
Vehicle	4
Alarm Activation	5
Other	9
Criminal Damage	6
Drug Related	7
Domestic	9
Weapon	10
Traffic Incident	13
Suspicious Activity	24
Assault	26
Theft	26
Police Request	31
Concern for Welfare	66
Anti Social Behaviour	75

### Stevenage Incident Categories Q3 2024-2025





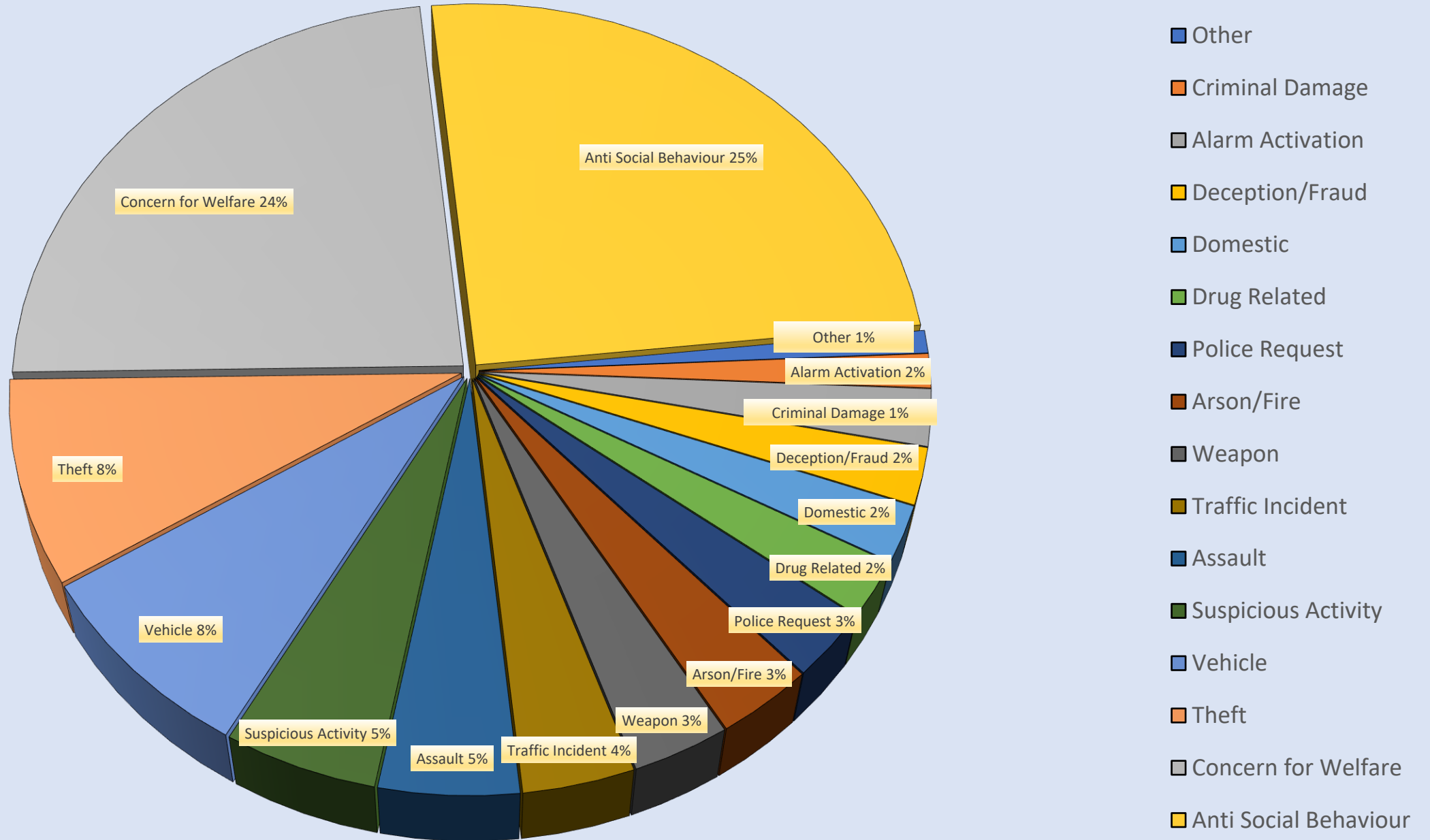
# North Herts Incidents Q3 2024-2025

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

Category Name	No. of Incidents
Other	2
Criminal Damage	3
Alarm Activation	5
Deception/Fraud	5
Domestic	5
Drug Related	5
Police Request	6
Arson/Fire	7
Weapon	7
Traffic Incident	8
Assault	10
Suspicious Activity	11
Vehicle	17
Theft	18
Concern for Welfare	50
Anti Social Behaviour	53

### North Herts Incident Categories Q3 2024-2025

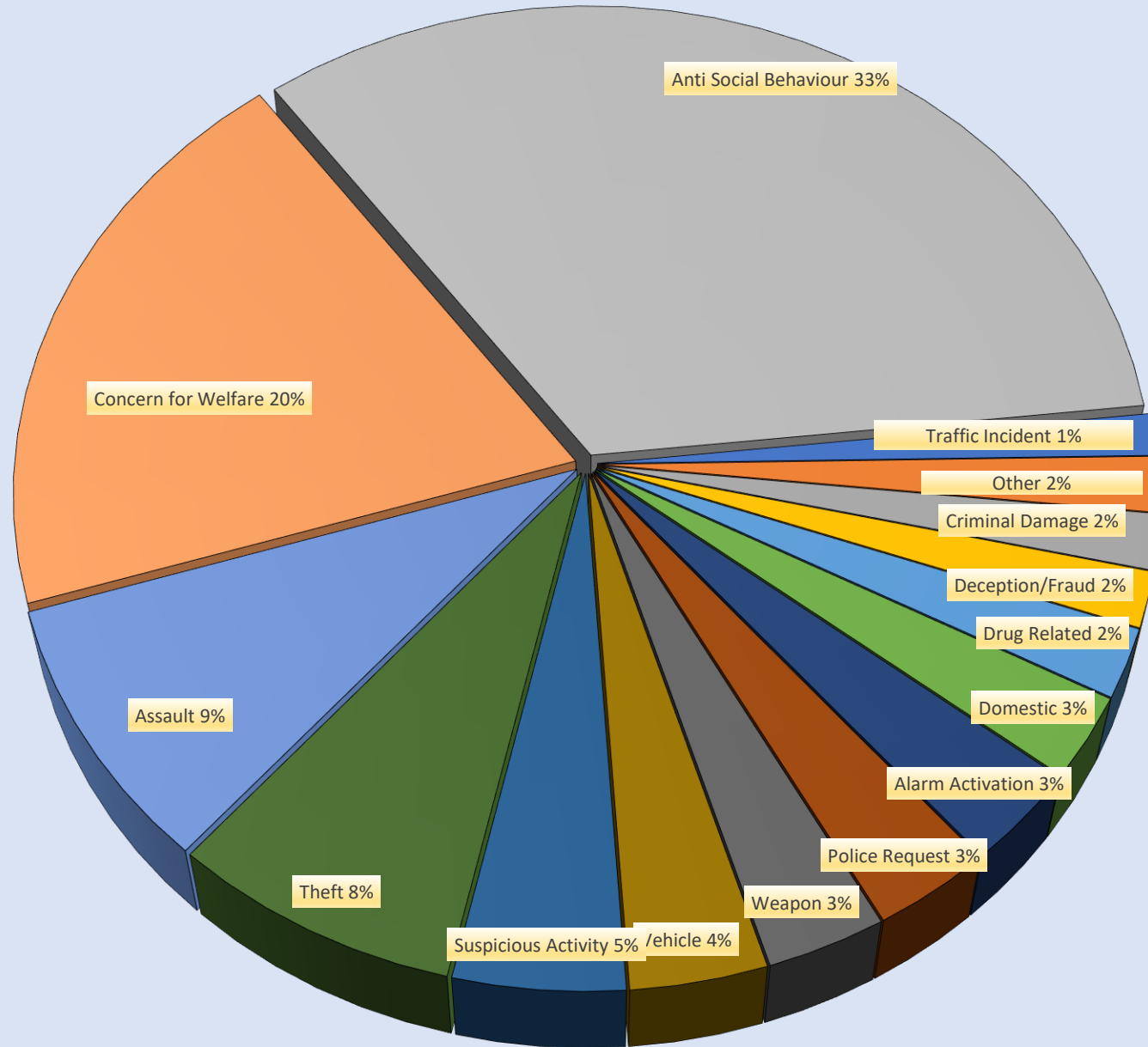


# East Herts Incidents Q3 2024-2025

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

Category Name	No. of Incidents
Traffic Incident	3
Other	4
Criminal Damage	4
Deception/Fraud	4
Drug Related	5
Domestic	6
Alarm Activation	7
Police Request	7
Weapon	7
Vehicle	8
Suspicious Activity	10
Theft	17
Assault	19
Concern for Welfare	42
Anti Social Behaviour	72

# East Herts Incident Categories Q3 2024-2025



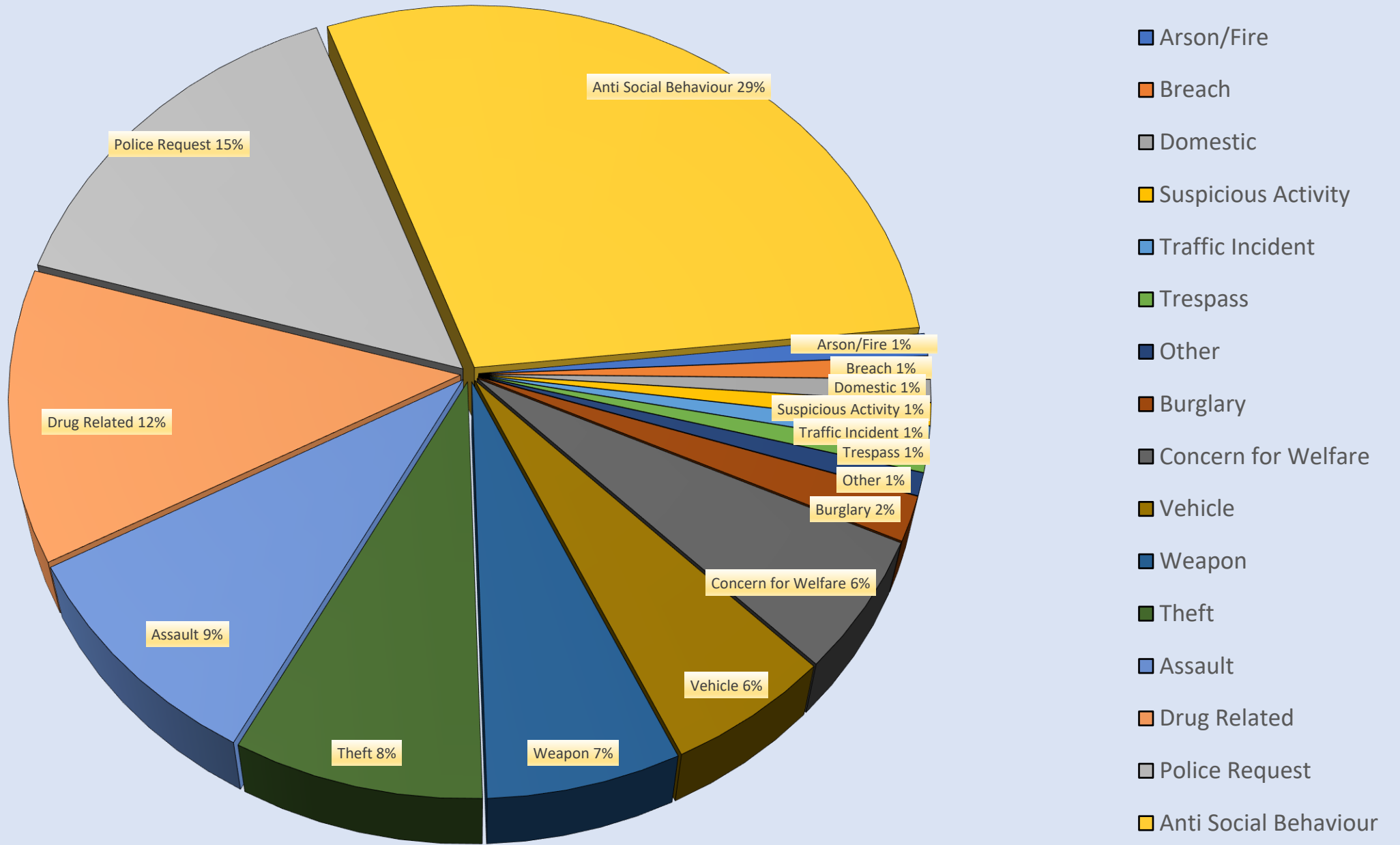
- Traffic Incident
- Other
- Criminal Damage
- Deception/Fraud
- Drug Related
- Domestic
- Alarm Activation
- Police Request
- Weapon
- Vehicle
- Suspicious Activity
- Theft
- Assault
- Concern for Welfare
- Anti Social Behaviour

# Hertsmere Incidents Q3 2024-2025

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

Category Name	No. of Incidents
Arson/Fire	1
Breach	1
Domestic	1
Suspicious Activity	1
Traffic Incident	1
Trespass	1
Other	1
Burglary	2
Concern for Welfare	6
Vehicle	6
Weapon	7
Theft	9
Assault	10
Drug Related	13
Police Request	16
Anti Social Behaviour	31

### Hertsmere Incident Categories Q3 2024-2025



# 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 Q3 2024-2025

Source	Count
Controller	155
Police Airwaves	575
Police Control	54
Town Link	127

