

**NORTH HERTFORDSHIRE DISTRICT COUNCIL**



22 May 2026

Our Ref CCTV Partnership Joint Executive 4  
June 2026  
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, WALLFIELDS, PEGS LANE, HERTFORD,  
SG13 8EQ**

On

**THURSDAY, 4TH JUNE, 2026 AT 7.00 PM**

Yours sincerely,

Isabelle Alajooz  
Director – Governance

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**Agenda**  
**Part I**

<b>Item</b>		<b>Page</b>
<b>1.</b>	<b>AGENDA AND REPORTS</b> This meeting is being administrated by East Herts Council and the Agenda Reports Pack is attached.	(Pages 3 - 186)



Jonathan Geall  
Head of Housing and Health *and*  
Acting Head of Legal and Democratic  
Services

**MEETING** : JOINT CCTV EXECUTIVE  
**VENUE** : COUNCIL CHAMBER, WALLFIELDS, HERTFORD  
**DATE** : THURSDAY 4 JUNE 2026  
**TIME** : 7.00 PM

## **MEMBERS**

### **East Herts Council**

Councillors A Daar, M Goldspink and C Wilson

### **Hertsmere Council**

Councillors M Amron, C Grey and P Hodgson-Jones

### **North Herts Council**

Councillors I Albert, Val Bryant and M Debenham

### **Stevenage Council**

Councillors R Broom, J Hollywell and T Platter

**CONTACT OFFICER: PETER MANNINGS**  
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**[peter.mannings@eastherts.gov.uk](mailto:peter.mannings@eastherts.gov.uk)**

## **DISCLOSABLE PECUNIARY INTERESTS**

1. A Member, present at a meeting of the Authority, or any committee, sub-committee, joint committee or joint sub-committee of the Authority, with a Disclosable Pecuniary Interest (DPI) in any matter to be considered or being considered at a meeting:
  - must not participate in any discussion of the matter at the meeting;
  - must not participate in any vote taken on the matter at the meeting;
  - must disclose the interest to the meeting, whether registered or not, subject to the provisions of section 32 of the Localism Act 2011;
  - if the interest is not registered and is not the subject of a pending notification, must notify the Monitoring Officer of the interest within 28 days;
  - must leave the room while any discussion or voting takes place.

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1. Appointment of Chair

To appoint a Chair for the meeting.

2. Apologies

3. Declarations of Interest

4. Minutes - 20 October 2025 (Pages 6 - 10)

To approve as a correct record the Minutes of the Joint CCTV Executive meeting held on 20 October 2025.

5. Officer CCTV Management Board - Terms of Reference (Pages 11 - 13)

6. Hertfordshire CCTV Partnership (Pages 14 - 15)

7. Officer Management Board Report (Pages 16 - 23)

8. CCTV Operations and Performance Report (Pages 24 - 25)

9. Overview of statistics for the Hertfordshire CCTV Partnership Control Room Operations (Pages 26 - 162)

10. Hertfordshire CCTV Partnership - Operational Code of Practice (Pages 163 - 184)

11. Business Case for expansion of the CCTV Service - Richard Baldock

12. CCTV Control Room Operating System Upgrade - Mike Bourne / Steve Cook

13. Procurement to renew the CCTV Control Room Staffing Contract - Richard Baldock

14. Urgent Business

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

involve the disclosure of exempt information.

15. Exclusion of the Press and Public (if required)

If Part II business is notified and the procedures set out in the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 have been complied with, the Chairman will move: - That under Section 100(A)(4) of the Local Government Act 1972, the press and public be excluded from the meeting during the discussion of item XX on the grounds that it involves the likely disclosure of exempt information as defined in paragraph XX of Part 1 of Schedule 12A of the said Act and the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

# Agenda Item 4

## Hertfordshire CCTV Partnership Joint Executive

### Minutes of the meeting hosted by Hertsmere Borough Council, held in Civic Offices, Elstree Way, Borehamwood

Monday, 20 October 2025

#### Present

#### Voting Members:

East Herts District Council: Councillor Alex Daar

Hertsmere Borough Council: Councillors C Gray and P Hodgson-Jones

North Herts District Council: Councillors I Albert and M Debenham

Stevenage Borough Council: Councillor R Broom

#### Officers:

M Bourne

Control Room Manager

S Cook

CCTV Manager

T Philpott

Town Clerk, Ware Town Council

J Marshall

Community Safety Team Leader, North Herts  
District Council

K Clifford

Assistant Director (Housing and Neighbourhoods),  
Stevenage Borough Council

L Kingston

Community Safety Manager, Hertsmere Borough  
Council

A Moore

Democratic Services Officer, Hertsmere Borough  
Council

#### 1. Election of a Chair

Councillor I Albert, in the Chair, opened the meeting and invited nominations for a new Chair.

Councillor P Hodgson-Jones proposed Councillor C Gray. Councillor C Gray himself seconded the nomination. There were no other nominations. Councillor C Gray was therefore elected Chair.

#### 2. Membership, substitutions and terms of reference

**RESOLVED** to note

- i. changes in membership of the Executive since its last meeting.
- ii. that there were no substitute members attending the meeting.
- iii. the terms of reference for the Executive, which were unchanged.

#### 3. Communications and apologies for absence

Apologies were received from Councillor V Bryant, Councillor M Goldspink and Councillor C Wilson.

#### 4. Declarations of interest

No Members had an interest to declare under any of the items of business on the agenda.

**5. Minutes of the previous meeting**

**RESOLVED** that the minutes of the meeting held on 25 March 2025 be approved and signed as a correct record.

**6. Chair's announcements**

Councillor C Gray (referred to as “the Chair”, hereafter) had no announcements to make.

**7. CCTV Officer Management Board report**

The CCTV Manager presented the report.

Members pointed out that they had not seen an end-of-year report for 2024/25. Officers said they would circulate this to them.

Referring to the financial table (“2025/26 Partnership Estimates Q2”), Members noted that the budgeted income from the company was £275,150 but the actual reported figure was £2,000. This left a balance of £247,520 to recover from partners. Members asked for an explanation of this.

Officers said it was due to timing. The figures were produced at the start of the year but cameras were requested and invoices issues throughout it. As the invoices were paid the gap would decrease. Officers reassured Members that this was nothing to be concerned about.

Updates would be provided in the Q3 report, they added.

Members noted that employee costs had totalled £36,516 by the end of Q2 but the end-of-year projection was £124,310 – not around £73,000, double the Q2 figure, as might be expected.

Officers noted that the Business Development Manager post, which was previously occupied, was currently vacant. This would show as a saving in the budget. Members asked why this variation was not shown in the fourth column, “2025/26 var to budget”.

Members said this and some other aspects of the table were not clear to them. Officers agreed to take it back to the finance department for review.

**RESOLVED** to note the report.

**8. Operations and performance report**

CCTV Operations and Performance Report

The CCTV Manager presented the report.

Section 4 summarised the CCTV camera refresh in the North Herts district. It said one camera still had an “intermittent fibre issue” which was, at the time of writing, still under investigation with the broadband provider.

Replying to a Member question, the CCTV Manager said the problem had been resolved since the report was written.

Section 6 of the report referred to CCTV installation in Stevenage. It said equipment at Ingelheim Court was awaiting a broadband connection. Members asked what the timescale was for this. The CCTV Manager said the Partnership had provided Stevenage Borough Council with a quotation and was awaiting an order.

A Member reported that a business in their ward had had its windows broken, and asked it should request footage of that. The Control Room Manager said that request should be made to the Hertfordshire Constabulary. They would investigate and the Partnership would supply to footage to them. From there, the police could supply the footage to the business owner.

#### Operational Code of Practice (Appendix A)

The CCTV Manager noted that this was unchanged from the version previously viewed by Members. There were no questions.

#### Partner and Client List (Appendix B)

The CCTV Manager presented the list.

Members noted that the client list included "Hertfordshire Schools". They asked what this meant, and whether it referred to a contract with Hertfordshire County Council's Education service at large or individual schools.

The Control Room Manager said coverage was offered to all but only a number had taken it up. In these cases, the school was not monitored during opening hours. It was, instead, monitored during closure hours as a guard against intruders, theft and vandalism. It was noted that some large schools were signed up to the Partnership's Service but others had contracts with other providers, or organised their own coverage.

Replying to a Member question, the Control Room Manager said that any town council or other body wishing to join should approach the Partnership through its district council. Officers confirmed that all district councils in Hertfordshire and Bedfordshire were aware of the Partnership, and it would be happy to accept new clients.

Members asked what discussions the Partnership Board, or other Officers, had had regarding the local government reorganisation that would take place over the coming years. They observed that it would have a profound effect on the current member authorities, but also presented an opportunity to expand its services.

The Control Room Manager said some technical upgrades would be needed but the capacity to cover the whole county largely already

existed. The Police and Crime Commissioner agreed in principle with expanding the Partnership's coverage. However, Officers said, until the boundaries of the new unitary authorities were known, it was difficult to know who to approach as potential clients.

Officers said they would investigate what discussions had taken place on the community safety workstream. They would report back to Members, either to the next meeting or in writing ahead of it.

### Statistical summary (Appendix C)

The CCTV Manager presented the summary.

The Control Room Manager said 2024/25 was the busiest year, by incident number, since the Partnership moved into its current control room. Quarter 2 of 2025/26 had seen around 100 fewer incidents than Q2 of 2024/25.

Members asked why fluctuations like these happened. The Control Room Manager said it defied simple explanation, but said police capacity was often a contributing factor.

Showing the pie chart of incident categories, Officers noted the anti-social behaviour was the most common category, at 26%, and this would likely always be the case. Concern for welfare cases were in second place, on 14%, and this demonstrated the public safety purpose of CCTV coverage, in addition to the crime prevention and detection function.

Replying to a Member question, the Control Room Manager confirmed that the "theft" category included "shoplifting". Members remarked that 7% of incidents were classed as theft, and said this seemed low. Officers explained that businesses often reported shoplifting after the fact, whereas footage with the CCTV Partnership was only likely to be used in large or "live" cases.

The CCTV Manager noted that the "police airwaves" system had overtaken "controller" as the main source of calls. Officers told members that the Airwaves system proved more effective and efficient than the police radio system, and also offered the ability to immediately share images. It had largely supplanted radio for this reason.

Members noted that, since the Executive had agreed to meet every six months, each statistical report should cover two quarters of the year. This included the breakdown by partner authority, which, in the report for this meeting, only covered Q2. Officers said they would seek to provide the Q1 figures and cover the entire preceding six-month period in future meetings.

**RESOLVED** to note the Operations and Performance Report and its appendices.

**9. Any other business**

There was none.

**10. Date and venue of next meeting**

The Democratic Services Officer informed Members that East Herts District Council was due to host the next meeting. This would take place in March 2026. Officers there were exploring potential dates and would inform Members once one had been chosen.

**Closure: 7.48 pm**

**Chair**

**SCHEDULE 2** Taken from the CCTV partnership agreement

## **Officer CCTV Management Board**

### **Terms of Reference**

The Management Board will take responsibility for significant decisions affecting the operational management of the joint CCTV initiative. They will monitor the effectiveness of the CCTV operations and associated financial and management controls. They will oversee all changes necessary to abide by new legislation and updates to the Code of Practice. They will also consider data and intelligence to help plan for and cope with movements in crime patterns and antisocial behaviour. They will report to the CCTV Joint Executive on the progress of the Partnership and significant decisions to be considered by partners.

### **Main Objectives**

- To ensure that all significant operational decisions are agreed and ratified by officers representing the partner councils.
- To ensure that the Joint Executive Committee is made aware of changes to the day to day running of the partnership and able to provide adequate governance oversight of the operations.
- To ensure that the Joint Executive Committee is provided with adequate information on the performance and effectiveness of CCTV provision across the partnership.
- To drive innovation and oversee new opportunities to provide a cost-effective and well run CCTV Partnership.
- To monitor the financial operation of the Partnership and agree charges and reasonable inflationary increases.
- To take reports on any relevant items that affect the operation of the CCTV Partnership, including the Code of Practice and make recommendations to the Joint Executive Committee.
- To liaise with Shareholder Representatives to ensure clear communications between the CCTV Partnership and Hertfordshire CCTV Ltd.
- To liaise directly with the Company's Board of Directors.

### **Membership**

The membership of The Officer CCTV Management Board is comprised of at least one nominated officer or their appointed representatives from each partner authority and the CCTV Operations Manager, employed by Stevenage Borough Council. The group accountant and other support services from Stevenage Borough Council will attend by request.

### **Frequency**

The Officer CCTV Management Board will meet quarterly, or as required. Chair/Quorum/Venue

The Chair of the Board will alternate between each partner authority. The quorum will be maintained a long as one officer or their appointed representative from each partner is present. Venues will be agreed from across the partnership.

### **Reports**

Minutes will be taken by the CCTV Manager and circulated to Board members no more than two weeks after each meeting.

The CCTV Management Board will provide progress reports to the CCTV Joint Executive on a regular basis.

### **SCHEDULE 3**

#### **East Herts, Hertsmere, North Herts and Stevenage**

##### **Joint CCTV Executive Committee**

##### **Terms of Reference**

###### **1.0 PURPOSE OF THE COMMITTEE**

- 1.1 To discuss and agree the strategic and policy issues relating to the jointly owned and operated CCTV Control Room and Monitoring Service.
- 1.2 To deal with all matters defined under the CCTV 'Code of Practice' as the responsibility of the Joint CCTV Executive Committee
- 1.3 To consider operations and performance reports from the CCTV Operations Manager and Officer CCTV Management Board.
- 1.4 To consider and approve any location, expansion or contraction proposals and service changes for the overall partnership including; the CCTV Control Room, network, and monitoring service.
- 1.5 To consider and agree changes to the CCTV 'Code of Practice'.
- 1.6 To ensure the Independent Inspection regime is set up and maintained.
- 1.7 To receive and approve the Independent Inspectors' annual report.
- 1.8 To consider complaints regarding any breaches of the CCTV 'Code of Practice' and recommendations for preventing breaches and recommend disciplinary action where appropriate.
- 1.9 To express views regards the jointly owned company, Hertfordshire CCTV Ltd, to be channelled through the Officer CCTV Management Board.
- 1.10 To make recommendations on any of the above to the Officer CCTV Management Board.

###### **2.0 CONSTITUTION OF THE COMMITTEE**

- 2.1 The Joint CCTV Executive Committee is constituted as a joint committee of the partner councils. Each partner council shall nominate three elected members to the Committee. It shall be for each partner council to determine the mechanism for making these appointments.
- 2.2 Meetings shall be held at least twice per year or when members determine there is sufficient business for more frequent meetings.

###### **3.0 QUORUM**

- 3.1 A Quorum shall be four members with at least one from each of the partner authorities.

#### 4.0 CHAIRMAN

4.1 The Chairman shall ordinarily be a member of the council hosting the meeting although members present at the meeting may choose a Chairman from any member present.

#### 5.0 VENUE

5.1 The meetings shall alternate between the offices of the partner authorities in whichever way determined by the members of the Committee.

#### 6.0 PROCEDURAL MATTERS

6.1 Each meeting shall follow the normal Standing Orders of the council hosting that meeting.

6.2 The hosting council shall ensure that minutes are taken and made available.

#### 7.0 AMENDING THE TERMS OF REFERENCE

7.1 Any partner council may request a review and/or amendment of these terms of reference at any time.

# Agenda Item 6

## 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/>

# Agenda Item 7

## Stevenage Borough Council Report

### CCTV Joint Executive

**Date of meeting: Thursday the 4<sup>th</sup> June 2026**

**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 2025/26 Quarter 4 budget position.

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

- a) that the committee considers and provides any feedback on the Quarter 4 financial position for 2025/26

### **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)**

### **2025/26 budget**

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

	<b>2025/26 Budget</b>	<b>2025/26 Actuals</b>	<b>2025/26 Variance to Budget</b>	<b>Comments</b>
Employees	124,310	91,544	-32,766	"- c.£40k saving from the vacant BDM post, which is offset against a reduced income from the Company; and - c.£7k increase in salary cost resulting from the regrade of the CCTV Manager post (with on-costs)"
Premises Related	43,320	52,696	9,376	Additional costs at Cavendish Rd than budgeted (repairs & maintenance and depreciation)
Transport Related	920	1,849	929	Mileage costs (50% of which is charged to the Company)
Supplies and Services	640,890	615,346	-25,544	"- £20k saving on the Veracity Support annual licence fee (as this has been included for 5 years upfront as part of the recent upgrade); - £14k underspend on sundry materials; and - £9k pressure projected relating to the change in shift pattern for SSG (as previously communicated to the Partnership)"
Recharges	18,000	18,141	141	
Income from Company	-275,150	-229,675	45,475	"Reduction in Company income resulting from: - Vacant BDM post (c.£40k); and - Reduced Q4 camera unit charge, following the OOH adjustment (c.£5k)"
Income adjustment for the OOH service	0	-125,671	-125,671	Income relating to the Out of Hours (OOH) service to be received into the Partnership - backdated to 24/25
<b>Balance to recover from partners</b>	<b>552,290</b>	<b>424,232</b>	<b>-128,058</b>	

	<b>Invoiced 25/26</b>	<b>Partner Cost 25/26</b>	<b>Difference</b>	<b>Average Camera No. + % of Total Cameras</b>
Stevenage Borough Council	266,490	207,550	-58,938	131 cameras. 48.92%
East Hertfordshire District Council	105,960	80,260	-25,700	51 cameras. 18.92%
North Hertfordshire District Council	102,580	77,630	-24,950	49 cameras. 18.30%
Hertsmere Borough Council	77,260	58,790	-18,470	37 cameras. 13.86%
	<b>552,290</b>	<b>424,230</b>	<b>-128,058</b>	<b>268 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 Partnerships 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**

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## **Report Author**

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# Agenda Item 8



**Meeting** CCTV Executive Meeting  
**Portfolio Area** Environment and Leisure, Stevenage Borough Council  
**Date** 4<sup>th</sup> of June 2026



## CCTV OPERATIONS AND PERFORMANCE REPORT

**Authors** Steve Cook- CCTV Operations Manager  
**Lead Officer** Richard Baldock- Procurement and Compliance Manager  
**Contact Officer** Steve Cook – CCTV Operations Manager

1. The Partnership has not received any applications for RIPA – since the last Officers Board meeting in February 2026.
2. There have been no Data Protection Act/GDPR breaches since the last Officers Board meeting.
3. Hertford Town Council Mobile Cameras to be installed on Hartham Common. After a response from Everyone Active stating the power is on a timer and a new power supply will need to be installed to the column from the 3G Pitch main fuse board. Quotation to be supplied for these works.
4. North Herts (John Marshall and Ian Couper) contacted about the decommissioning program for any cameras. Report to be sent.  
Redhill Road Proposal for 2 cameras to be added to North Herts document of new locations.

Coombes Hole Royston CCTV Camera upgrade proposal is due to be finalised before final quotation is shared.

5. East Herts: Hertford Theatre phase 1 & 2 has been completed.
  
6. Stevenage Borough Council Housing phase 3 Update.  
Still awaiting 1 Broadband connection at Ingelheim Court.  
Dunn Close CCTV System has now been installed and is connected to the CCTV Control Room. 1 extra camera is due to be installed in a meeting room on at this location on the 14<sup>th</sup> May as the original building plans layout had changed.  
Fred Millard Court is due to have an extra camera installed in communal area w/c 11<sup>th</sup> May 2026.  
CCTV Cameras have been installed in each lift at Brent and Harrow Court.  
A quotation for the relocation and connection to the CCTV Control Room of the CCTV recorder at Cavendish Road Depot has been supplied and we are awaiting a Purchase order for these works.  
Shephallbury Park Depot quotation has been received, and order is due to be placed shortly for the upgrade of the Analogue equipment.
  
7. Ware Town Council Camera 58 proposed move at the Lido has been delayed due to installation issues. Camera bracket not suitable for building, awaiting solution from Videre.
  
8. Bishops Stortford Town Council have requested quotations to reinstate Camera 20 on the North end of North Street, new Camera on Northgate End Car park, new camera location on Riverside and a new Camera location on Station Road.  
Proposal has been drafted and awaiting additional costings from Ringways.
  
9. Hertsmere new VLAN is due to be completed W/C 11<sup>th</sup> May 2026 as part of the Network upgrade works and also the Installation of Wireless equipment to connect The Point into the Borehamwood CCTV system is due to commence as the current broadband connection in place is not suitable on this site.
  
10. The Control Room continues to expand and grow with over 1712 cameras that are now monitored pro-actively and re-actively, for both the Partnership and the Company.
  
11. The CCTV Control room equipment upgrade installation works has been completed.  
A software update has been installed which has rectified most of the original issues with a small amount left to rectify.
  
12. CCTV Network reconfiguration programme is nearing completion for all areas and is due to be completed later this month.

# 2025-26

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



**HERTFORDSHIRE**  
**CCTV**



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

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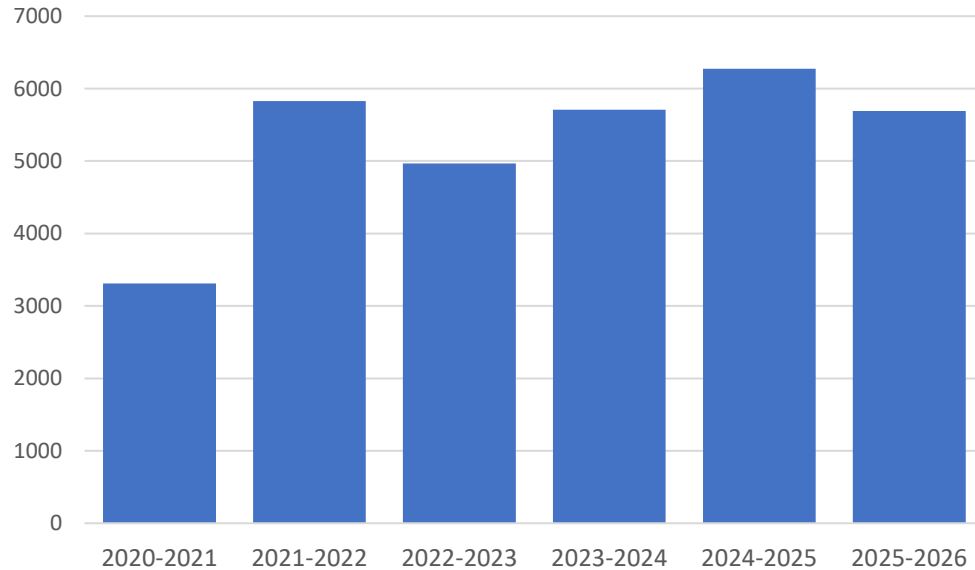
# Control Room Total Incident Data 2025/26

- The CCTV Control Room Recorded 5693 incidents in the year 2025/26
- This was a decrease from 6276 incidents in 2024-25 and a decrease from 5707 the year before

2020-2021	2021-2022	2022-2023	2023-2024	2024-2025	2025-2026
3309	5829	4965	5707	6276	5693

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Total Incidents

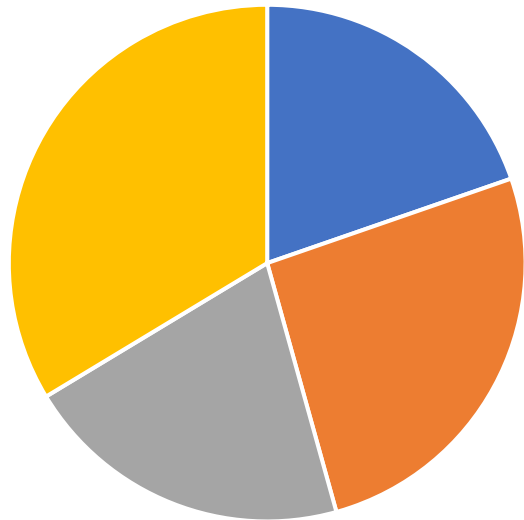


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Month	2020	2021	2022	2023	2024	2025	2026
January	0	228	665	384	549	536	528
February	137	282	450	455	476	487	414
March	297	408	496	492	591	419	359
April	165	395	401	455	498	439	416
May	213	418	464	383	533	483	
June	191	460	486	451	520	451	
July	348	481	367	449	600	538	
August	360	447	352	453	538	484	
September	284	468	588	448	503	481	
October	290	588	394	407	599	510	
November	263	530	262	494	534	549	
December	277	431	320	551	509	457	

# Incident Statistics By Partner 2025-2026

Incidents by Partner



■ North Herts ■ East Herts  
■ Hertsmere ■ Stevenage

Partner	Incidents
North Herts	661
East Herts	872
Hertsmere	694
Stevenage	1129



# Q1 2025-26

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

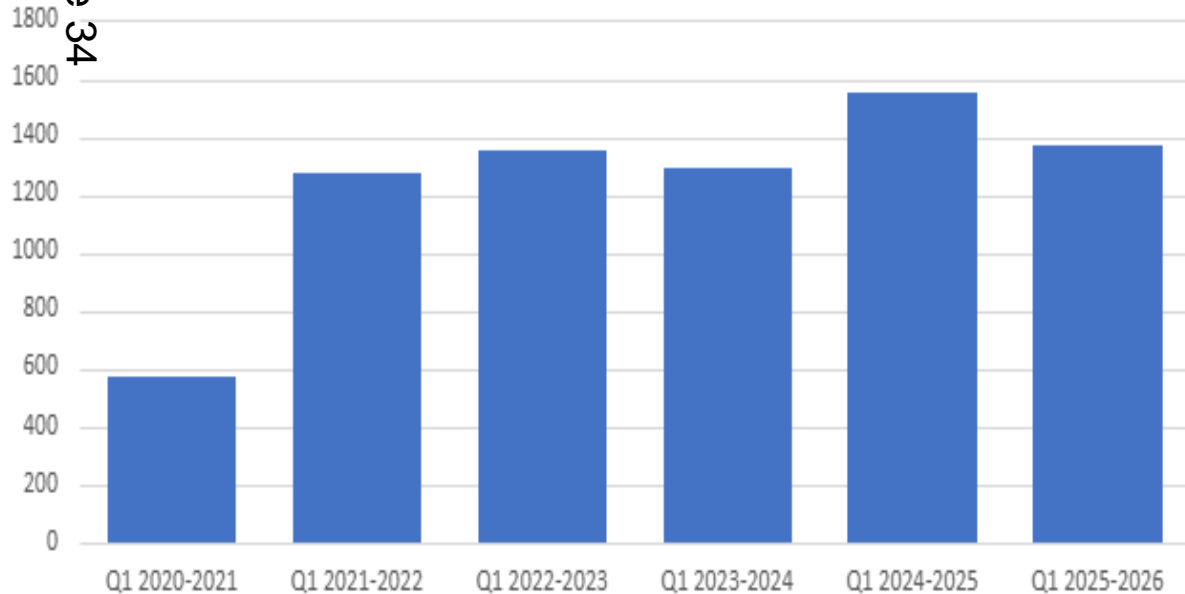


**HERTFORDSHIRE**  
**CCTV**

# Control Room Total Incident Data Q1 2025-26

- The CCTV Control Room recorded 1373 Incidents in Q1 2025-26 Relating to CCTV
- This was a decrease from 1551 incidents in Q1 2024-25 and an increase from 1289 the year before

Q1 Total Incidents

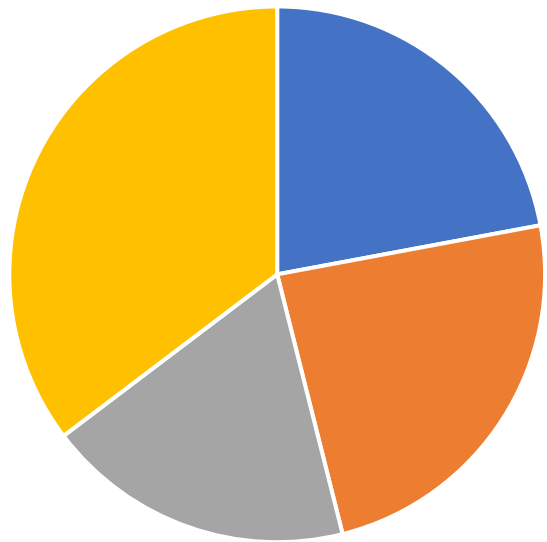


Q1 2020-2021	Q1 2021-2022	Q1 2022-2023	Q1 2023-2024	Q1 2024-2025	Q1 2025-2026
569	1273	1351	1289	1551	1373

# Incident Statistics By Partner

## Q1 2025-2026

Incidents



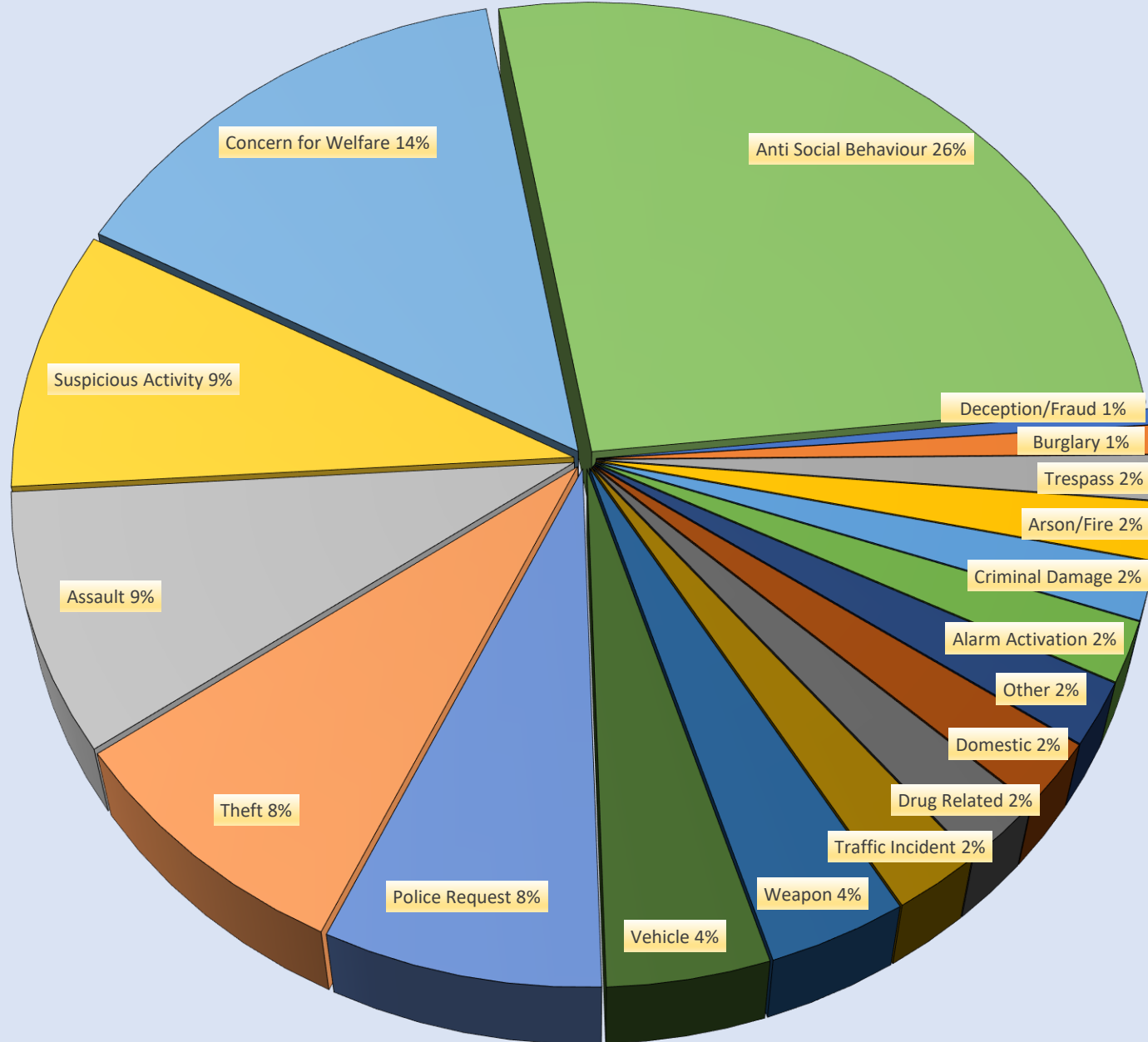
■ North Herts ■ East Herts  
■ Hertsmere ■ Stevenage

Partner	Incidents
North Herts	205
East Herts	223
Hertsmere	173
Stevenage	328

# Incident Category Split All Partners Q1 2025 - 2026

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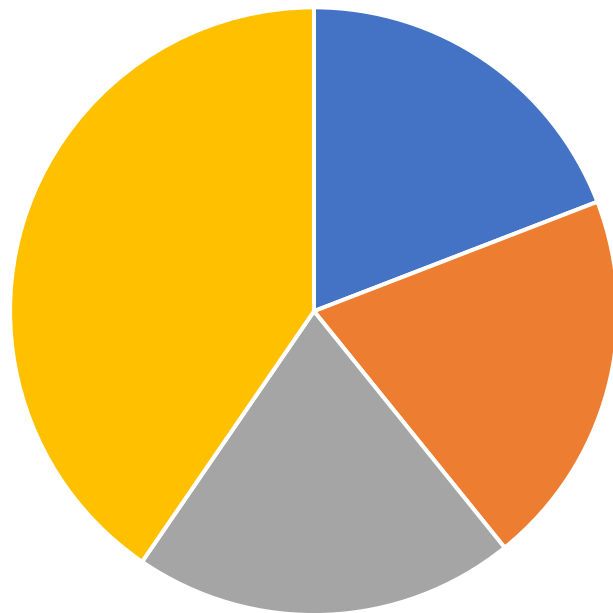


- Deception/Fraud
- Burglary
- Trespass
- Arson/Fire
- Criminal Damage
- Alarm Activation
- Other
- Domestic
- Drug Related
- Traffic Incident
- Weapon
- Vehicle
- Police Request
- Theft
- Assault
- Suspicious Activity
- Concern for Welfare
- Anti Social Behaviour

# Footage Request Data

- The CCTV Control Room recorded a total of 324 footage requests for the CCTV Partners cameras in Quarter 1 of 2025-26

Footage Requests



■ North Herts ■ East Herts  
■ Hertsmere ■ Stevenage

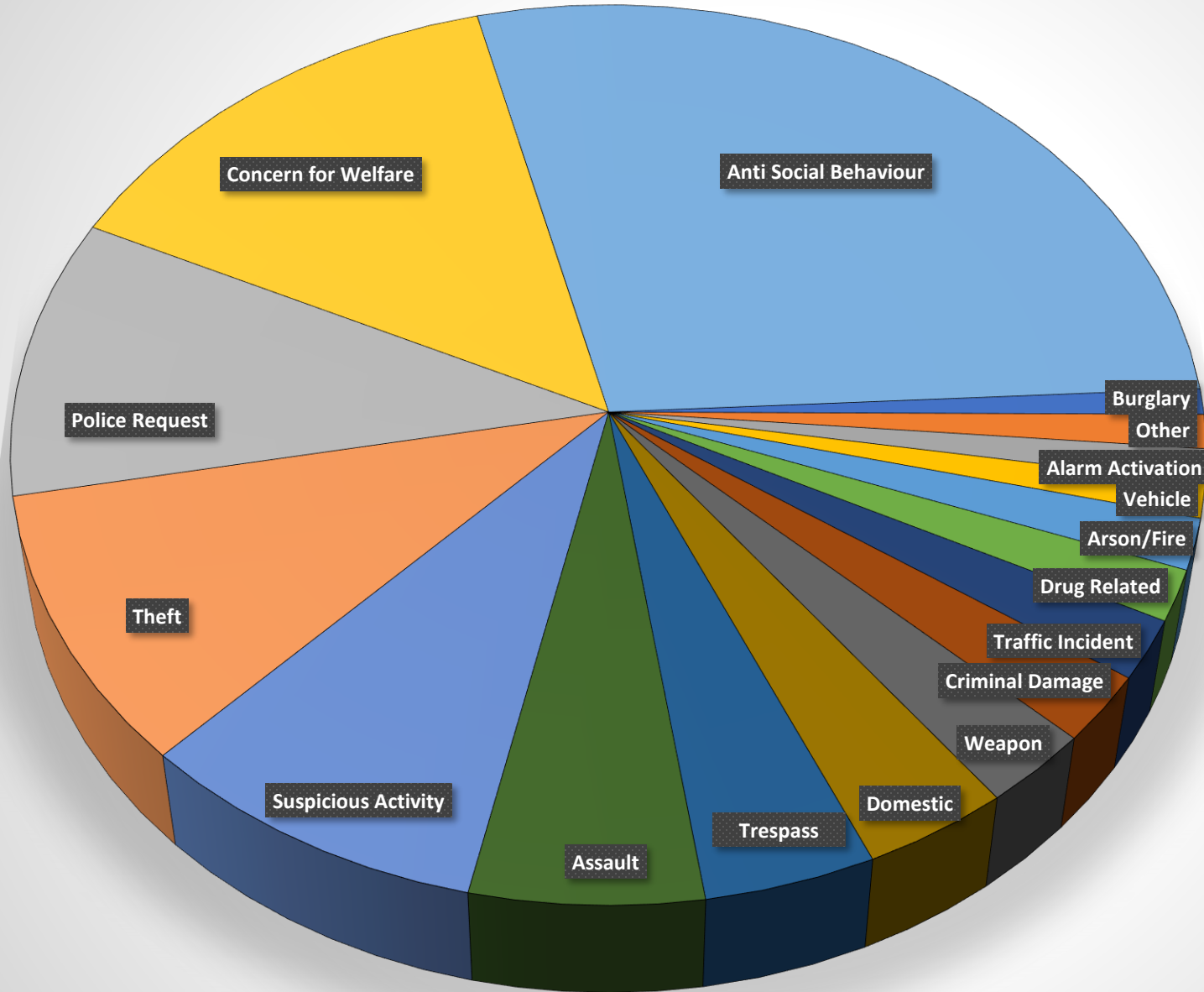
Partner	Footage Requests
North Herts	62
East Herts	65
Hertsmere	66
Stevenage	131

# Stevenage Incidents Q1 2025-2026

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

Category Name	No. of Incidents
Burglary	3
Other	4
Alarm Activation	4
Vehicle	4
Arson/Fire	6
Drug Related	6
Traffic Incident	7
Criminal Damage	8
Weapon	9
Domestic	12
Trespass	14
Assault	19
Suspicious Activity	29
Theft	32
Police Request	33
Concern for Welfare	46
Anti Social Behaviour	92

# Stevenage Incident Categories Q1 2025-2026



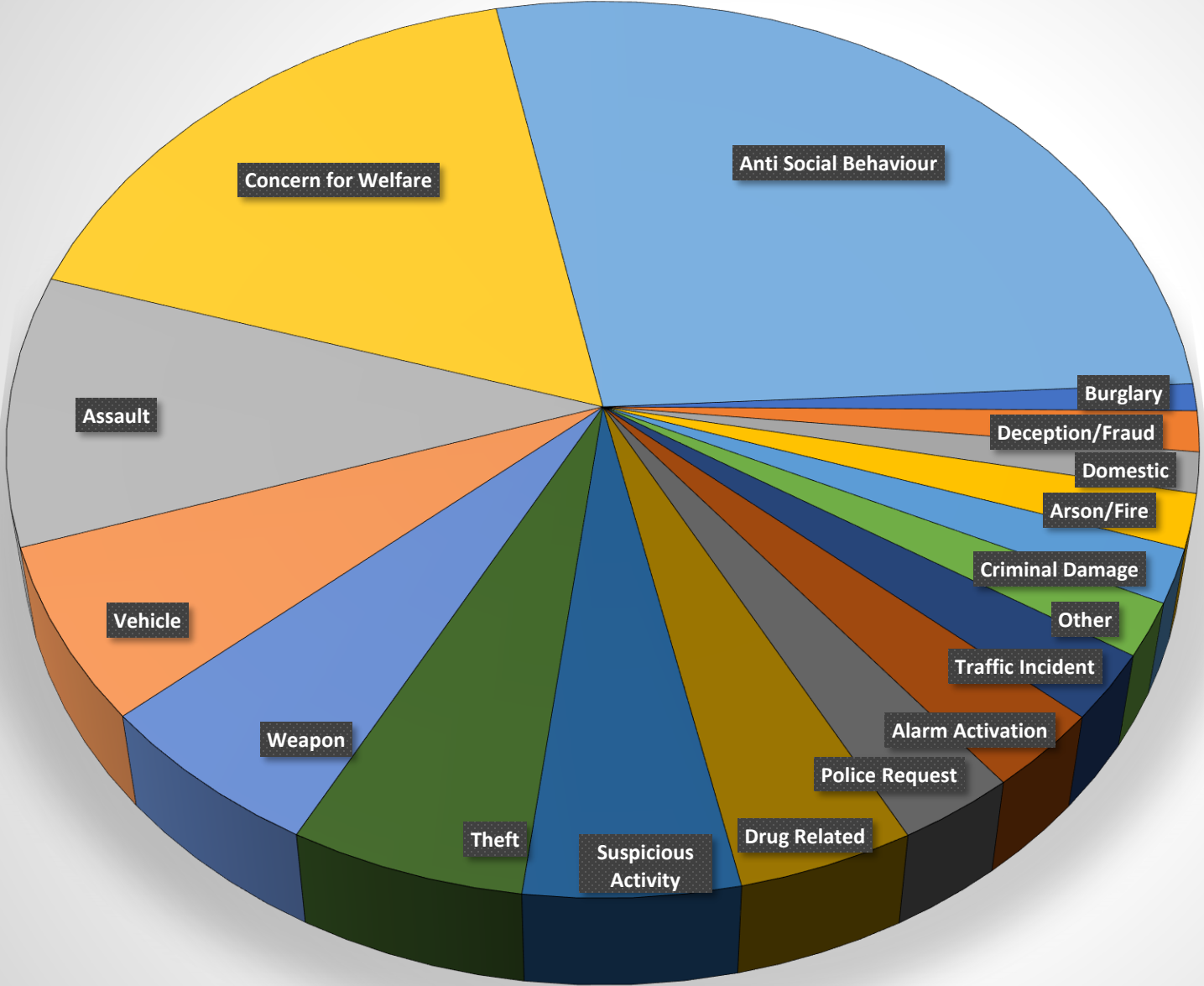
- Burglary
- Other
- Alarm Activation
- Vehicle
- Arson/Fire
- Drug Related
- Traffic Incident
- Criminal Damage
- Weapon
- Domestic
- Trespass
- Assault
- Suspicious Activity
- Theft
- Police Request
- Concern for Welfare
- Anti Social Behaviour

# North Herts Incidents Q1 2025-2026

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

Category Name	No. of Incidents
Burglary	2
Deception/Fraud	3
Domestic	3
Arson/Fire	4
Criminal Damage	4
Other	4
Traffic Incident	5
Alarm Activation	6
Police Request	6
Drug Related	9
Suspicious Activity	11
Theft	12
Weapon	12
Vehicle	13
Assault	20
Concern for Welfare	35
Anti Social Behaviour	56

# North Herts Incident Categories Q1 2025-2026



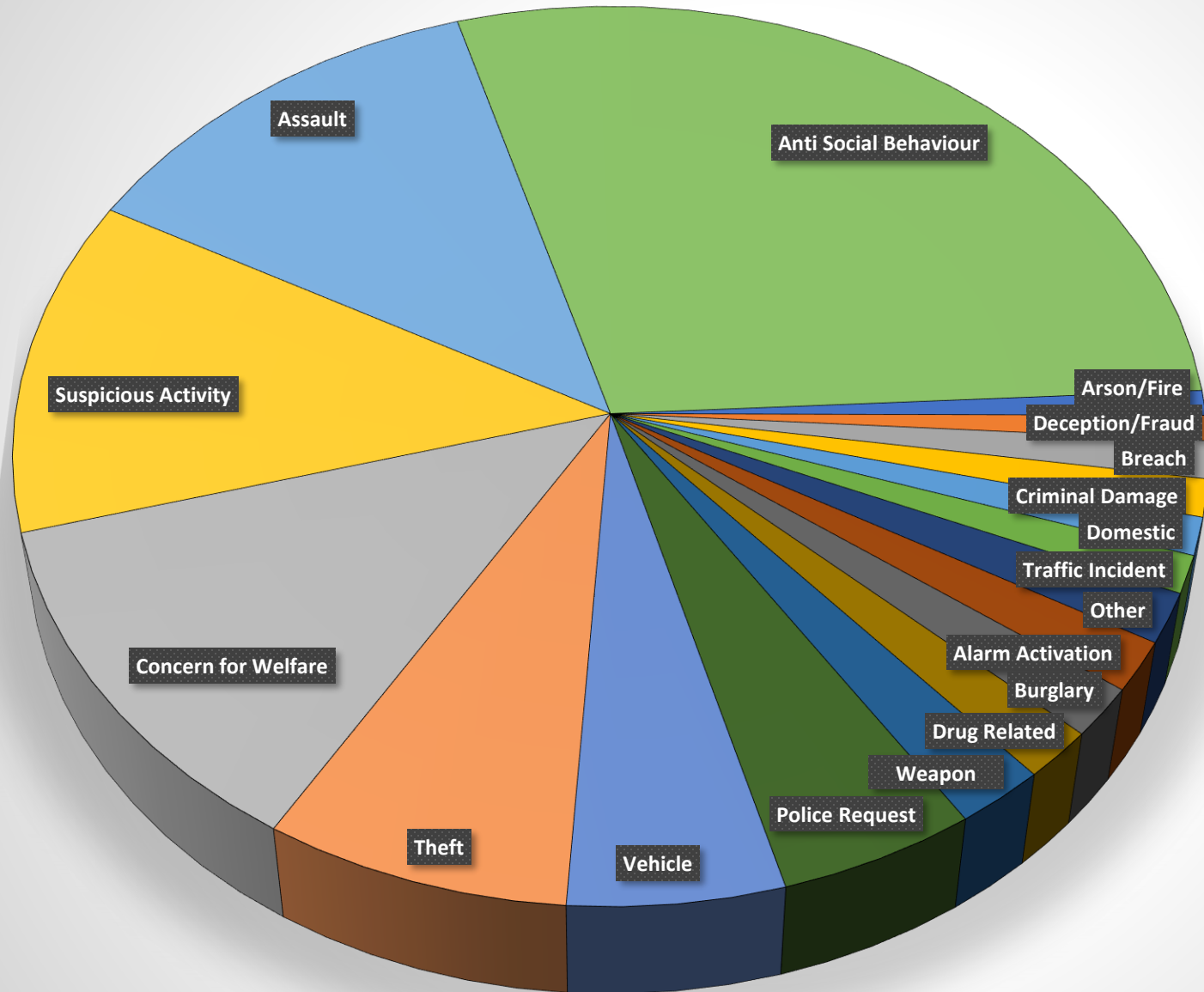
- Burglary
- Deception/Fraud
- Domestic
- Arson/Fire
- Criminal Damage
- Other
- Traffic Incident
- Alarm Activation
- Police Request
- Drug Related
- Suspicious Activity
- Theft
- Weapon
- Vehicle
- Assault
- Concern for Welfare
- Anti Social Behaviour

# East Herts Incidents Q1 2025-2026

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

Category Name	No. of Incidents
Arson/Fire	2
Deception/Fraud	2
Breach	3
Criminal Damage	3
Domestic	3
Traffic Incident	3
Other	4
Alarm Activation	4
Burglary	4
Drug Related	4
Weapon	5
Police Request	11
Vehicle	12
Theft	17
Concern for Welfare	27
Suspicious Activity	27
Assault	28
Anti Social Behaviour	64

# East Herts Incident Categories Q1 2025-2026



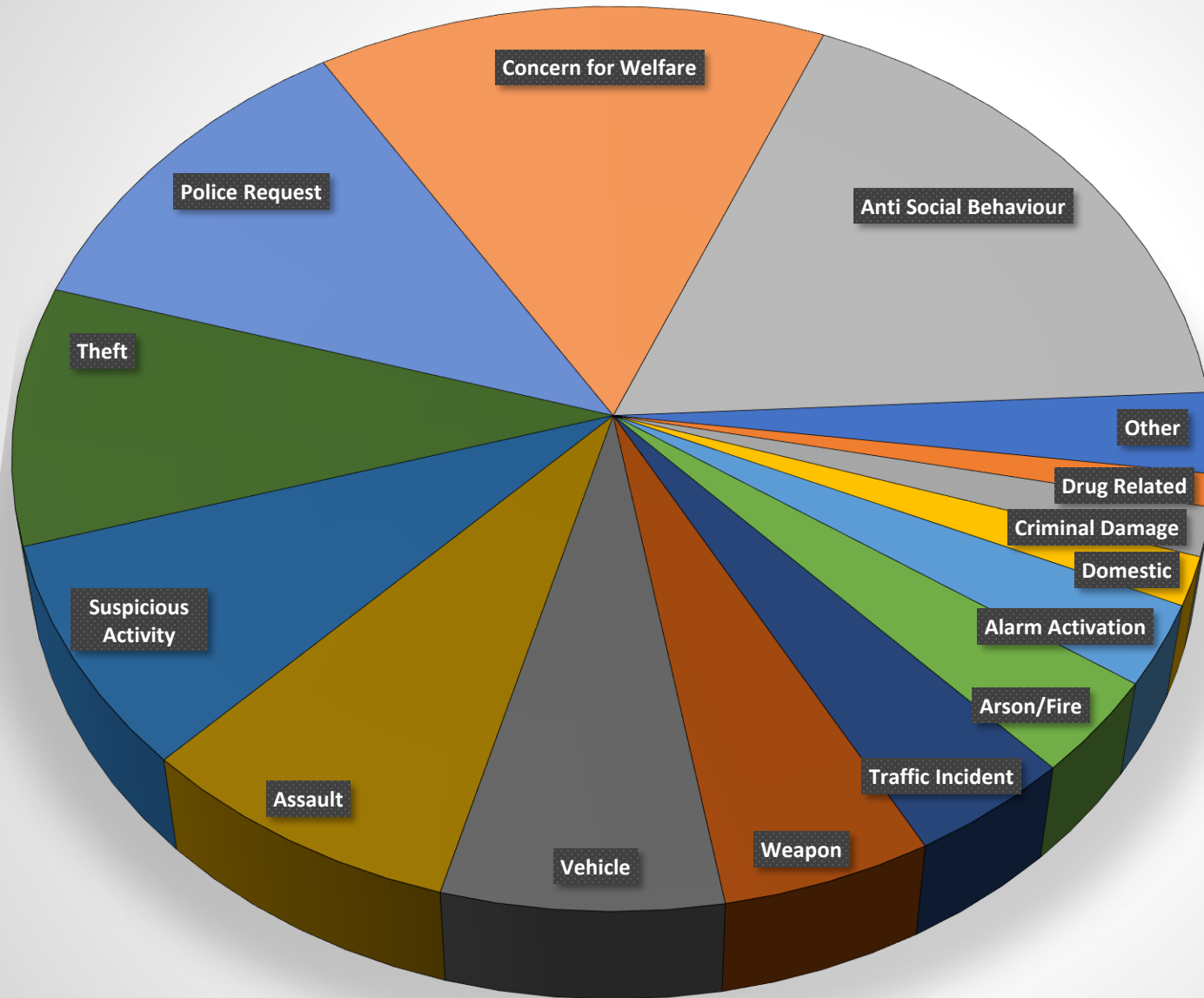
- Arson/Fire
- Deception/Fraud
- Breach
- Criminal Damage
- Domestic
- Traffic Incident
- Other
- Alarm Activation
- Burglary
- Drug Related
- Weapon
- Police Request
- Vehicle
- Theft
- Concern for Welfare
- Suspicious Activity
- Assault
- Anti Social Behaviour

# Hertsmere Incidents Q1 2025-2026

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

Category Name	No. of Incidents
Other	5
Drug Related	2
Criminal Damage	3
Domestic	3
Alarm Activation	5
Arson/Fire	6
Traffic Incident	7
Weapon	9
Vehicle	12
Assault	14
Suspicious Activity	14
Theft	16
Police Request	20
Concern for Welfare	26
Anti Social Behaviour	31

# Hertsmere Incident Categories Q1 2025-2026



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

# Call Sources

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

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

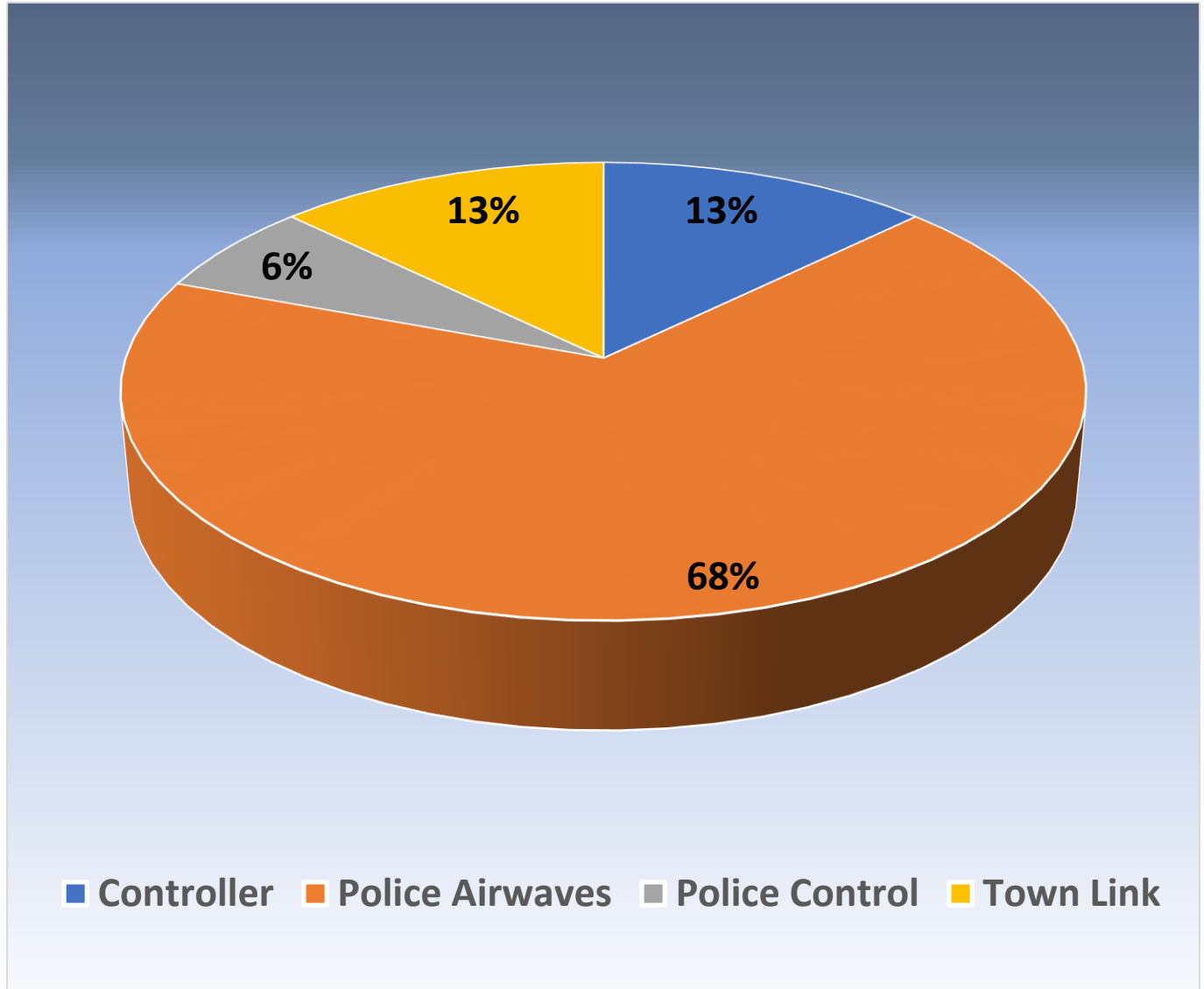
**Police Airwaves:** A call via the Police Airwaves Radio to the control room

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

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

# Partnership Incidents by Call Source Q1 2025-2026

Source	Count
Controller	119
Police Airwaves	632
Police Control	61
Town Link	119



# Q2 2025-26

Overview of statistics for the Hertfordshire CCTV  
Partnership Control Room Operations

For the Members of the Partnership

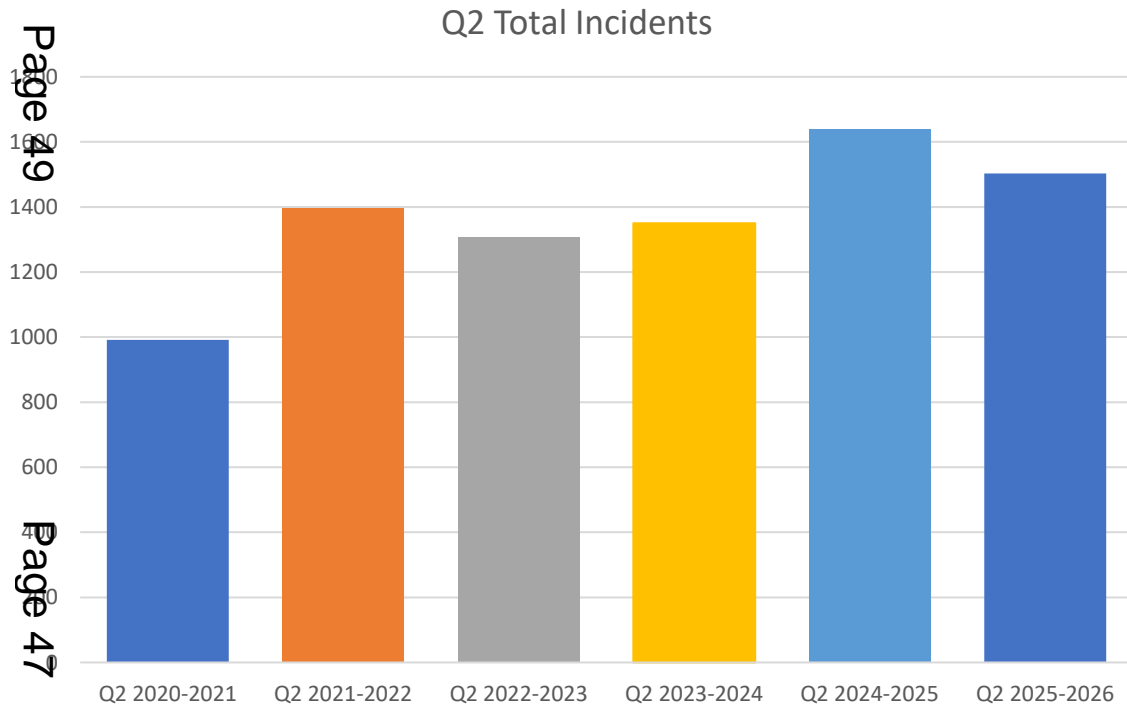
Stevenage, North Herts, East Herts and  
Hertsmere Councils



HERTFORDSHIRE  
CCTV

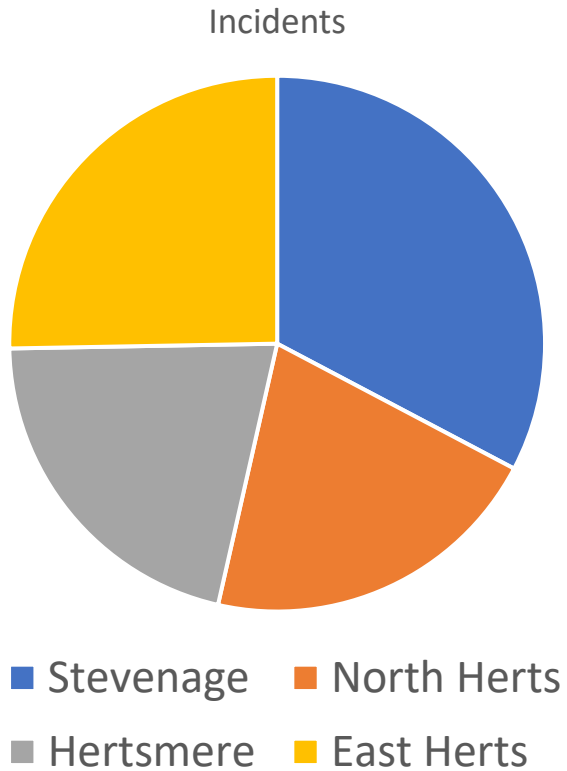
# Control Room Total Incident Data Q2 2025-26

- The CCTV Control Room recorded 1503 Incidents in Q2 2025-26 Relating to CCTV
- This was a decrease from 1641 incidents in Q2 2024-25 and an increase from 1350 the year before



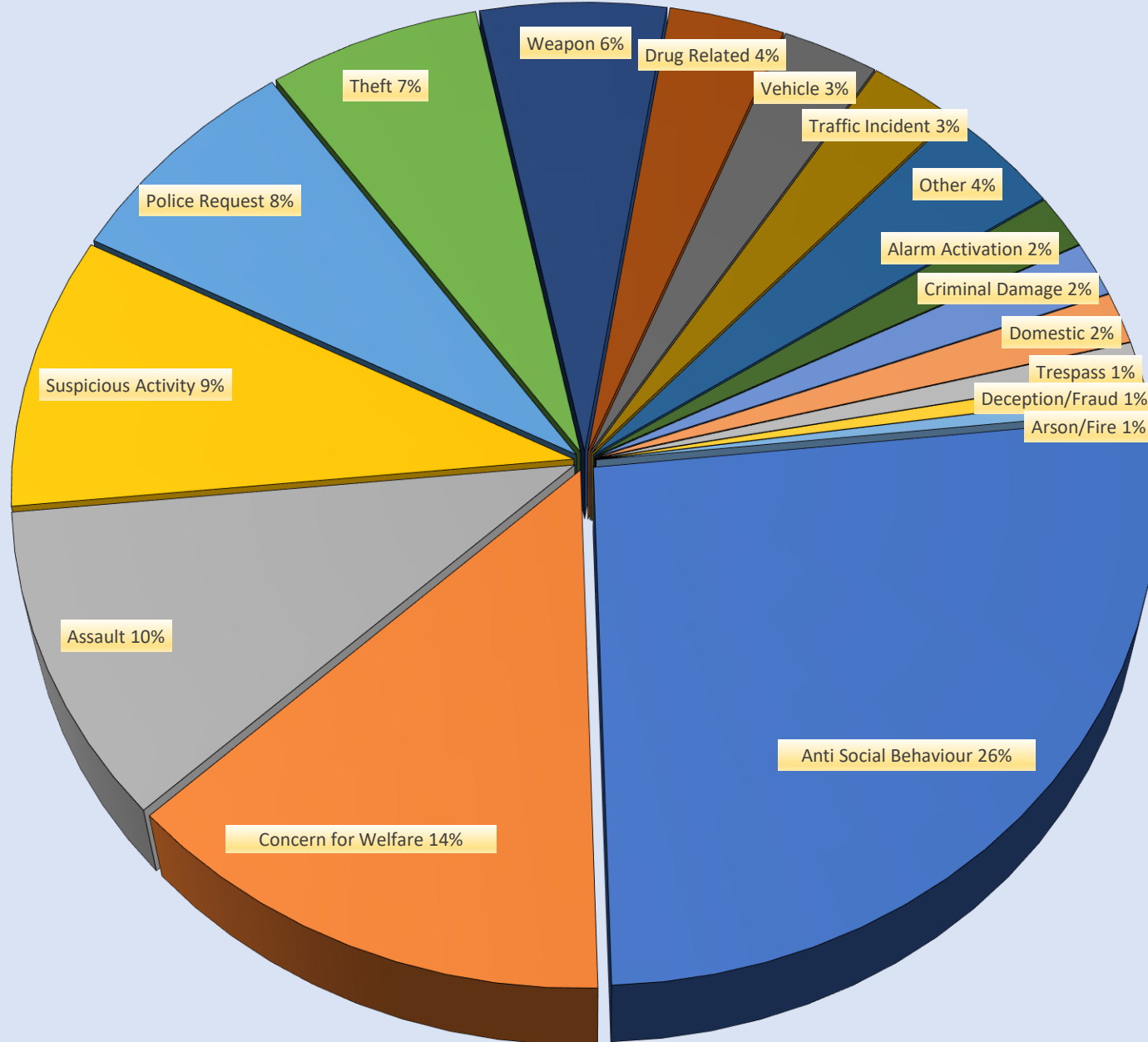
Q2 2020-2021	Q2 2021-2022	Q2 2022-2023	Q2 2023-2024	Q2 2024-2025	Q2 2025-2026
992	1396	1307	1350	1641	1503

# Incident Statistics By Partner Q2 2025-2026



Partner	Incidents
North Herts	182
East Herts	221
Hertsmere	185
Stevenage	286

# Incident Category Split All Partners Q2 2025 - 2026

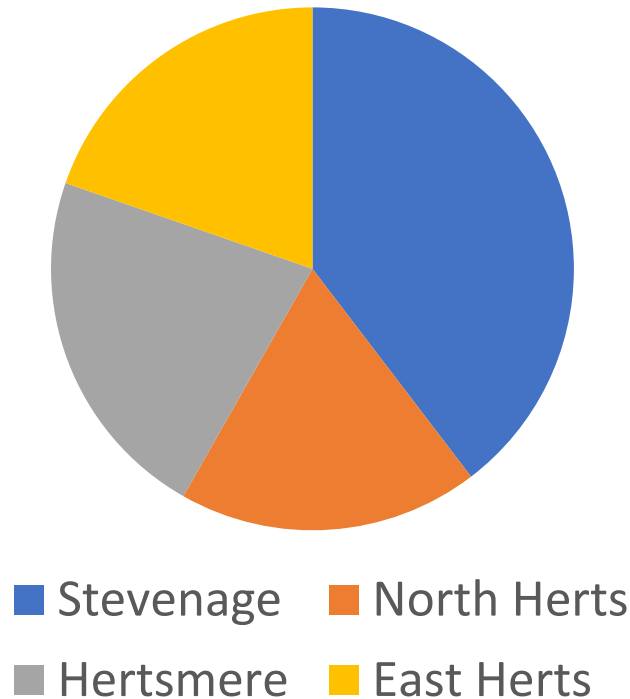


- Anti Social Behaviour
- Concern for Welfare
- Assault
- Suspicious Activity
- Police Request
- Theft
- Weapon
- Drug Related
- Vehicle
- Traffic Incident
- Other
- Alarm Activation
- Criminal Damage
- Domestic
- Trespass
- Deception/Fraud
- Arson/Fire

# Footage Request Data

- The CCTV Control Room recorded a total of 371 footage requests for the CCTV Partners cameras in Quarter 2 of 2025-26

Footage requests



Partner	Footage Requests
North Herts	69
East Herts	73
Hertsmere	82
Stevenage	147

# Stevenage Incidents Q2 2025-2026

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

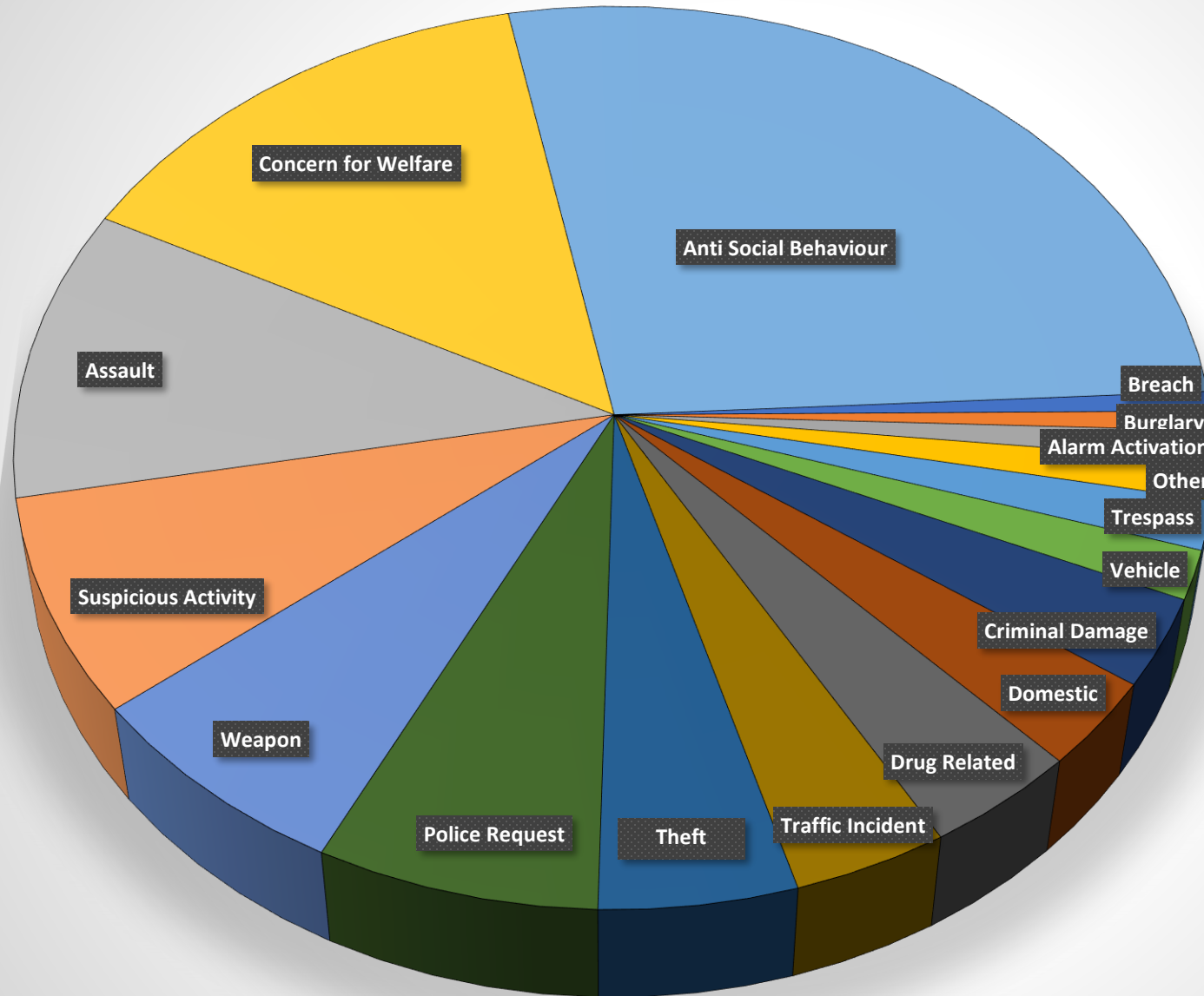
Page 51

Category Name	No. of Incidents
Breach	2
Burglary	2
Alarm Activation	3
Other	4
Trespass	5
Vehicle	5
Criminal Damage	9
Domestic	9
Drug Related	11
Traffic Incident	11
Theft	14
Police Request	20
Weapon	20
Suspicious Activity	22
Assault	30
Concern for Welfare	41
Anti Social Behaviour	78

# Stevenage Incident Categories Q2 2025-2026

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

# North Herts Incidents Q2 2025-2026

Page 55

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

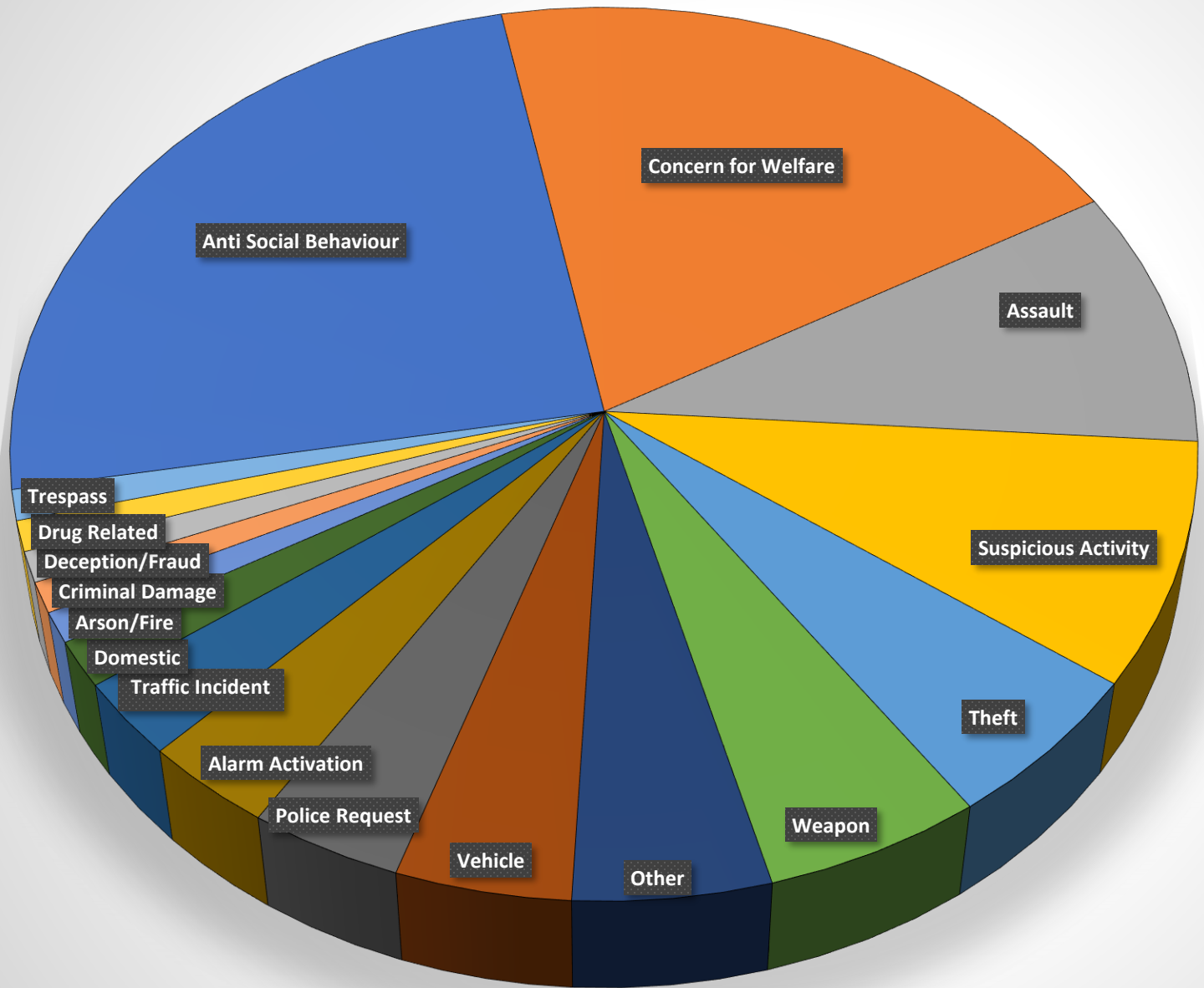
Page 53

Category Name	No. of Incidents
Anti Social Behaviour	45
Concern for Welfare	36
Assault	17
Suspicious Activity	16
Theft	10
Weapon	10
Other	9
Vehicle	8
Police Request	7
Alarm Activation	6
Traffic Incident	5
Domestic	3
Arson/Fire	2
Criminal Damage	2
Deception/Fraud	2
Drug Related	2
Trespass	2

# North Herts Incident Categories Q2 2025-2026

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

# East Herts Incidents Q2 2025-2026

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

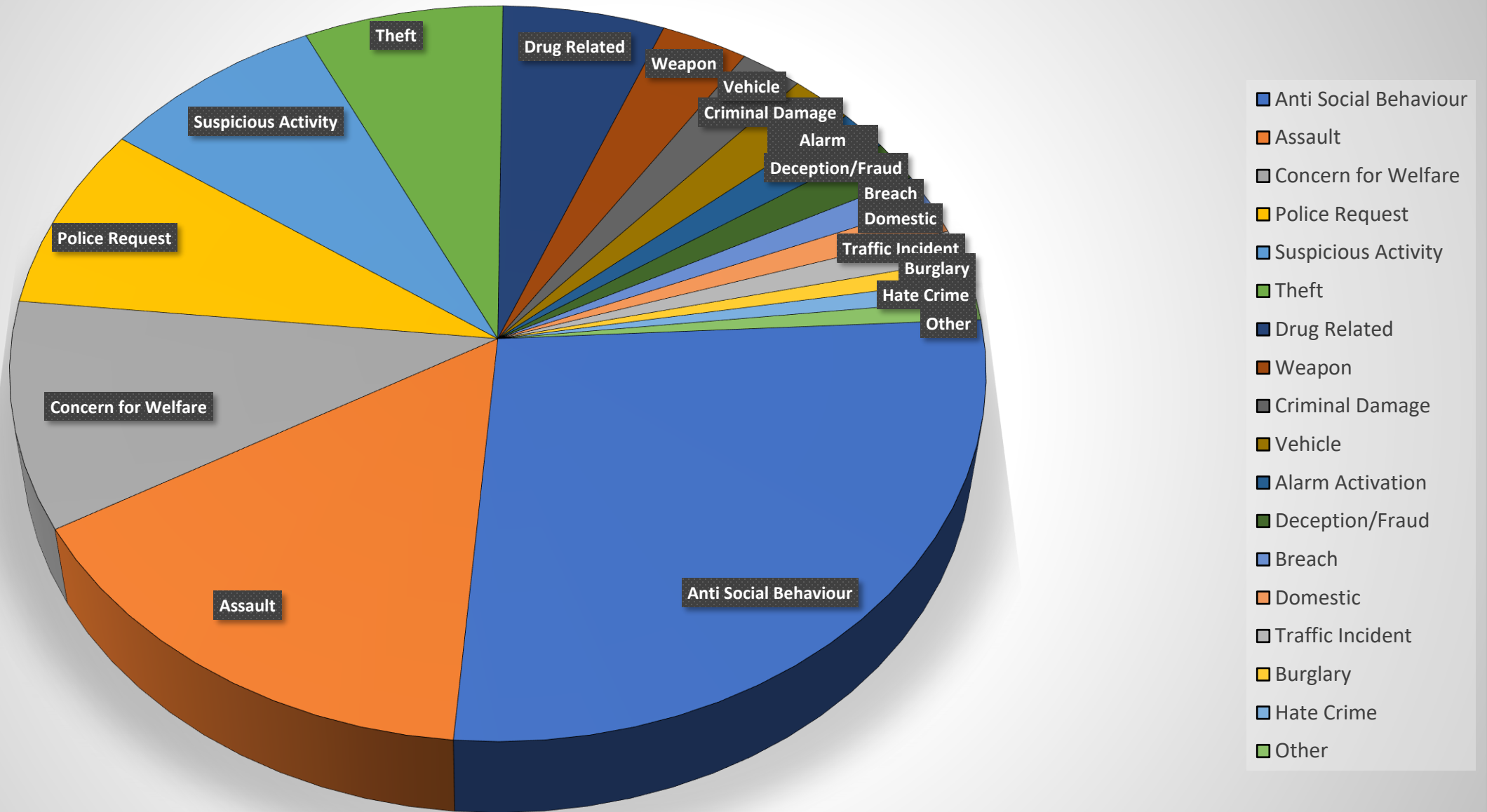
Page 55

Category Name	No. of Incidents
Anti Social Behaviour	60
Assault	34
Concern for Welfare	22
Police Request	18
Suspicious Activity	18
Theft	16
Drug Related	13
Weapon	7
Criminal Damage	5
Vehicle	5
Alarm Activation	4
Deception/Fraud	4
Breach	3
Domestic	3
Traffic Incident	3
Burglary	2
Hate Crime	2
Other	2

# East Herts Incident Categories Q2 2025-2026

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# Hertsmere Incidents Q2 2025-2026

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

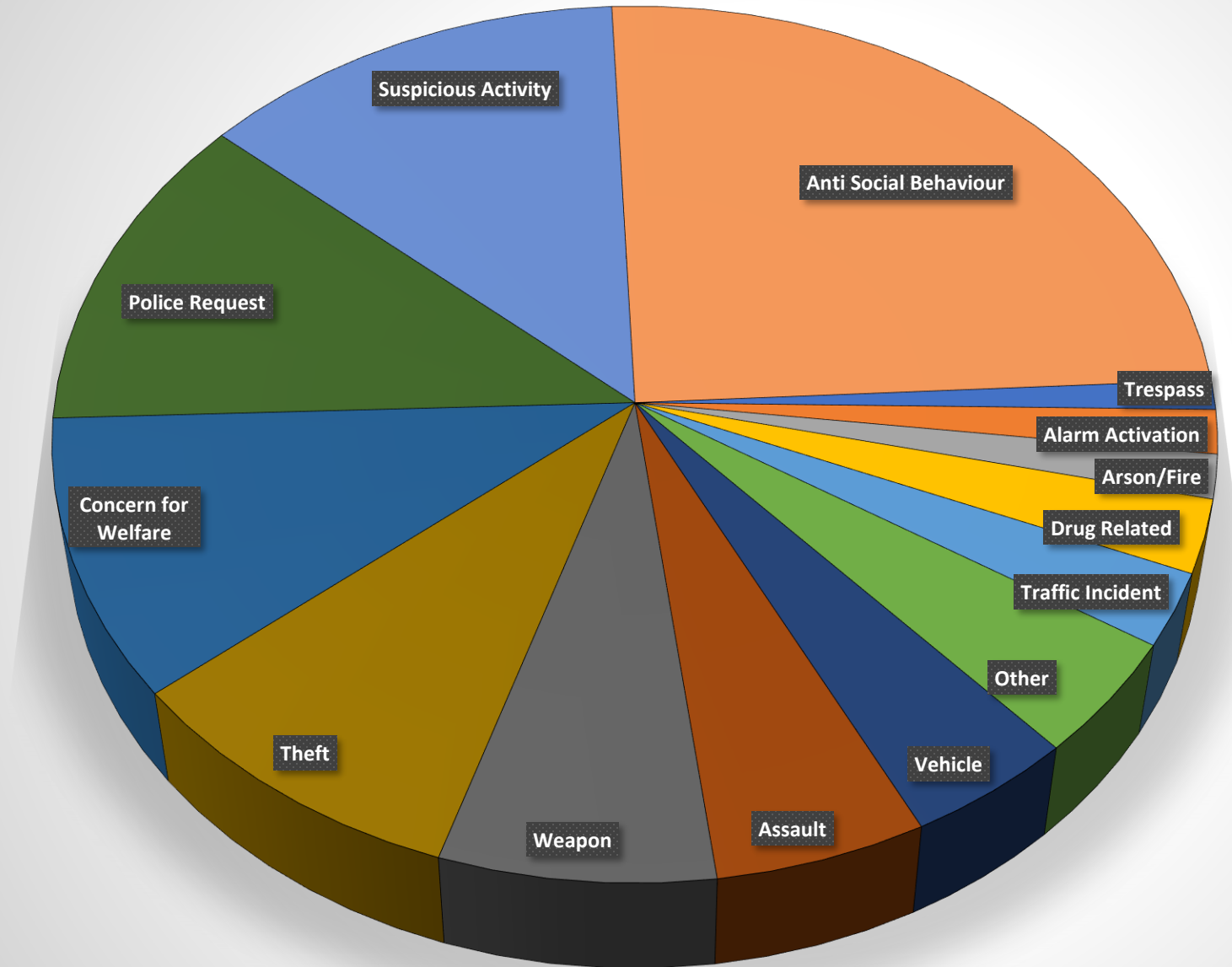
Page 57

Category Name	No. of Incidents
Trespass	2
Alarm Activation	3
Arson/Fire	3
Drug Related	5
Traffic Incident	5
Other	8
Vehicle	8
Assault	10
Weapon	13
Theft	17
Concern for Welfare	19
Police Request	22
Suspicious Activity	24
Anti Social Behaviour	46

# Hertsmere Incident Categories Q2 2025-2026

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

# Call Sources

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

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

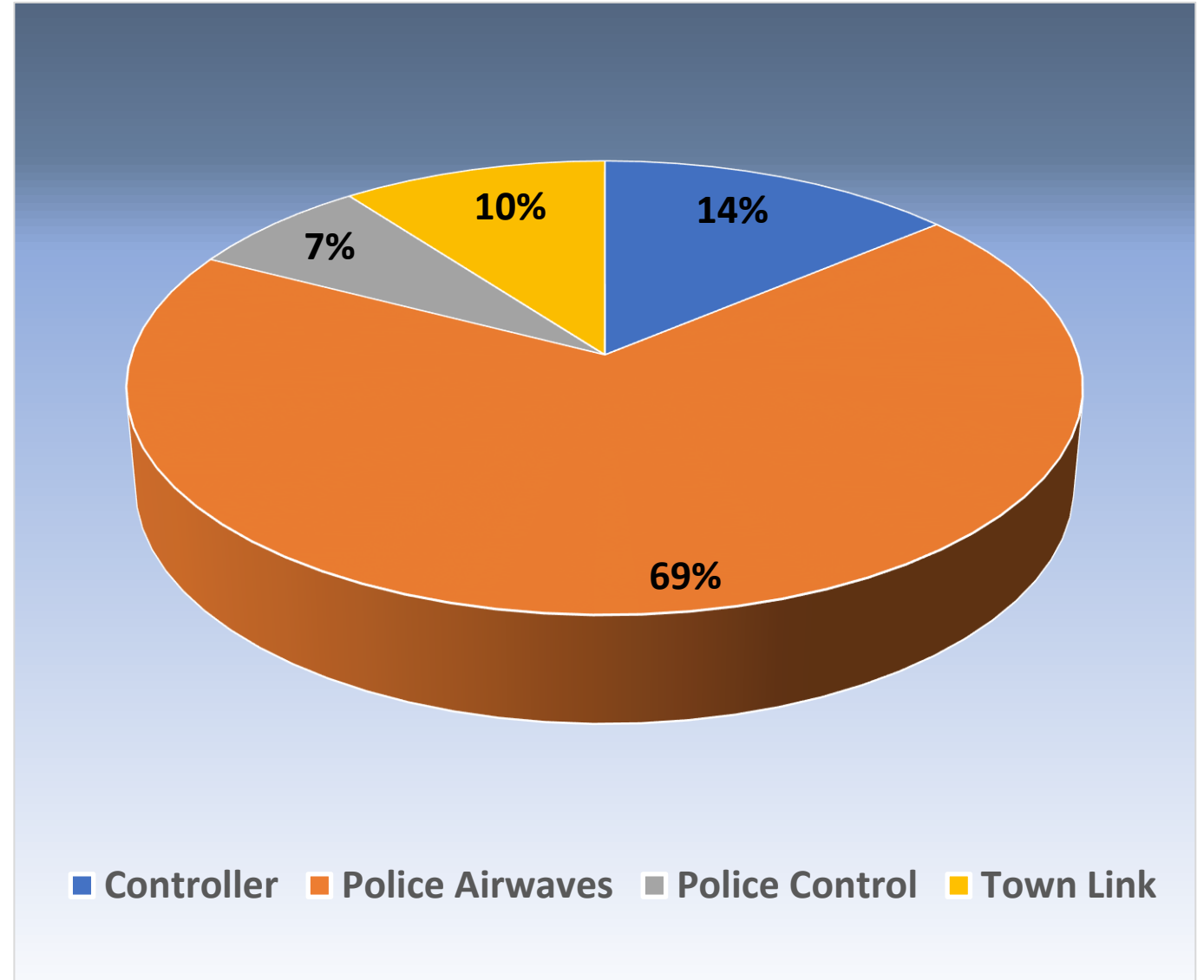
**Police Airwaves:** A call via the Police Airwaves Radio to the control room

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

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

## Partnership Incidents by Call Source Q2 2025-2026

Source	Count
Controller	123
Police Airwaves	607
Police Control	63
Town Link	91





# Q3 2025-26

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

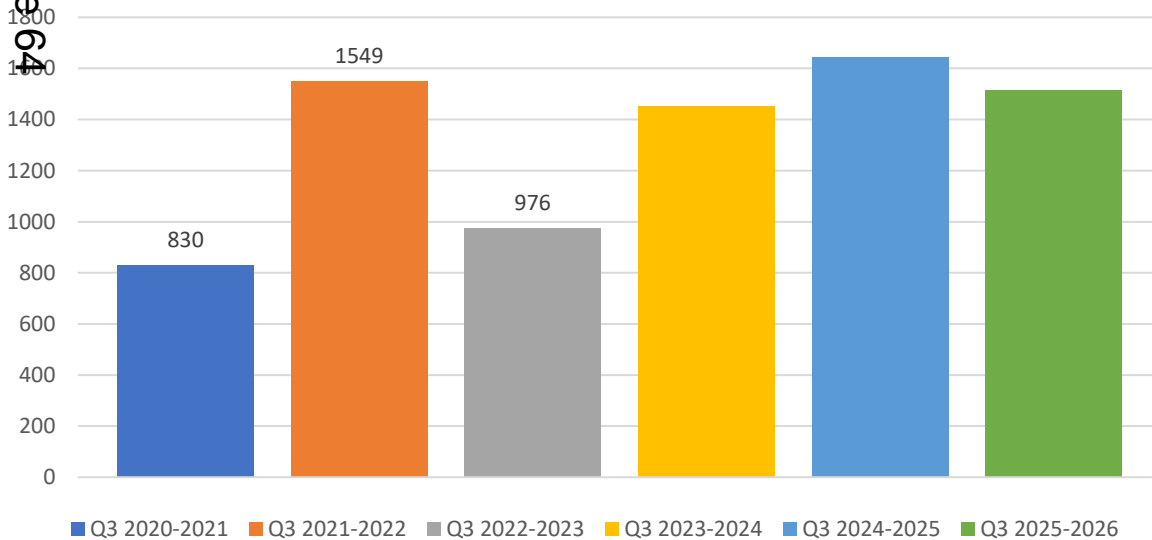


**HERTFORDSHIRE**  
**CCTV**

# Control Room Total Incident Data Q3 2025-26

- The CCTV Control Room recorded 1503 Incidents in Q2 2025-26 Relating to CCTV
- This was a decrease from 1641 incidents in Q2 2024-25 and an increase from 1350 the year before

Q3 Total Incidents

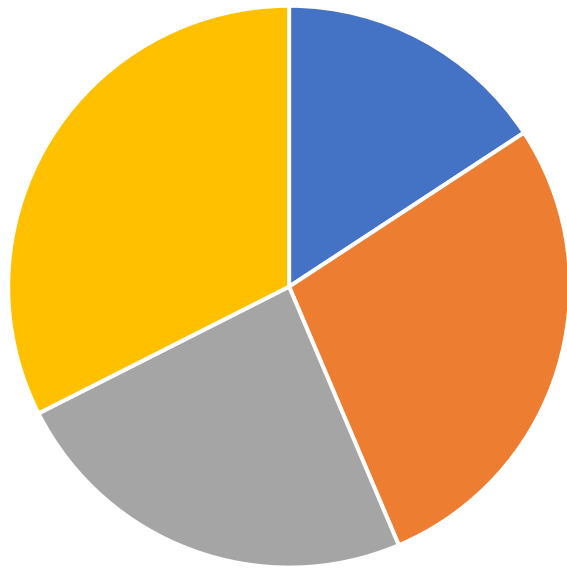


Q3 2020-2021	Q3 2021-2022	Q3 2022-2023	Q3 2023-2024	Q3 2024-2025	Q3 2025-2026
830	1549	976	1452	1642	1516

# Incident Statistics By Partner

## Q3 2025-2026

Incidents



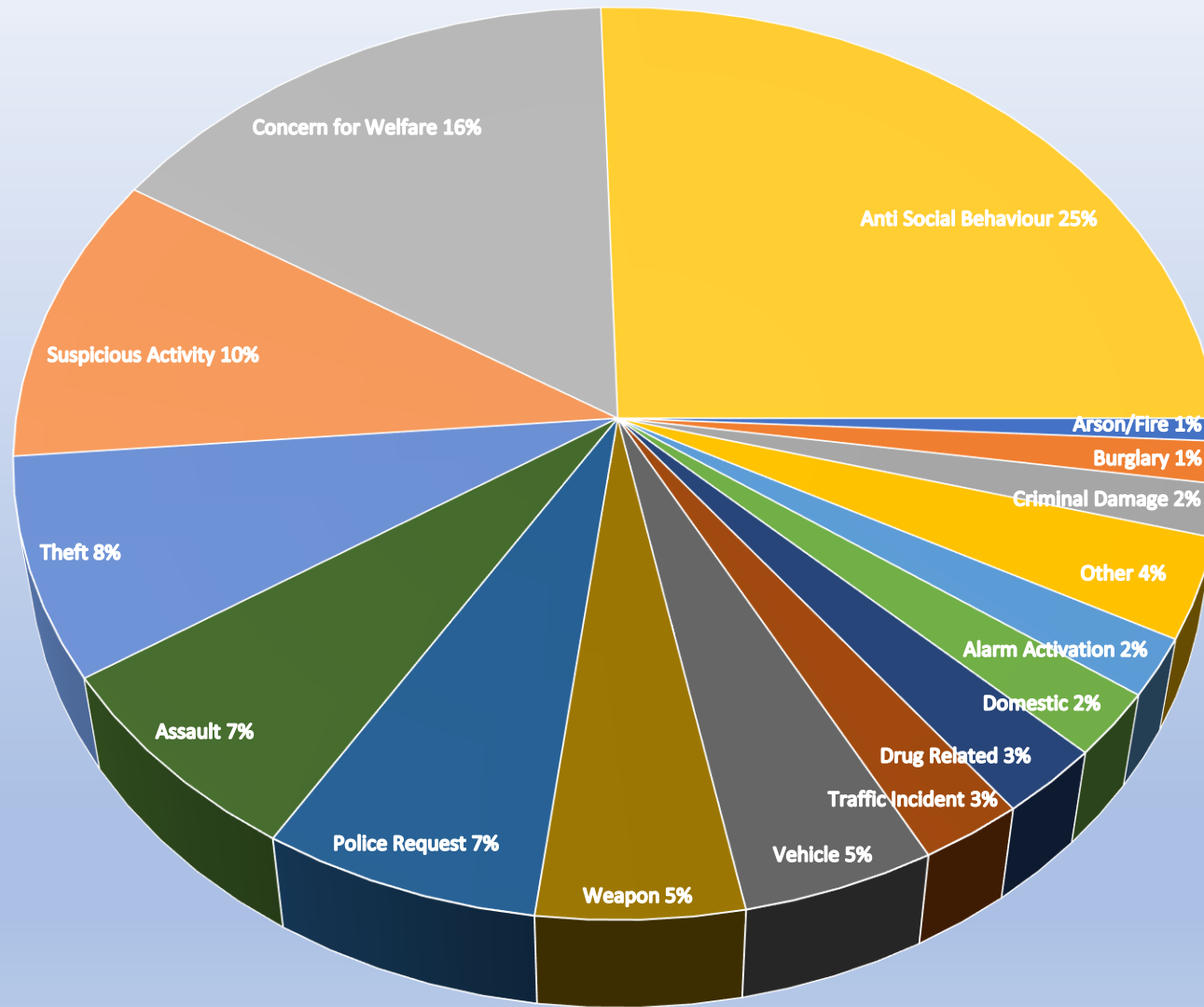
■ North Herts ■ East Herts  
■ Hertsmere ■ Stevenage

Partner	Incidents
North Herts	137
East Herts	242
Hertsmere	208
Stevenage	282

# Incident Category Split All Partners Q3 2025 - 2026

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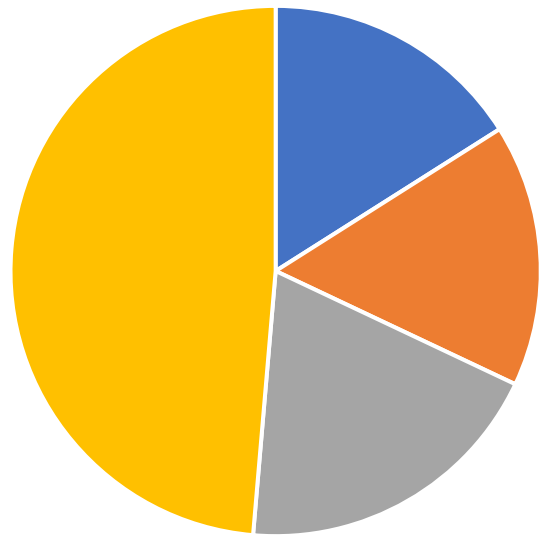


- Arson/Fire
- Burglary
- Criminal Damage
- Other
- Alarm Activation
- Domestic
- Drug Related
- Traffic Incident
- Vehicle
- Weapon
- Police Request
- Assault
- Theft
- Suspicious Activity
- Concern for Welfare
- Anti Social Behaviour

# Footage Request Data

- The CCTV Control Room recorded a total of 331 footage requests for the CCTV Partners cameras in Quarter 3 of 2025-26

Footage Requests



■ North Herts ■ East Herts  
■ Hertsmere ■ Stevenage

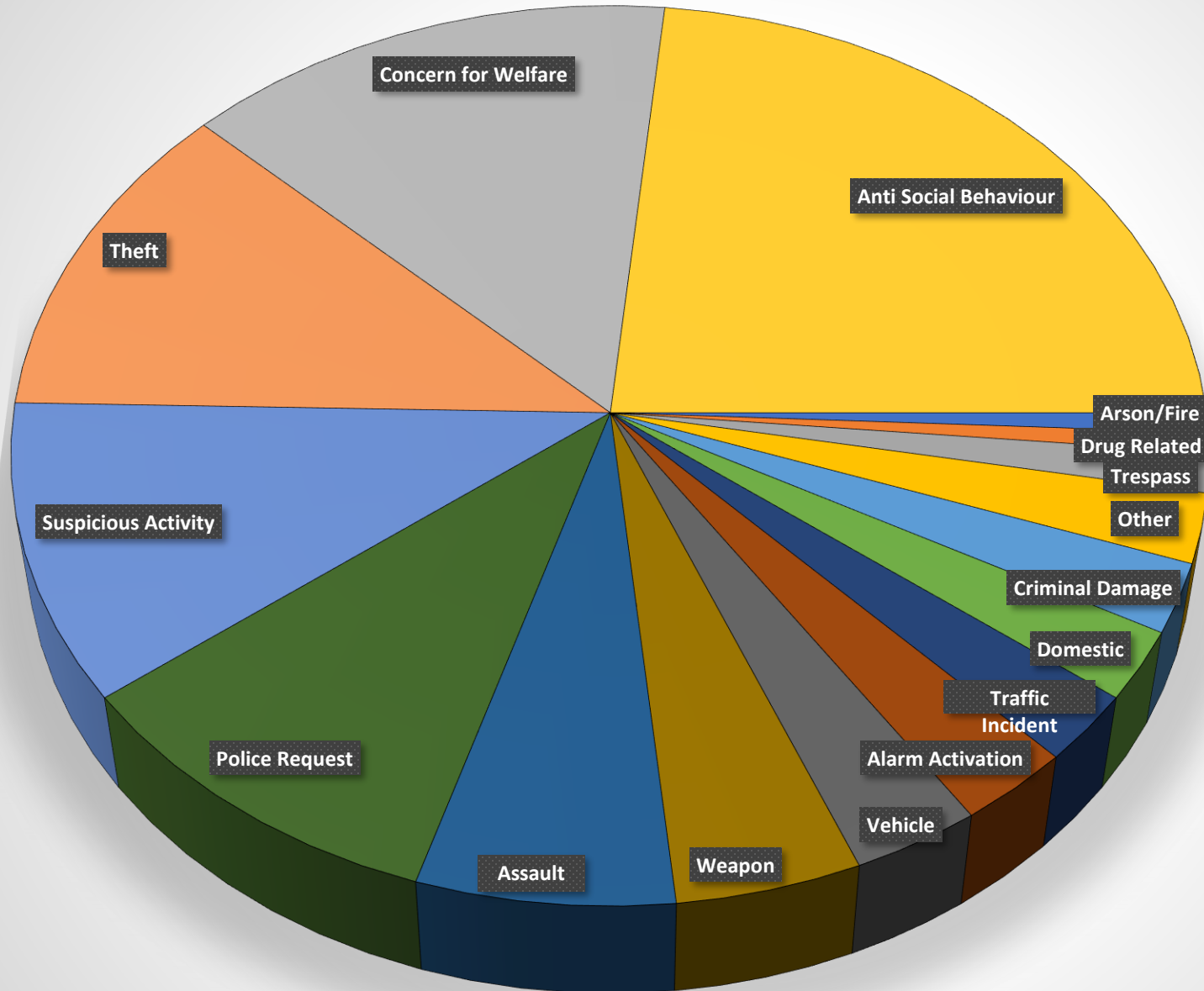
Partner	Footage Requests
North Herts	53
East Herts	53
Hertsmere	64
Stevenage	161

# Stevenage Incidents Q3 2025-2026

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

Category Name	No. of Incidents
Arson/Fire	2
Drug Related	2
Trespass	4
Other	7
Criminal Damage	7
Domestic	7
Traffic Incident	7
Alarm Activation	8
Vehicle	9
Weapon	13
Assault	18
Police Request	28
Suspicious Activity	30
Theft	33
Concern for Welfare	41
Anti Social Behaviour	66

# Stevenage Incident Categories Q3 2025-2026



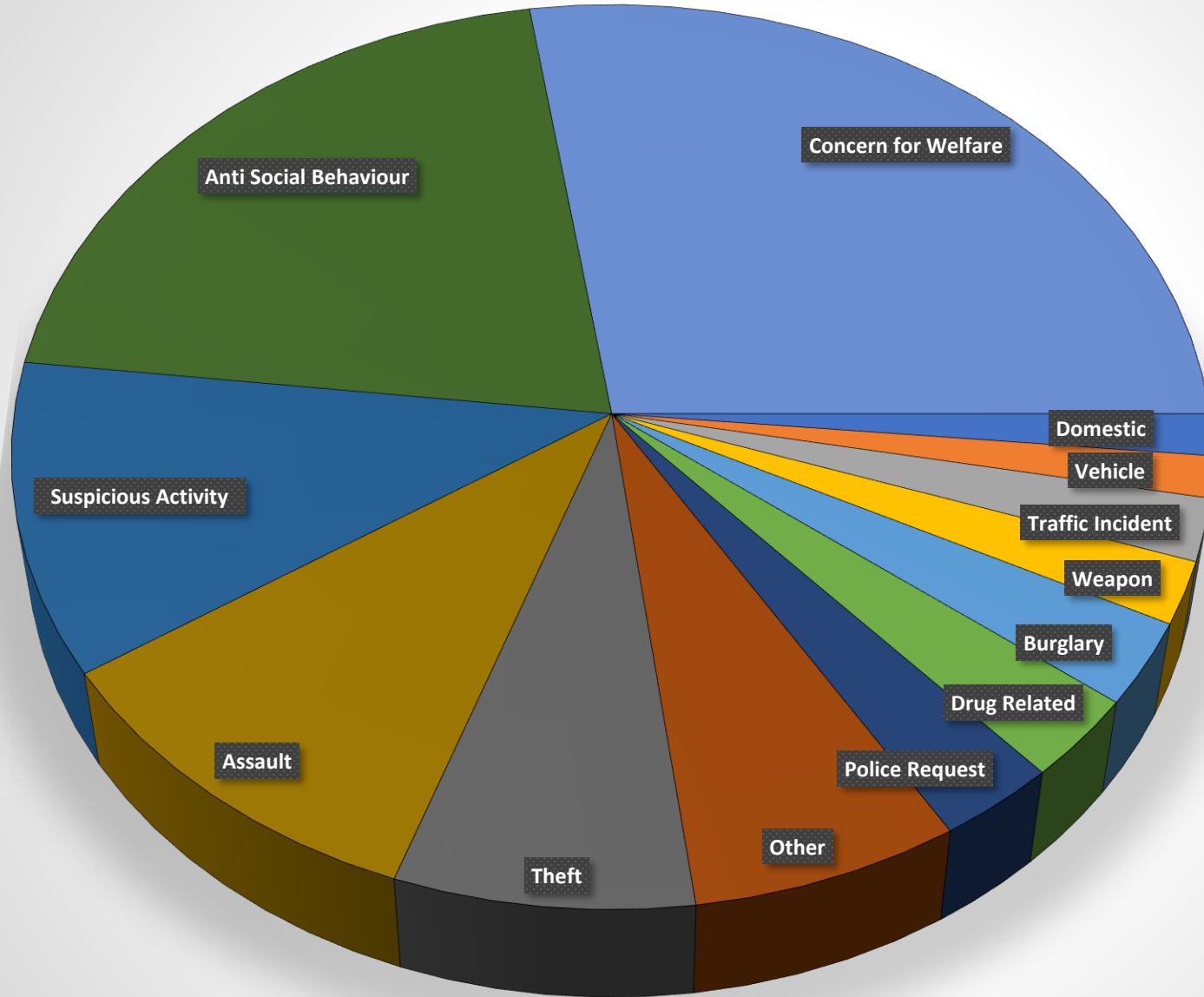
- Arson/Fire
- Drug Related
- Trespass
- Other
- Criminal Damage
- Domestic
- Traffic Incident
- Alarm Activation
- Vehicle
- Weapon
- Assault
- Police Request
- Suspicious Activity
- Theft
- Concern for Welfare
- Anti Social Behaviour

# North Herts Incidents Q3 2025-2026

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

Category Name	No. of Incidents
Domestic	2
Vehicle	2
Traffic Incident	3
Weapon	3
Burglary	4
Drug Related	4
Police Request	4
Other	9
Theft	10
Assault	14
Suspicious Activity	15
Anti Social Behaviour	28
Concern for Welfare	37

# North Herts Incident Categories Q3 2025-2026



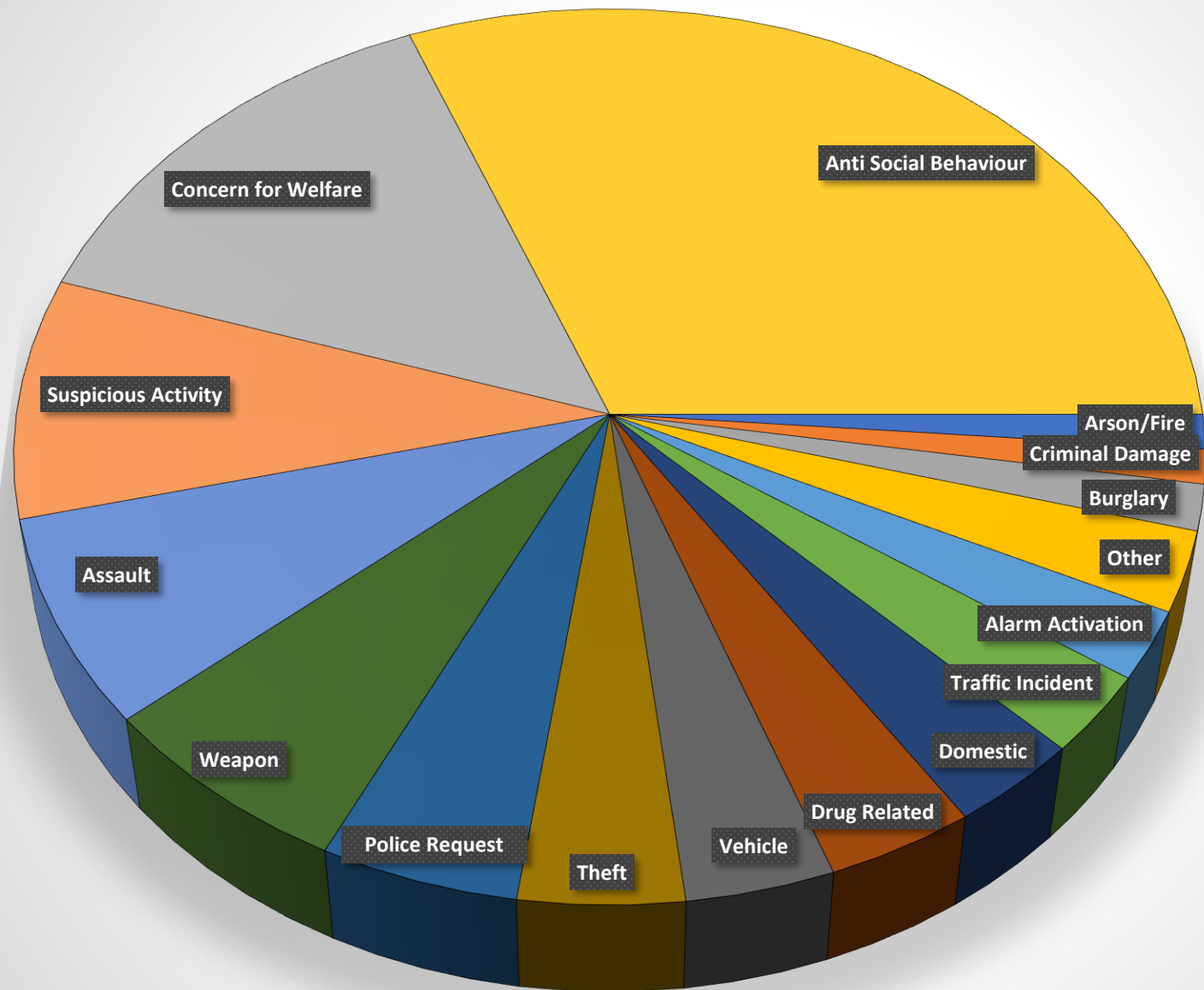
- Domestic
- Vehicle
- Traffic Incident
- Weapon
- Burglary
- Drug Related
- Police Request
- Other
- Theft
- Assault
- Suspicious Activity
- Anti Social Behaviour
- Concern for Welfare

# East Herts Incidents Q3 2025-2026

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

Category Name	No. of Incidents
Alarm Activation	6
Anti Social Behaviour	75
Arson/Fire	3
Assault	18
Breach	1
Burglary	4
Concern for Welfare	34
Criminal Damage	3
Deception/Fraud	1
Domestic	8
Drug Related	9
Other	5
Police Request	12
Suspicious Activity	21
Theft	10
Traffic Incident	7
Vehicle	9
Weapon	16

# East Herts Incident Categories Q3 2025-2026



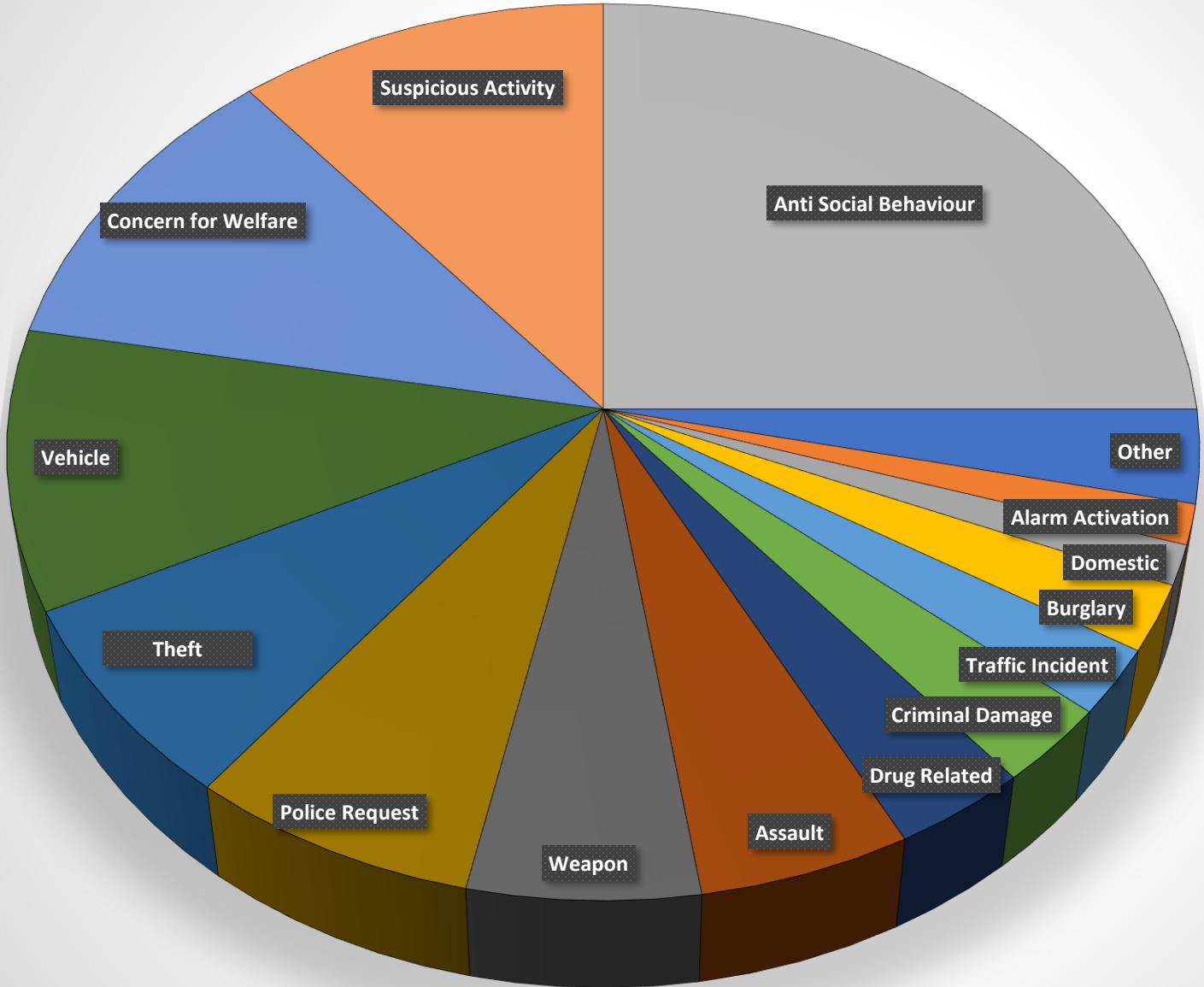
- Arson/Fire
- Criminal Damage
- Burglary
- Other
- Alarm Activation
- Traffic Incident
- Domestic
- Drug Related
- Vehicle
- Theft
- Police Request
- Weapon
- Assault
- Suspicious Activity
- Concern for Welfare
- Anti Social Behaviour

# Hertsmere Incidents Q3 2025-2026

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

Category Name	No. of Incidents
Other	7
Alarm Activation	3
Domestic	3
Burglary	5
Traffic Incident	5
Criminal Damage	6
Drug Related	7
Assault	11
Weapon	12
Police Request	15
Theft	15
Vehicle	21
Concern for Welfare	23
Suspicious Activity	23
Anti Social Behaviour	52

# Hertsmere Incident Categories Q3 2025-2026



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

# Call Sources

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

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

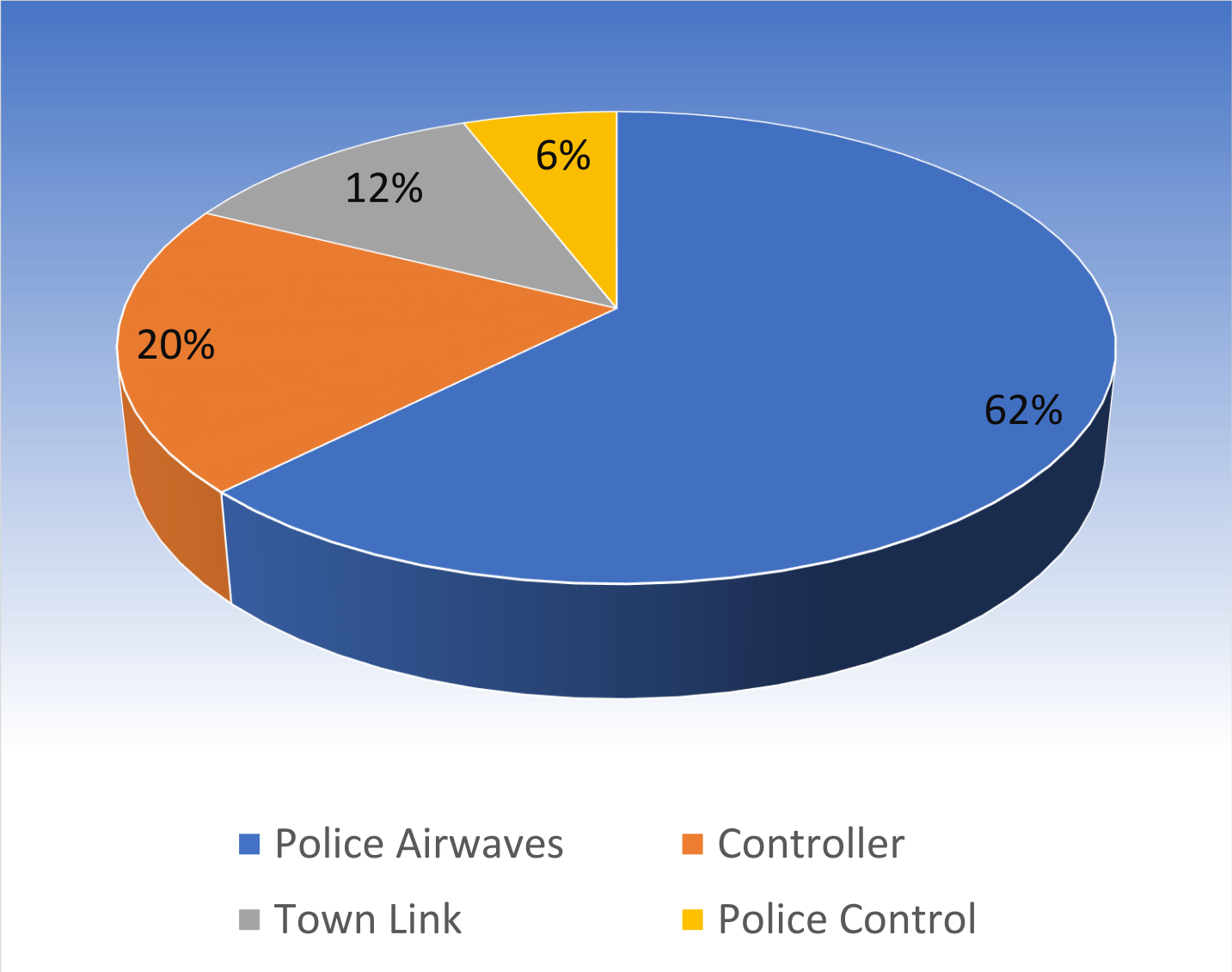
**Police Airwaves:** A call via the Police Airwaves Radio to the control room

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

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

# Partnership Incidents by Call Source Q3 2025-2026

Source	Count
Controller	173
Police Airwaves	545
Police Control	103
Town Link	51



# Q4 2025-26

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

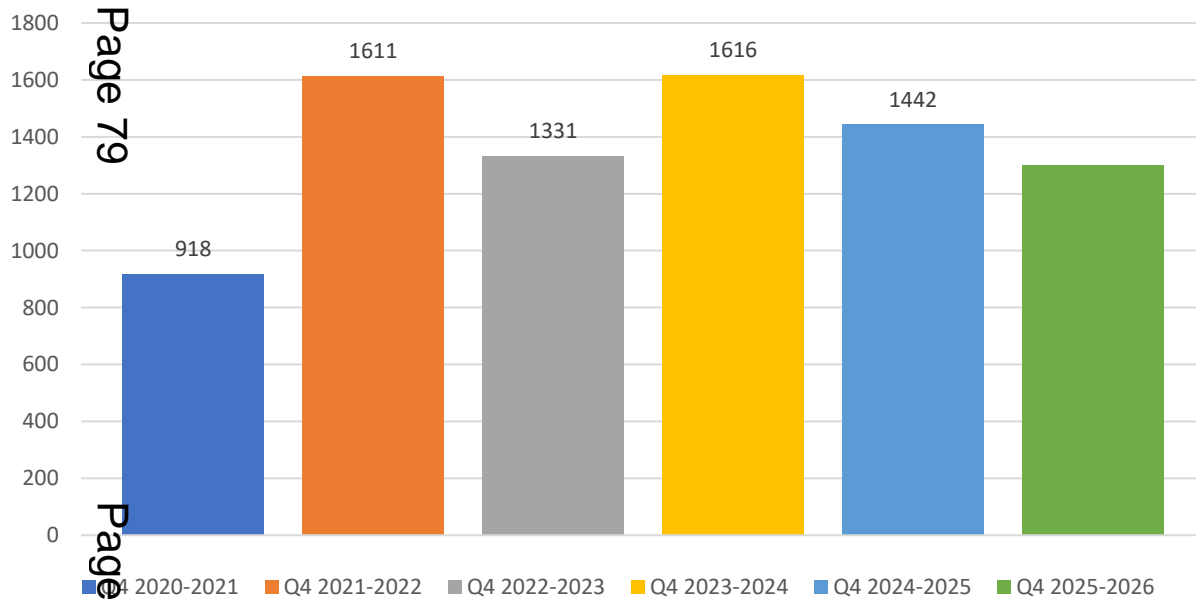


HERTFORDSHIRE  
CCTV

# Control Room Total Incident Data Q4 2025-26

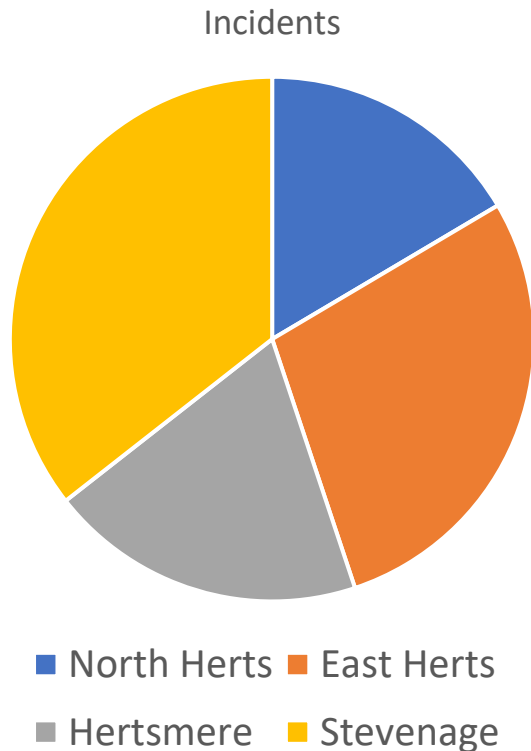
- The CCTV Control Room recorded 1301 Incidents in Q4 2025-26 Relating to CCTV
- This was a decrease from 1442 incidents in Q4 2024-25 and a decrease from 1616 the year before

Q4 Total Incidents



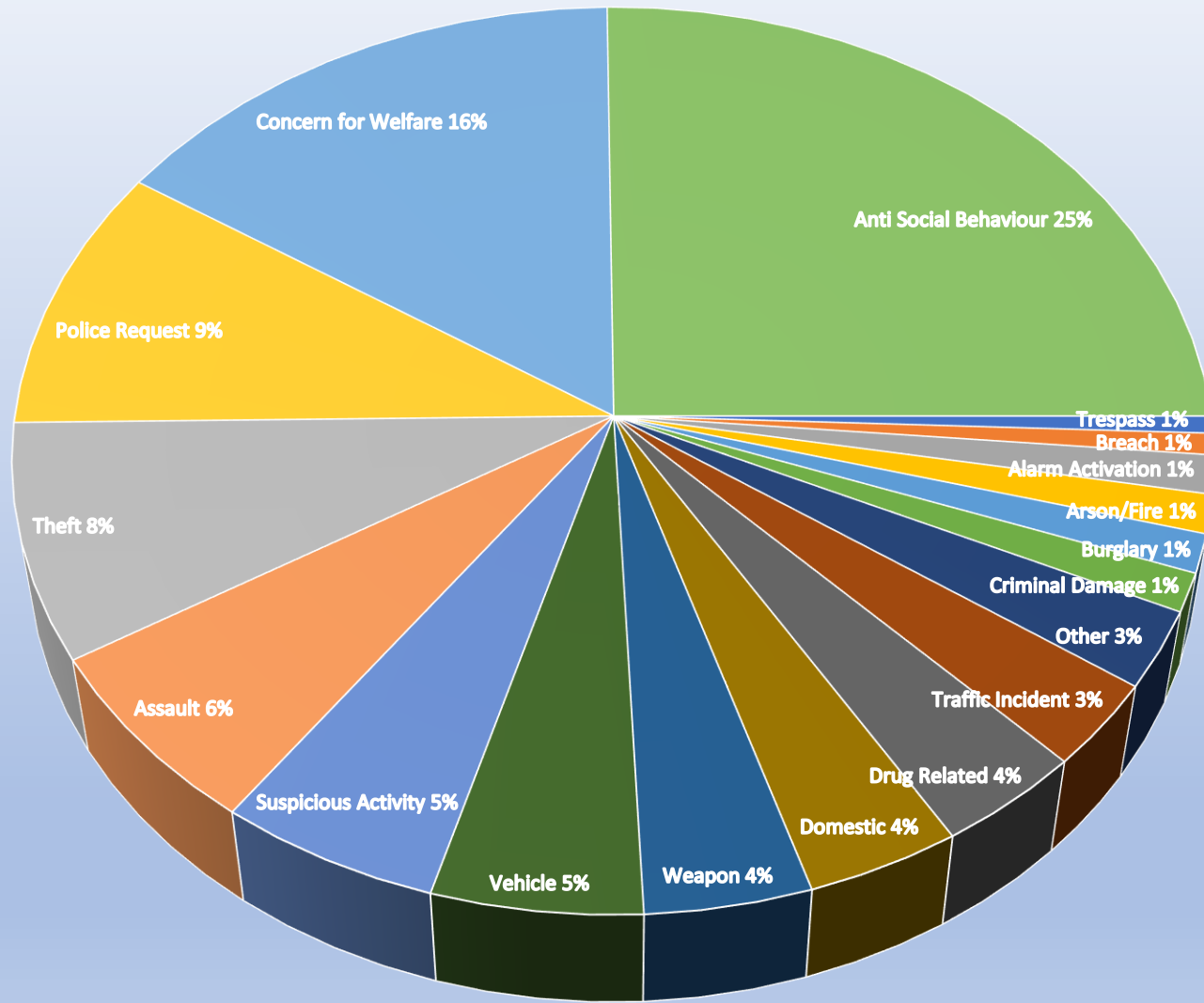
Q4 2020-2021	Q4 2021-2022	Q4 2022-2023	Q4 2023-2024	Q4 2024-2025	Q4 2025-2026
918	1611	1331	1616	1442	1301

# Incident Statistics By Partner Q4 2025-2026



Partner	Incidents
North Herts	137
East Herts	186
Hertsmere	128
Stevenage	233

### Incident Category Split All Partners Q4 2025 - 2026

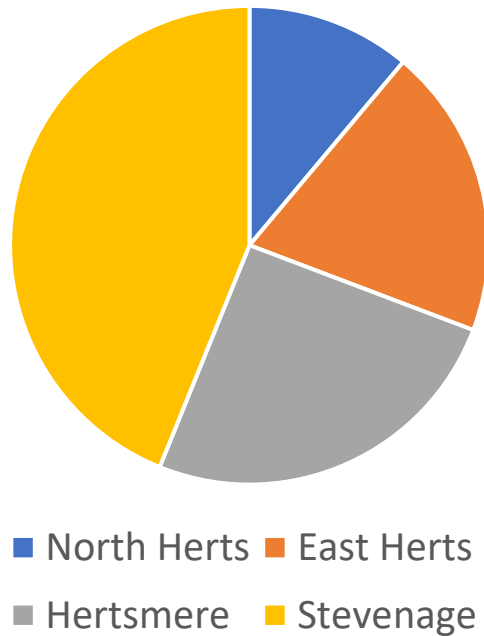


- Trespass
- Breach
- Alarm Activation
- Arson/Fire
- Burglary
- Criminal Damage
- Other
- Traffic Incident
- Drug Related
- Domestic
- Weapon
- Vehicle
- Suspicious Activity
- Assault
- Theft
- Police Request
- Concern for Welfare
- Anti Social Behaviour

# Footage Request Data

- The CCTV Control Room recorded a total of 351 footage requests for the CCTV Partners cameras in Quarter 4 of 2025-26

Footage requests



Partner	Footage Requests
North Herts	39
East Herts	69
Hertsmere	89
Stevenage	154

# Stevenage Incidents Q4 2025-2026

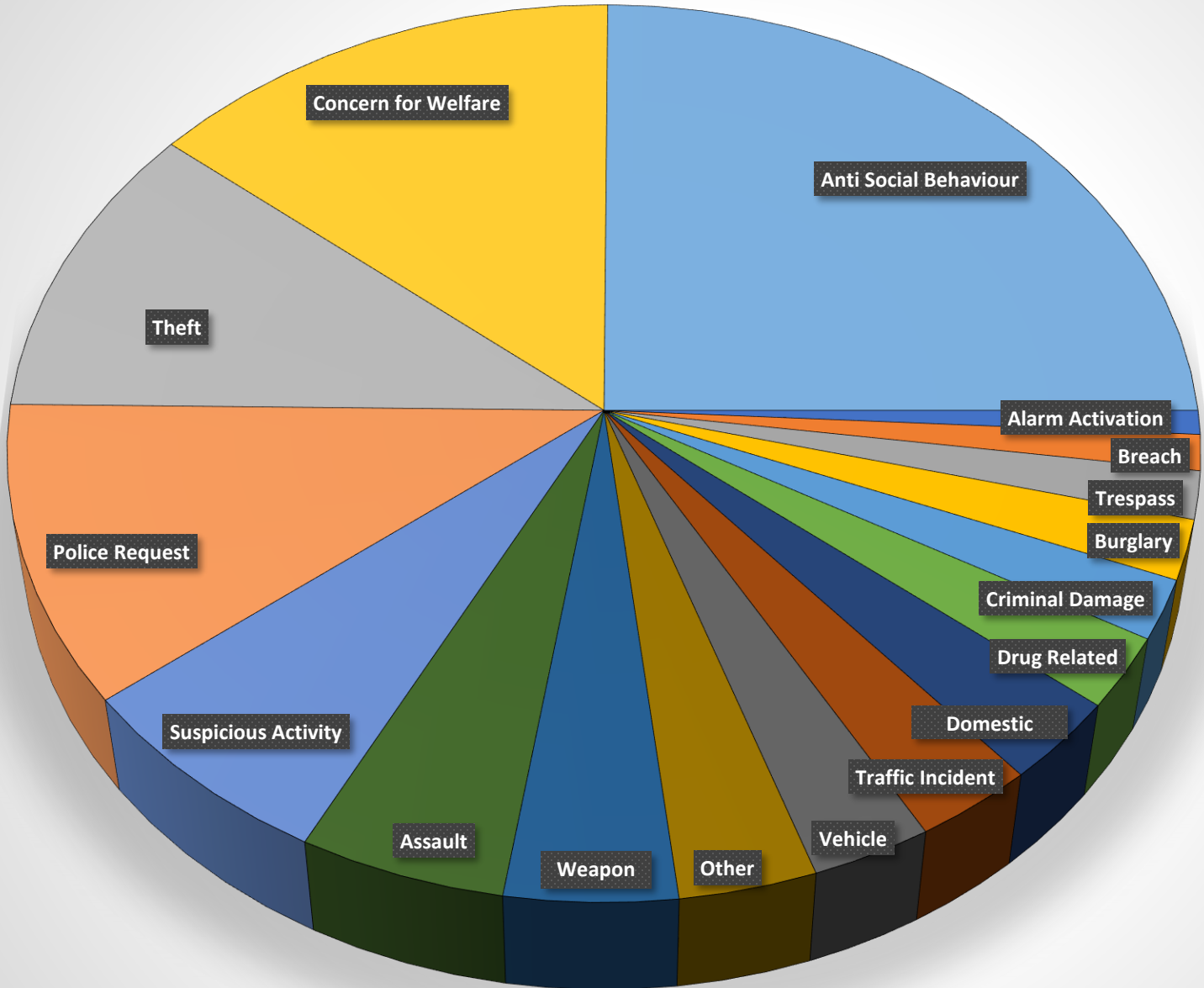
Page 83

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

Page 81

Category Name	No. of Incidents
Alarm Activation	2
Breach	3
Trespass	4
Burglary	5
Criminal Damage	5
Drug Related	6
Domestic	7
Traffic Incident	7
Vehicle	7
Other	8
Weapon	10
Assault	12
Suspicious Activity	16
Police Request	25
Theft	25
Concern for Welfare	33
Anti Social Behaviour	58

# Stevenage Incident Categories Q4 2025-2026



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

# North Herts Incidents Q4 2025-2026

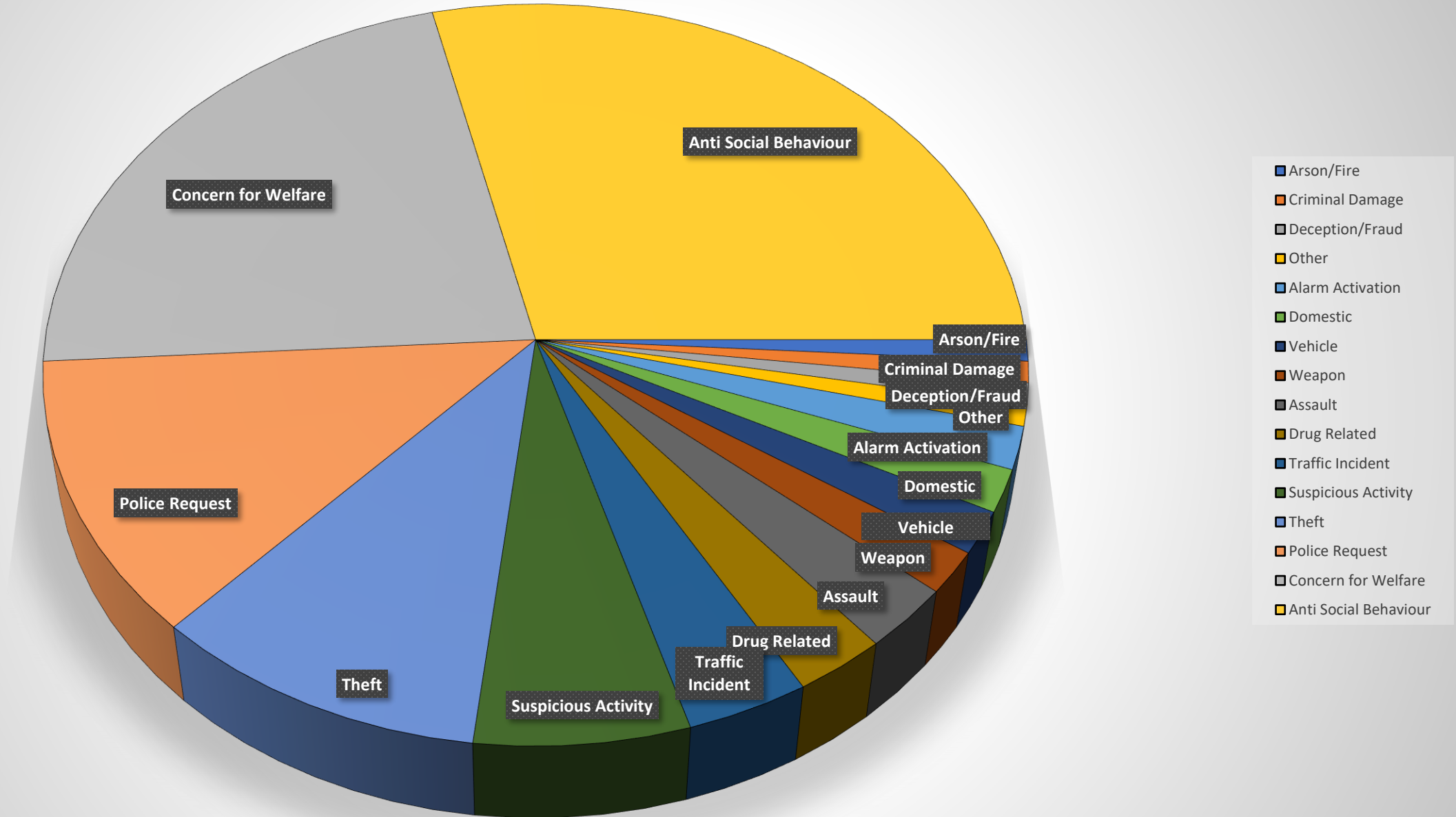
Page 85

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

Page 83

Category Name	No. of Incidents
Arson/Fire	1
Criminal Damage	1
Deception/Fraud	1
Other	1
Alarm Activation	2
Domestic	2
Vehicle	2
Weapon	2
Assault	3
Drug Related	3
Traffic Incident	4
Suspicious Activity	7
Theft	11
Police Request	13
Concern for Welfare	24
Anti Social Behaviour	31

# North Herts Incident Categories Q4 2025-2026



# East Herts Incidents Q4 2025-2026

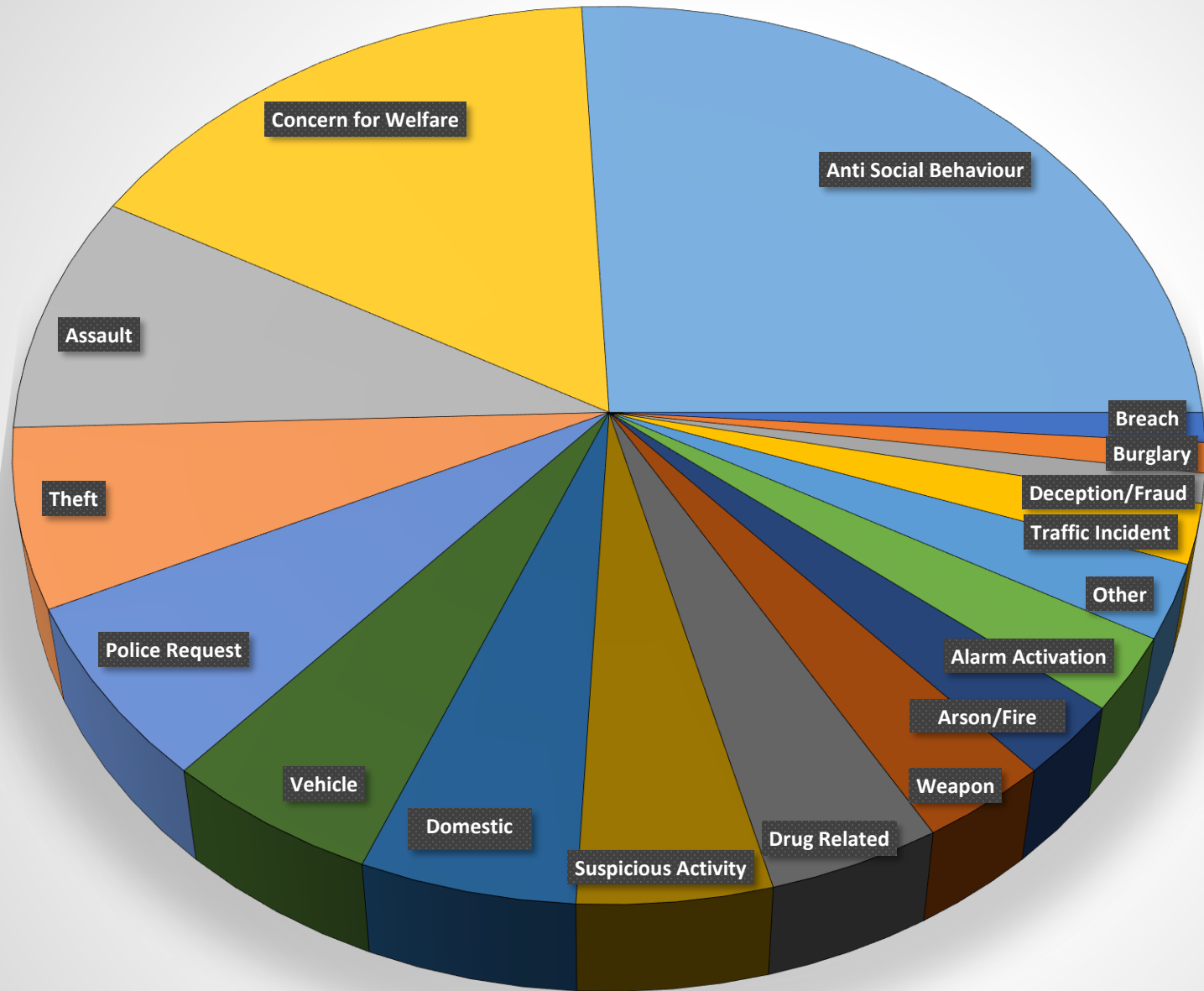
Page 87

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

Page 85

Category Name	No. of Incidents
Breach	2
Burglary	2
Deception/Fraud	2
Traffic Incident	4
Other	5
Alarm Activation	5
Arson/Fire	5
Weapon	6
Drug Related	8
Suspicious Activity	9
Domestic	10
Vehicle	10
Police Request	12
Theft	12
Assault	16
Concern for Welfare	30
Anti Social Behaviour	48

# East Herts Incident Categories Q4 2025-2026



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

# Hertsmere Incidents Q4 2025-2026

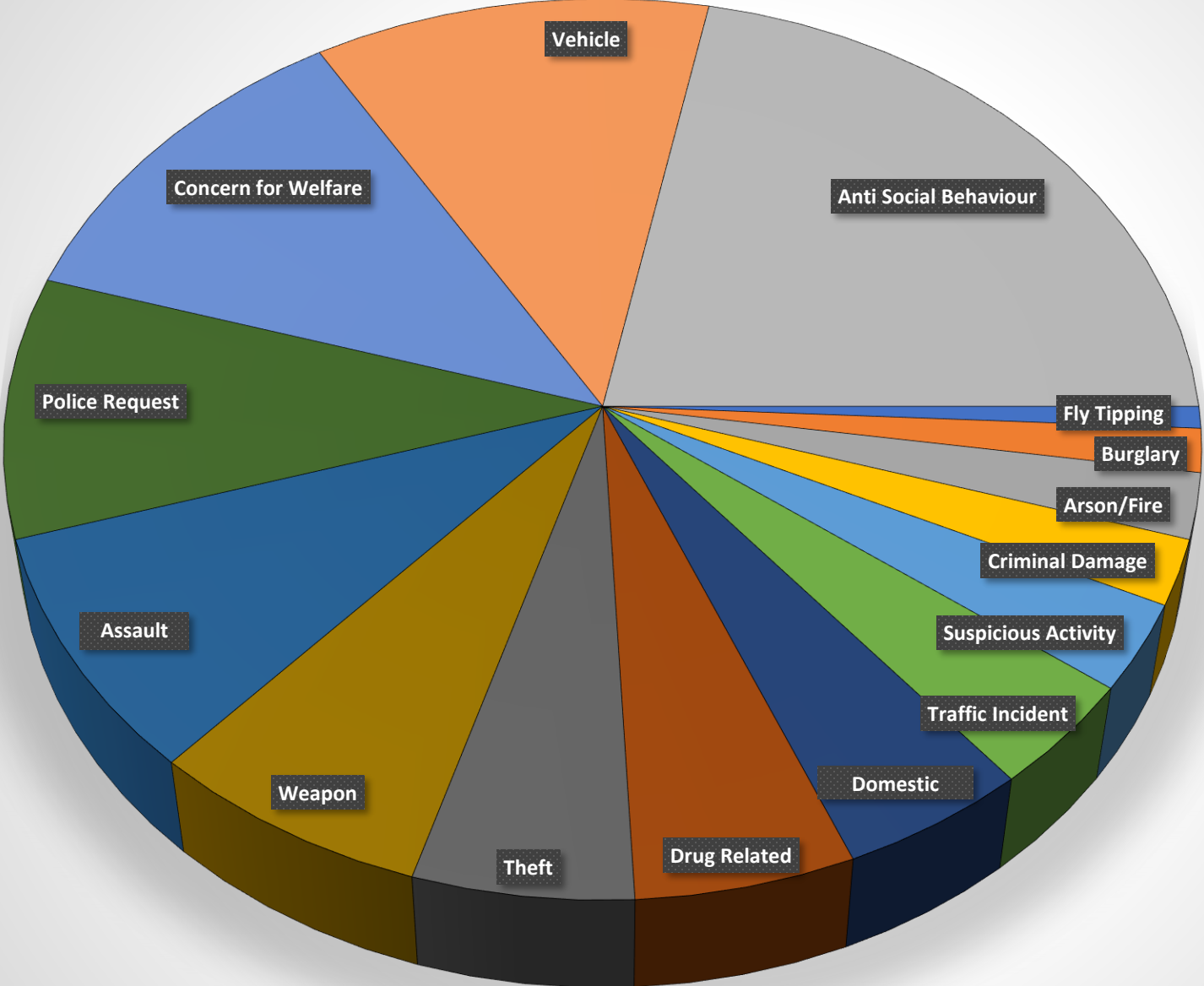
Page 89

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

Page 87

Category Name	No. of Incidents
Fly Tipping	1
Burglary	2
Arson/Fire	3
Criminal Damage	3
Suspicious Activity	4
Traffic Incident	5
Domestic	6
Drug Related	7
Theft	7
Weapon	9
Assault	11
Police Request	12
Concern for Welfare	15
Vehicle	15
Anti Social Behaviour	28

# Hertsmere Incident Categories Q4 2025-2026



- Fly Tipping
- Burglary
- Arson/Fire
- Criminal Damage
- Suspicious Activity
- Traffic Incident
- Domestic
- Drug Related
- Theft
- Weapon
- Assault
- Police Request
- Concern for Welfare
- Vehicle
- Anti Social Behaviour

# Call Sources

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

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

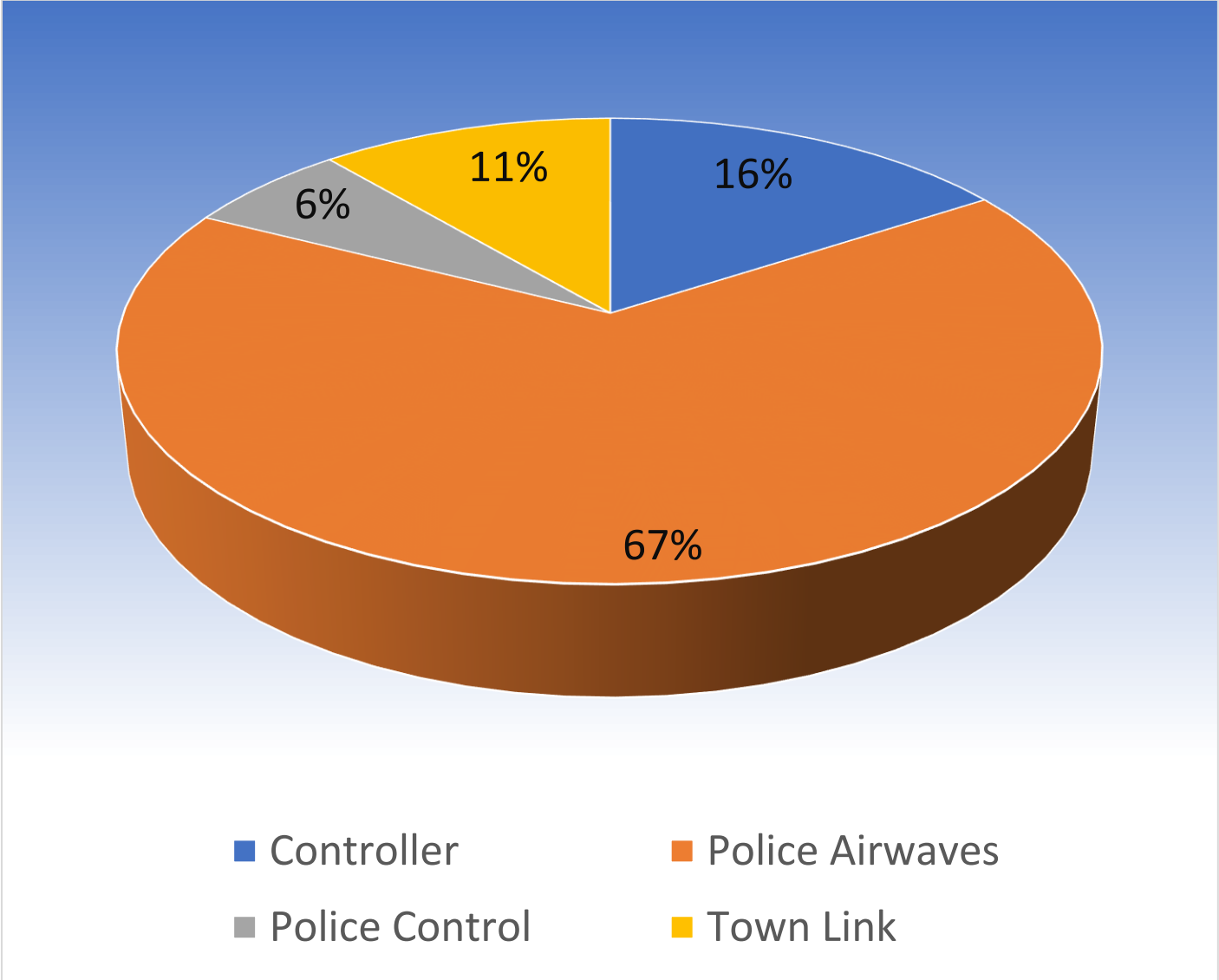
**Police Airwaves:** A call via the Police Airwaves Radio to the control room

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

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

# Partnership Incidents by Call Source Q4 2025-2026

Source	Count
Controller	103
Police Airwaves	433
Police Control	41
Town Link	73





# Q1 2025-26

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



**HERTFORDSHIRE**  
**CCTV**



All Reported CCTV Incidents are given a Category

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

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

Category	Subcategory
Abduction	
Alarm Activation	
	Intruder Alarm
	Personal Attack
	Monitored site
Anti Social Behaviour	
	Drunken Behaviour
	Public Order
	Affray
Page 95	Begging
	Indecency
	Littering
	Nuisance
	Disorder
Arson/Fire	
Assault	
	Rape
	Sexual Assault
Page 93	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 2025/26

- The CCTV Control Room Recorded 6276 incidents in the year 2024/25
- This was an increase from 5707 incidents in 2023-24 and an increase from 4965 the year before
- As of Q1 2025-26 the control room has recorded 1373 Incidents

Year 2020	Year 2021	Year 2022	Year 2023	Year 2024	Year 2025
2825	5136	5245	5422	6450	2815



Month	Year 2020	Year 2021	Year 2022	Year 2023	Year 2024	Year 2025
January	0	228	665	384	549	536
February	137	282	450	455	476	487
March	297	408	496	492	591	419
April	165	395	401	455	498	439
May	213	418	464	383	533	483
June	191	460	486	451	520	451
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	

	Year 2020	Year 2021	Year 2022	Year 2023	Year 2024	Year 2025
TOTAL	2825	5136	5245	5422	6450	2815

# Control Room Total Incident Data Q1 2025-26

- The CCTV Control Room recorded 1373 Incidents in Q1 2025-26 Relating to CCTV
- This was a decrease from 1551 incidents in Q1 2024-25 and an increase from 1289 the year before

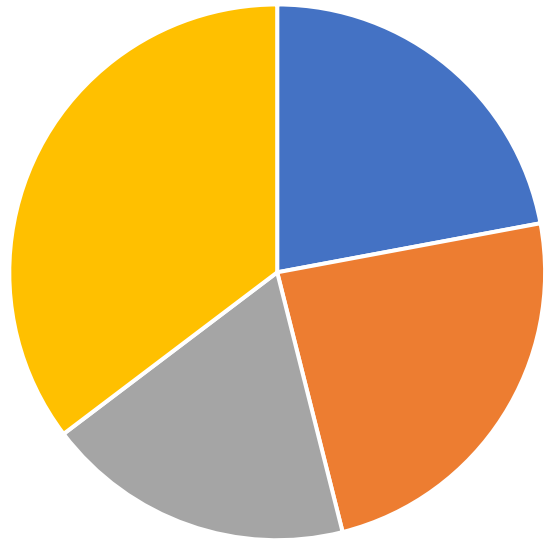
Q1 Total Incidents



Q1 2020-2021	Q1 2021-2022	Q1 2022-2023	Q1 2023-2024	Q1 2024-2025	Q1 2025-2026
569	1273	1351	1289	1551	1373

# Incident Statistics By Partner Q1 2025-2026

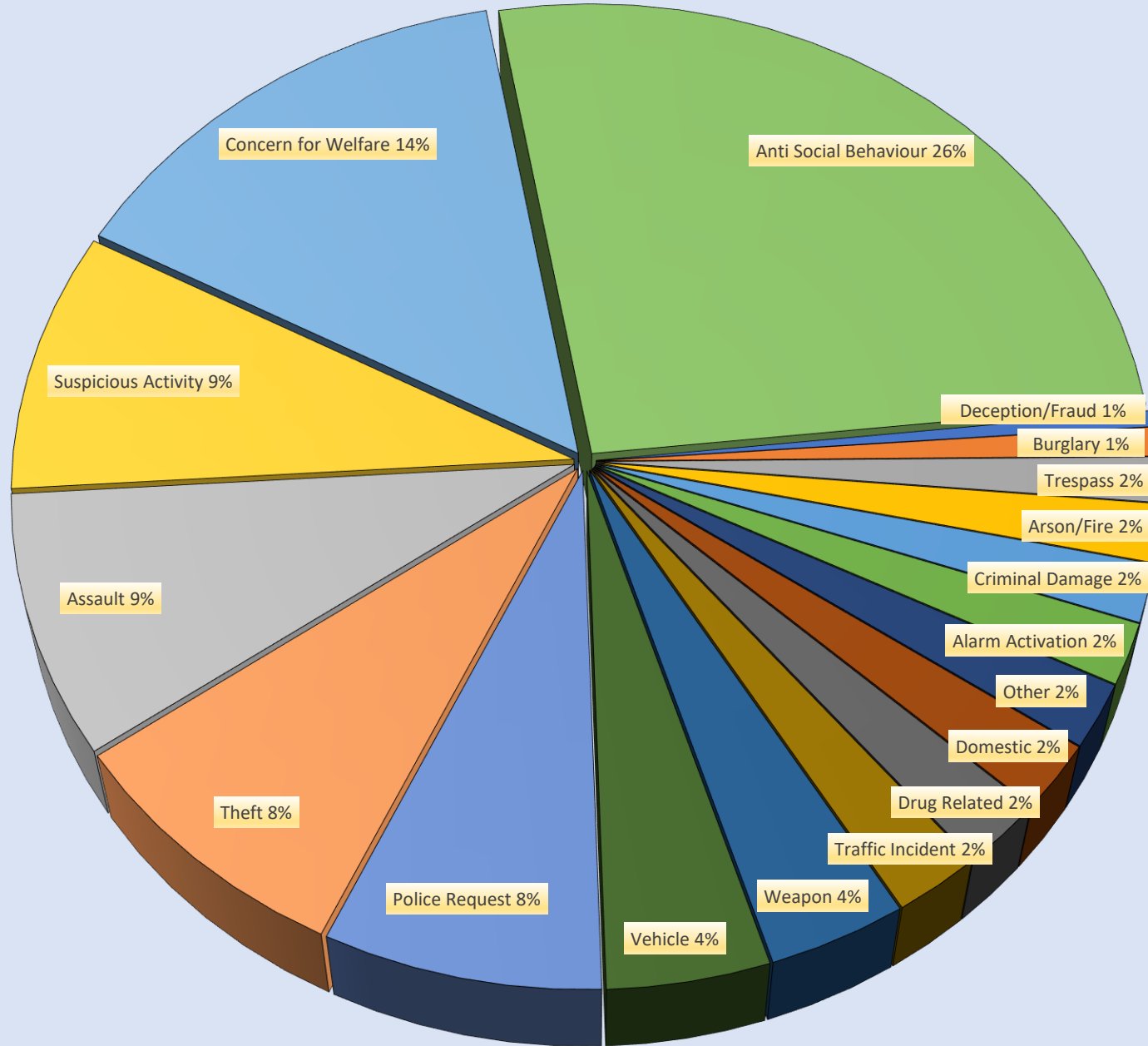
Incidents



■ North Herts ■ East Herts  
■ Hertsmere ■ Stevenage

Partner	Incidents
North Herts	205
East Herts	223
Hertsmere	173
Stevenage	328

### Incident Category Split All Partners Q1 2025 - 2026

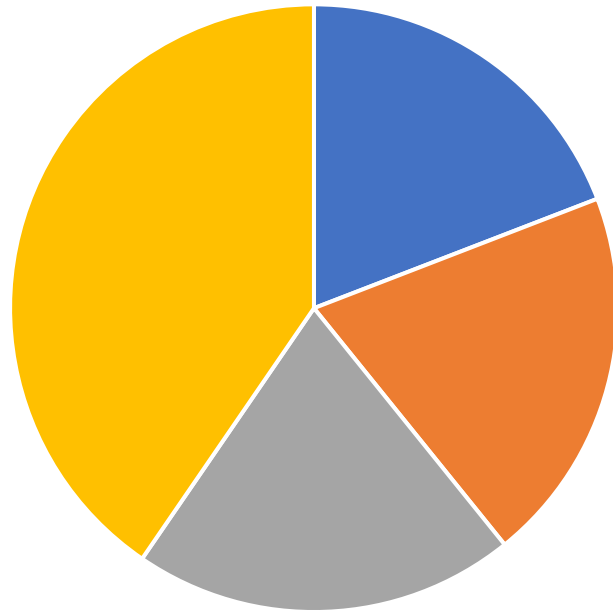


- Deception/Fraud
- Burglary
- Trespass
- Arson/Fire
- Criminal Damage
- Alarm Activation
- Other
- Domestic
- Drug Related
- Traffic Incident
- Weapon
- Vehicle
- Police Request
- Theft
- Assault
- Suspicious Activity
- Concern for Welfare
- Anti Social Behaviour

# Footage Request Data

- The CCTV Control Room recorded a total of 324 footage requests for the CCTV Partners cameras in Quarter 1 of 2025-26

Footage Requests



■ North Herts   ■ East Herts  
■ Hertsmere   ■ Stevenage

Partner	Footage Requests
North Herts	62
East Herts	65
Hertsmere	66
Stevenage	131

# Stevenage Incidents Q1 2025-2026

Page 101

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

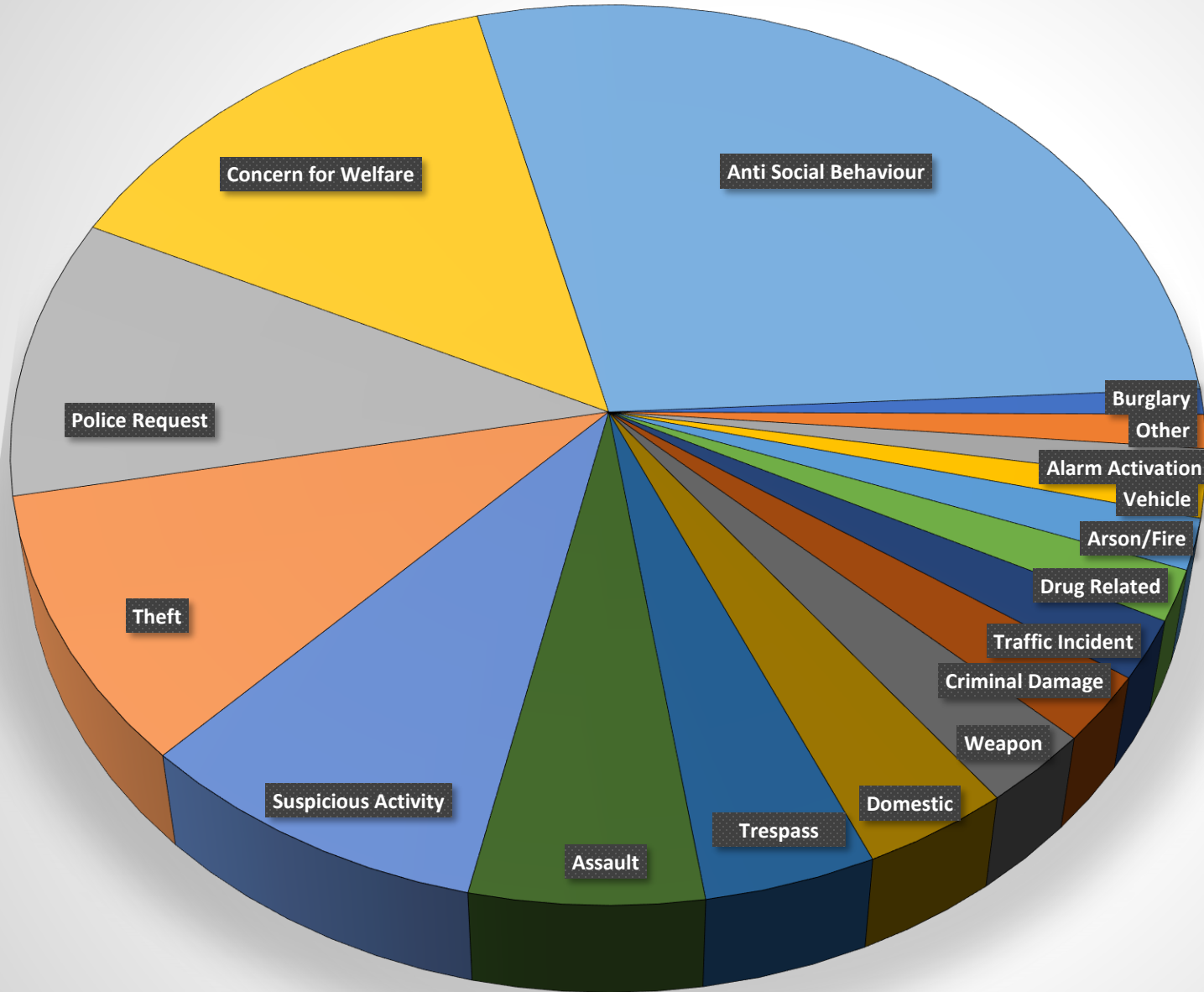
Page 99

Category Name	No. of Incidents
Burglary	3
Other	4
Alarm Activation	4
Vehicle	4
Arson/Fire	6
Drug Related	6
Traffic Incident	7
Criminal Damage	8
Weapon	9
Domestic	12
Trespass	14
Assault	19
Suspicious Activity	29
Theft	32
Police Request	33
Concern for Welfare	46
Anti Social Behaviour	92

# Stevenage Incident Categories Q1 2025-2026

Page 100

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

# North Herts Incidents Q1 2025-2026

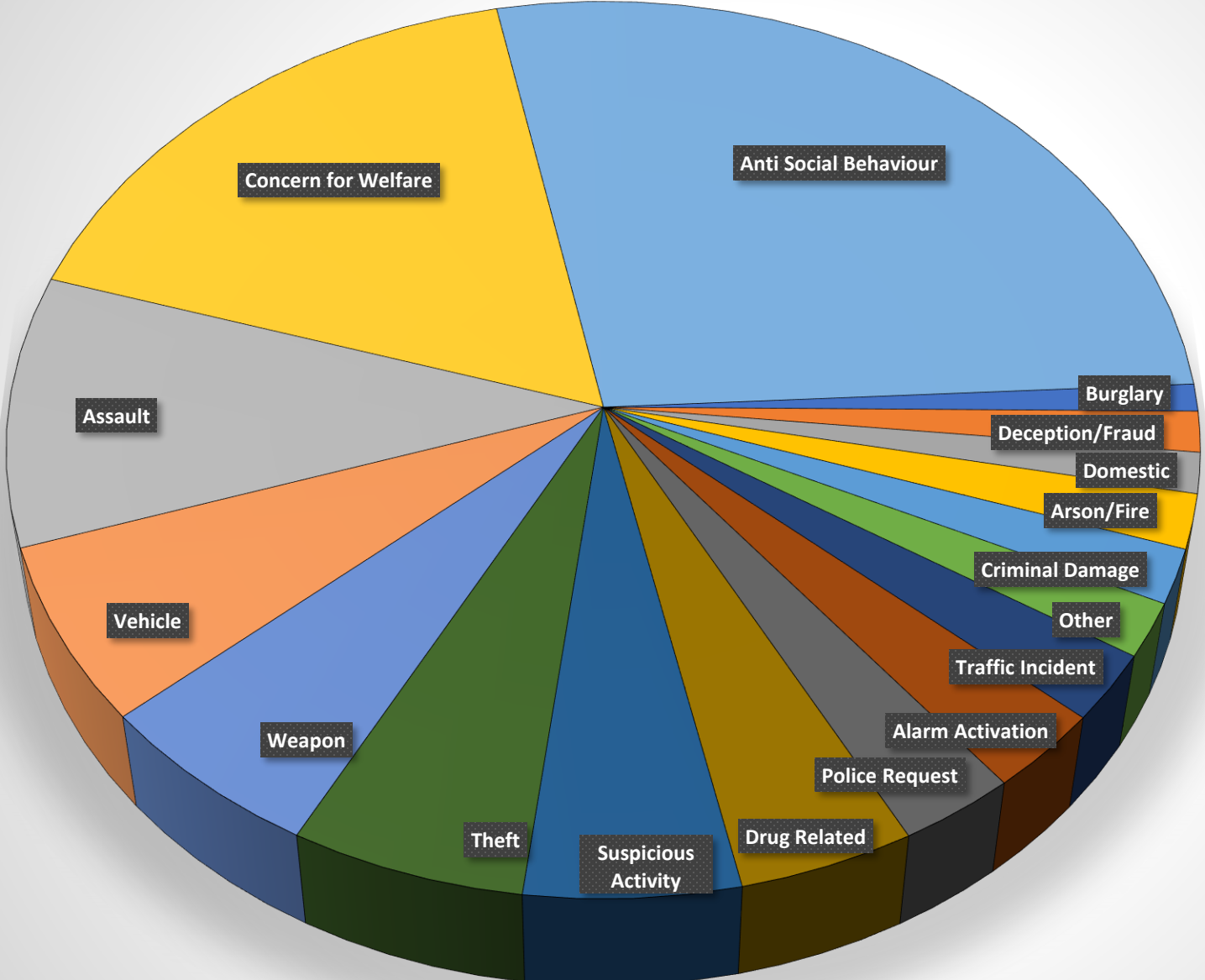
Page 103

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

Page 101

Category Name	No. of Incidents
Burglary	2
Deception/Fraud	3
Domestic	3
Arson/Fire	4
Criminal Damage	4
Other	4
Traffic Incident	5
Alarm Activation	6
Police Request	6
Drug Related	9
Suspicious Activity	11
Theft	12
Weapon	12
Vehicle	13
Assault	20
Concern for Welfare	35
Anti Social Behaviour	56

# North Herts Incident Categories Q1 2025-2026



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

# East Herts Incidents Q1 2025-2026

Page 105

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

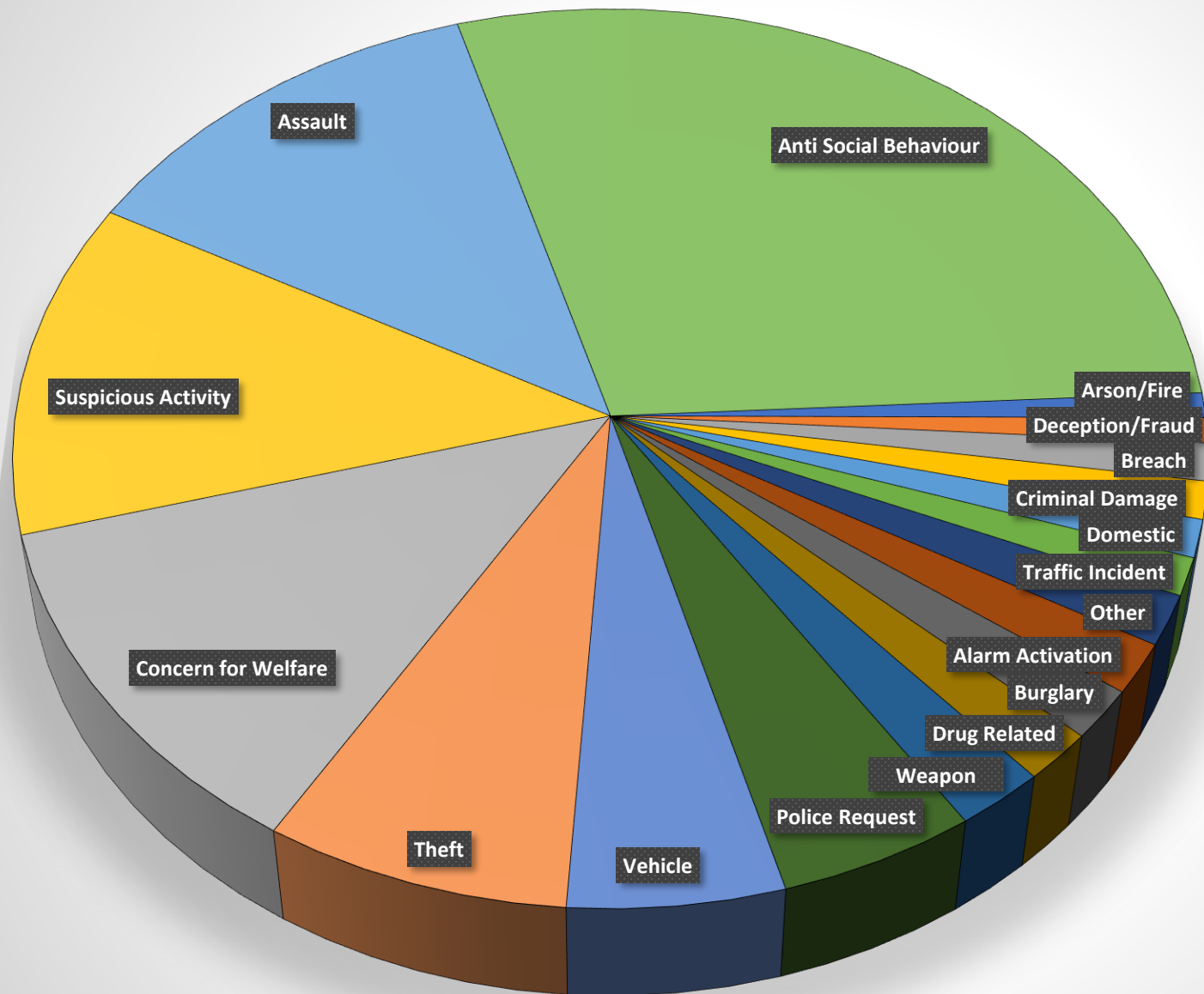
Page 103

Category Name	No. of Incidents
Arson/Fire	2
Deception/Fraud	2
Breach	3
Criminal Damage	3
Domestic	3
Traffic Incident	3
Other	4
Alarm Activation	4
Burglary	4
Drug Related	4
Weapon	5
Police Request	11
Vehicle	12
Theft	17
Concern for Welfare	27
Suspicious Activity	27
Assault	28
Anti Social Behaviour	64

# East Herts Incident Categories Q1 2025-2026

Page 104

Page 106



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

# Hertsmere Incidents Q1 2025-2026

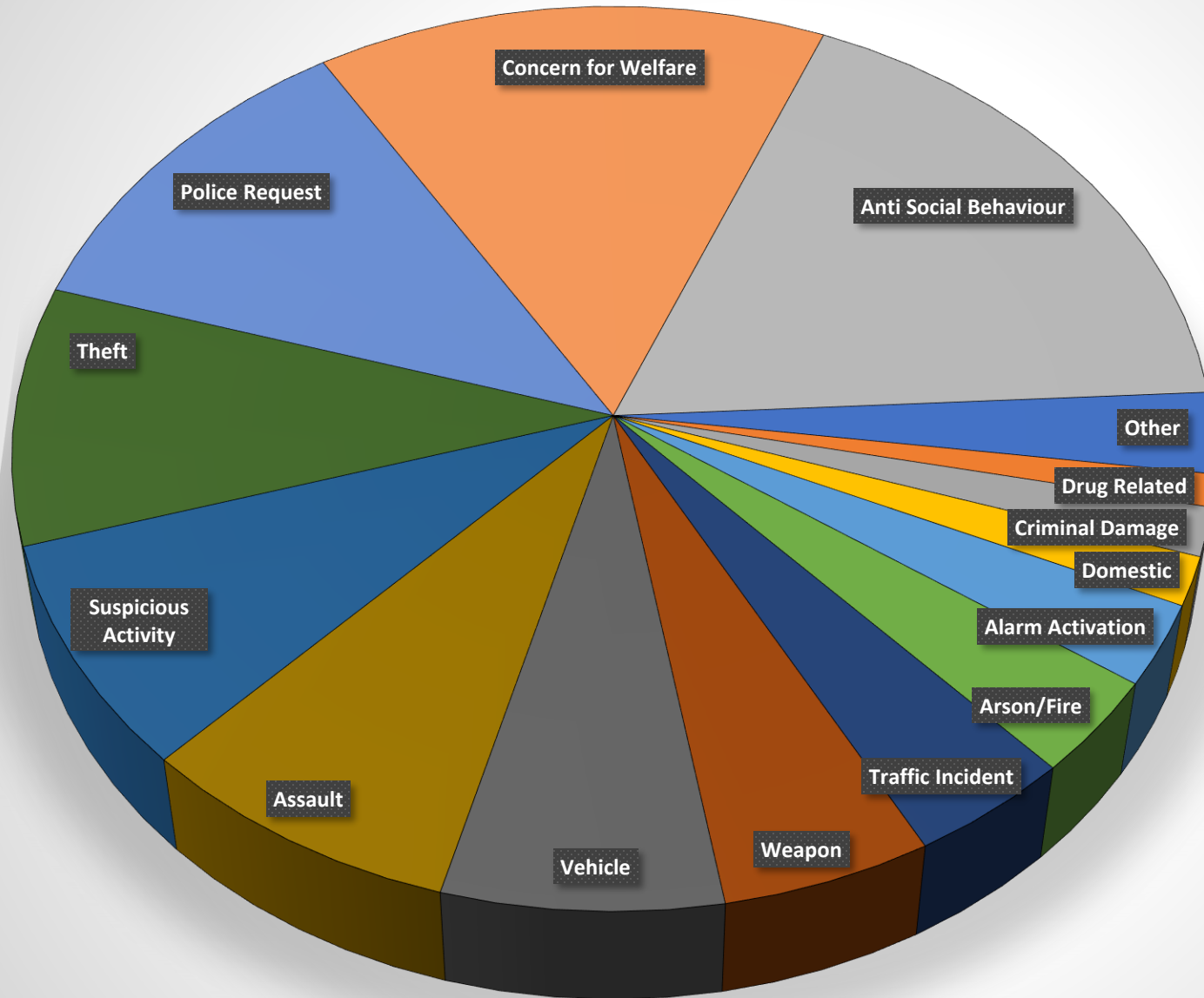
Page 107

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

Page 105

Category Name	No. of Incidents
Other	5
Drug Related	2
Criminal Damage	3
Domestic	3
Alarm Activation	5
Arson/Fire	6
Traffic Incident	7
Weapon	9
Vehicle	12
Assault	14
Suspicious Activity	14
Theft	16
Police Request	20
Concern for Welfare	26
Anti Social Behaviour	31

### Hertsmere Incident Categories Q1 2025-2026



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

# Call Sources

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

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

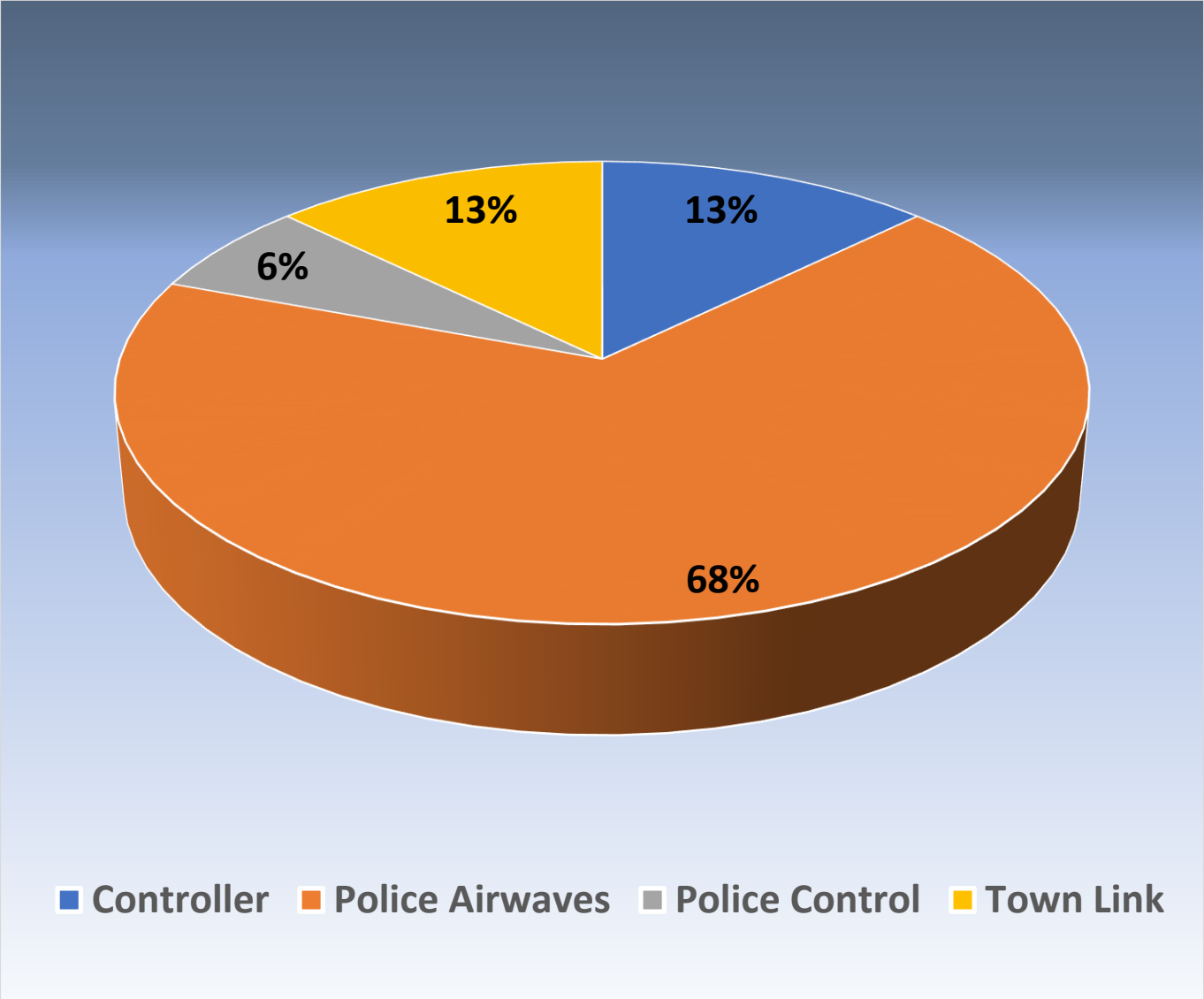
**Police Airwaves:** A call via the Police Airwaves Radio to the control room

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

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

# Partnership Incidents by Call Source Q1 2025-2026

Source	Count
Controller	119
Police Airwaves	632
Police Control	61
Town Link	119





# Q2 2025-26

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



**HERTFORDSHIRE**  
**CCTV**



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	

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Page 111

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	

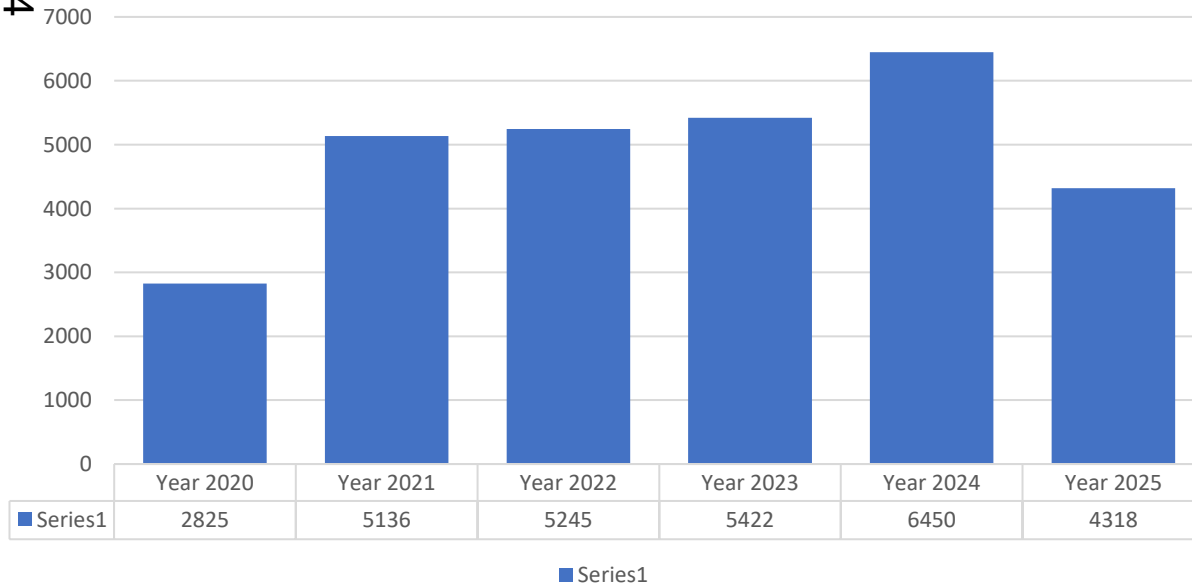
Category	Subcategory
Emergency Incident	
	East Herts Emergency Plan
Environmental	
	Flooding
	Damage
Fly Tipping	
Hate Crime	
	Race Related
Immigration	
Lone Worker	
	East Herts Lone Worker
Other	
Police Request	
	Operation
	RIPA
	False/abandoned 999
	Warrant or wanted
Post Event Viewing	
	Download for 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 2025/26

- The CCTV Control Room Recorded 6276 incidents in the year 2024/25
- This was an increase from 5707 incidents in 2023-24 and an increase from 4965 the year before
- As of Q2 2025-26 the control room has recorded 2876 Incidents

Year 2020	Year 2021	Year 2022	Year 2023	Year 2024	Year 2025
2825	5136	5245	5422	6450	4318



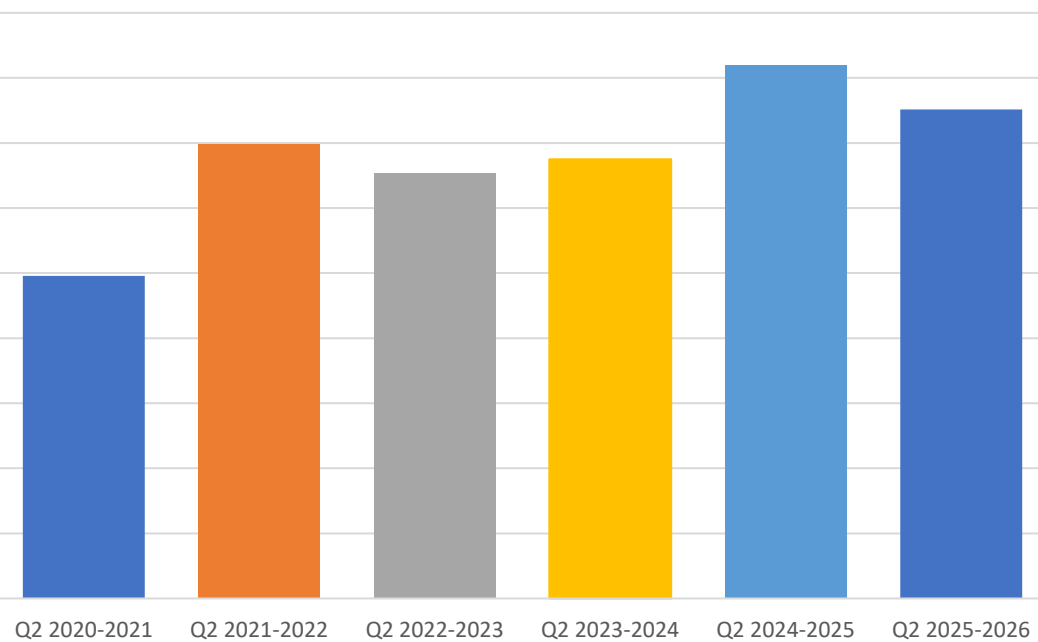
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May	213	418	464	383	533	483
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July	348	481	367	449	600	538
August	360	447	352	453	538	484
September	284	468	588	448	503	481
October	290	588	394	407	599	
November	263	530	262	494	534	
December	277	431	320	551	509	

# Control Room Total Incident Data Q2 2025-26

- The CCTV Control Room recorded 1503 Incidents in Q2 2025-26 Relating to CCTV
- This was a decrease from 1641 incidents in Q2 2024-25 and an increase from 1350 the year before

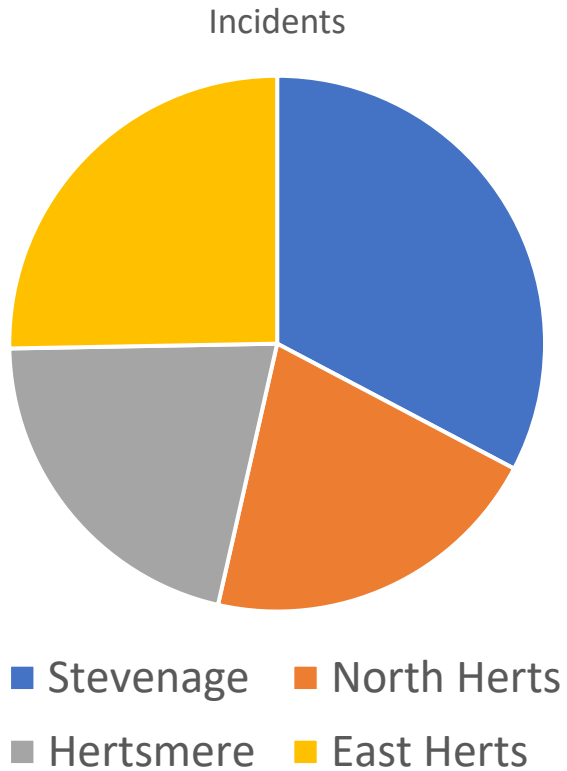
Page 153  
Page 113

Q2 Total Incidents



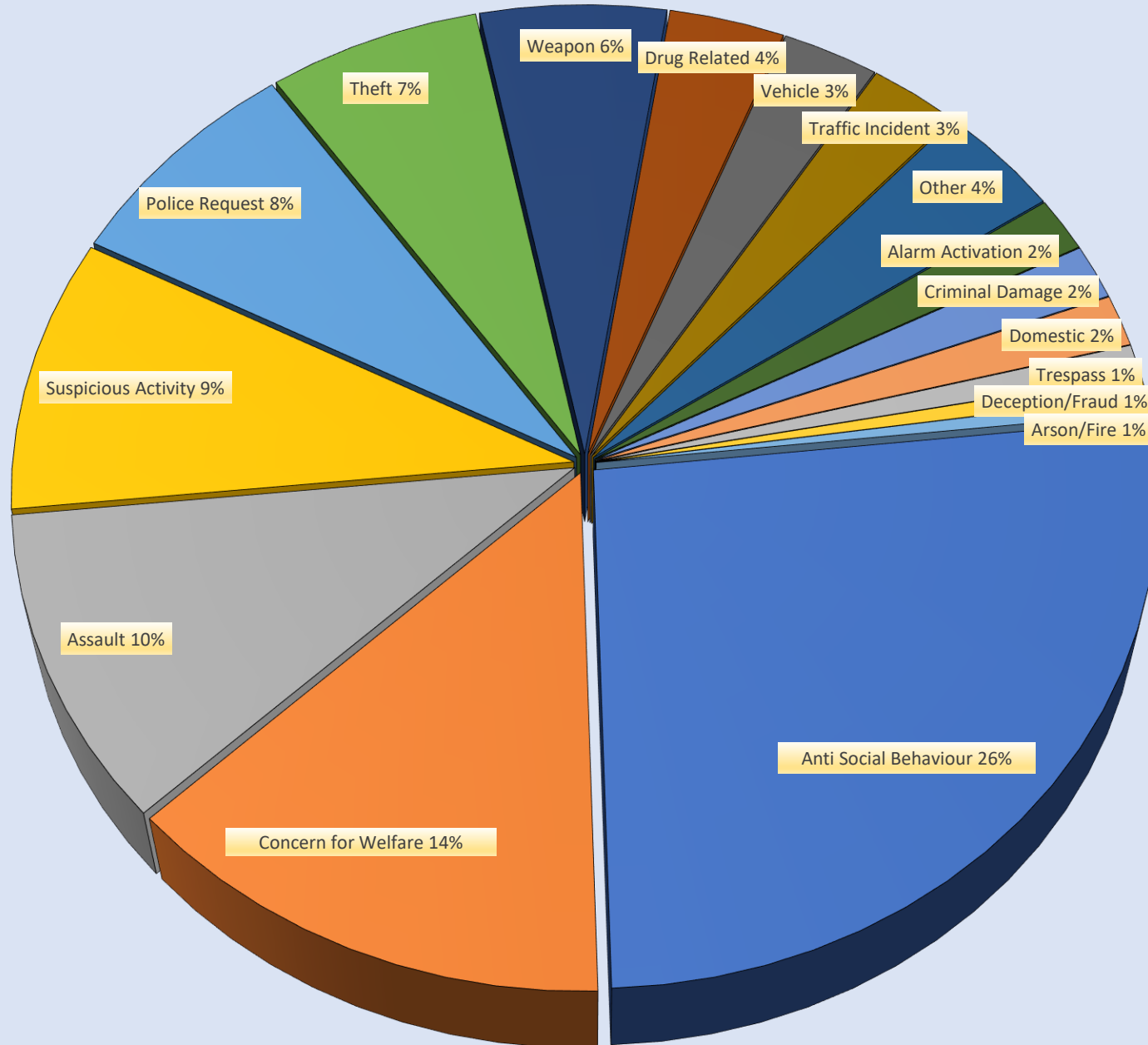
Q2 2020-2021	Q2 2021-2022	Q2 2022-2023	Q2 2023-2024	Q2 2024-2025	Q2 2025-2026
992	1396	1307	1350	1641	1503

# Incident Statistics By Partner Q2 2025-2026



Partner	Incidents
North Herts	182
East Herts	221
Hertsmere	185
Stevenage	286

# Incident Category Split All Partners Q2 2025 - 2026

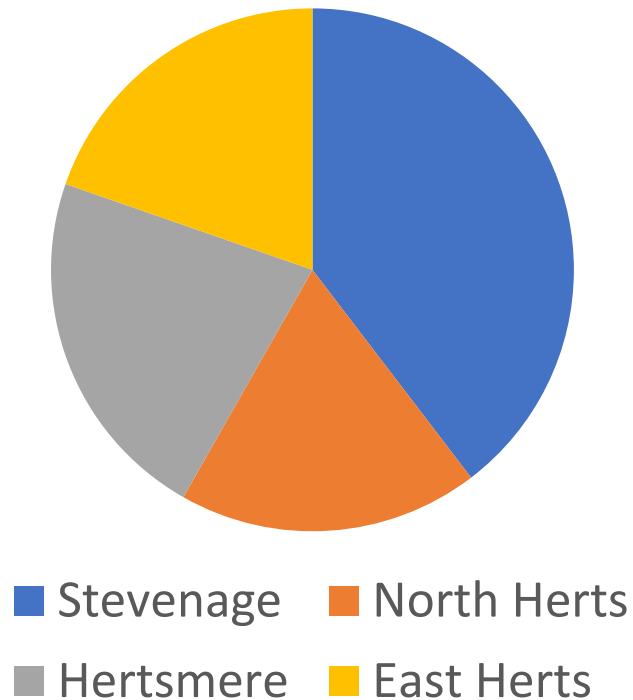


- Anti Social Behaviour
- Concern for Welfare
- Assault
- Suspicious Activity
- Police Request
- Theft
- Weapon
- Drug Related
- Vehicle
- Traffic Incident
- Other
- Alarm Activation
- Criminal Damage
- Domestic
- Trespass
- Deception/Fraud
- Arson/Fire

# Footage Request Data

- The CCTV Control Room recorded a total of 371 footage requests for the CCTV Partners cameras in Quarter 2 of 2025-26

Footage requests



Partner	Footage Requests
North Herts	69
East Herts	73
Hertsmere	82
Stevenage	147

# Stevenage Incidents Q2 2025-2026

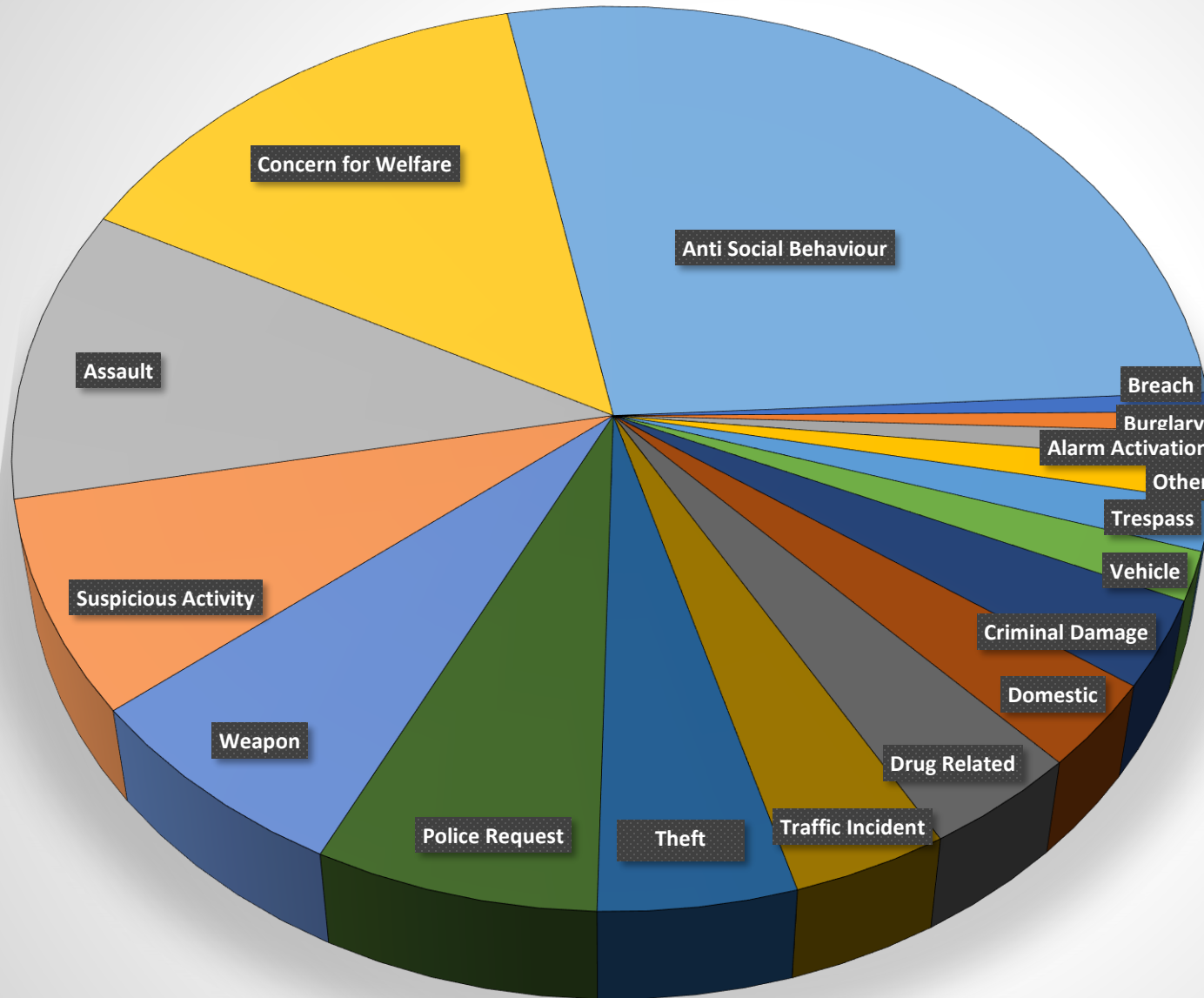
Page 119

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

Page 117

Category Name	No. of Incidents
Breach	2
Burglary	2
Alarm Activation	3
Other	4
Trespass	5
Vehicle	5
Criminal Damage	9
Domestic	9
Drug Related	11
Traffic Incident	11
Theft	14
Police Request	20
Weapon	20
Suspicious Activity	22
Assault	30
Concern for Welfare	41
Anti Social Behaviour	78

# Stevenage Incident Categories Q2 2025-2026



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

# North Herts Incidents Q2 2025-2026

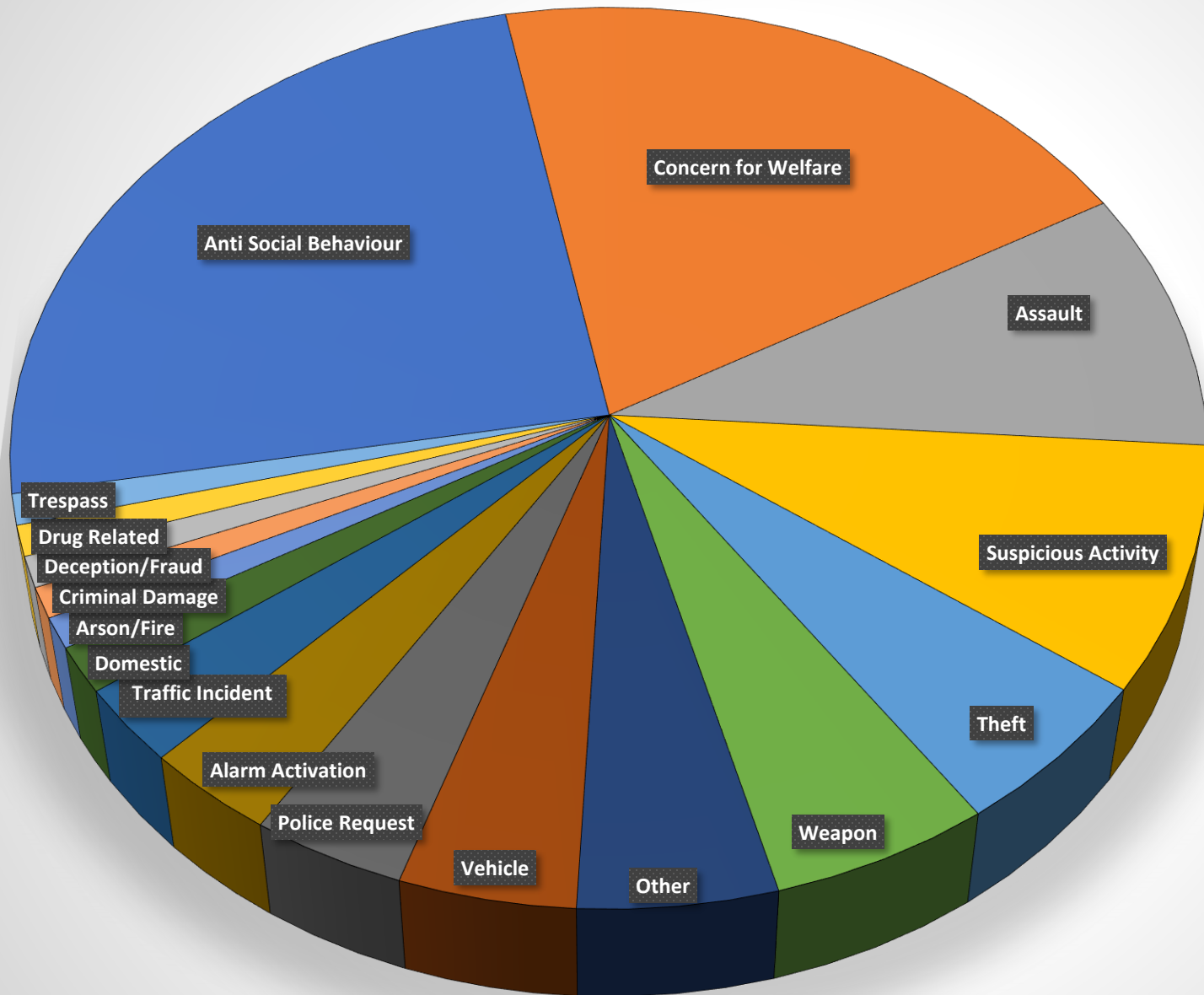
Page 121

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

Page 119

Category Name	No. of Incidents
Anti Social Behaviour	45
Concern for Welfare	36
Assault	17
Suspicious Activity	16
Theft	10
Weapon	10
Other	9
Vehicle	8
Police Request	7
Alarm Activation	6
Traffic Incident	5
Domestic	3
Arson/Fire	2
Criminal Damage	2
Deception/Fraud	2
Drug Related	2
Trespass	2

# North Herts Incident Categories Q2 2025-2026



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

# East Herts Incidents Q2 2025-2026

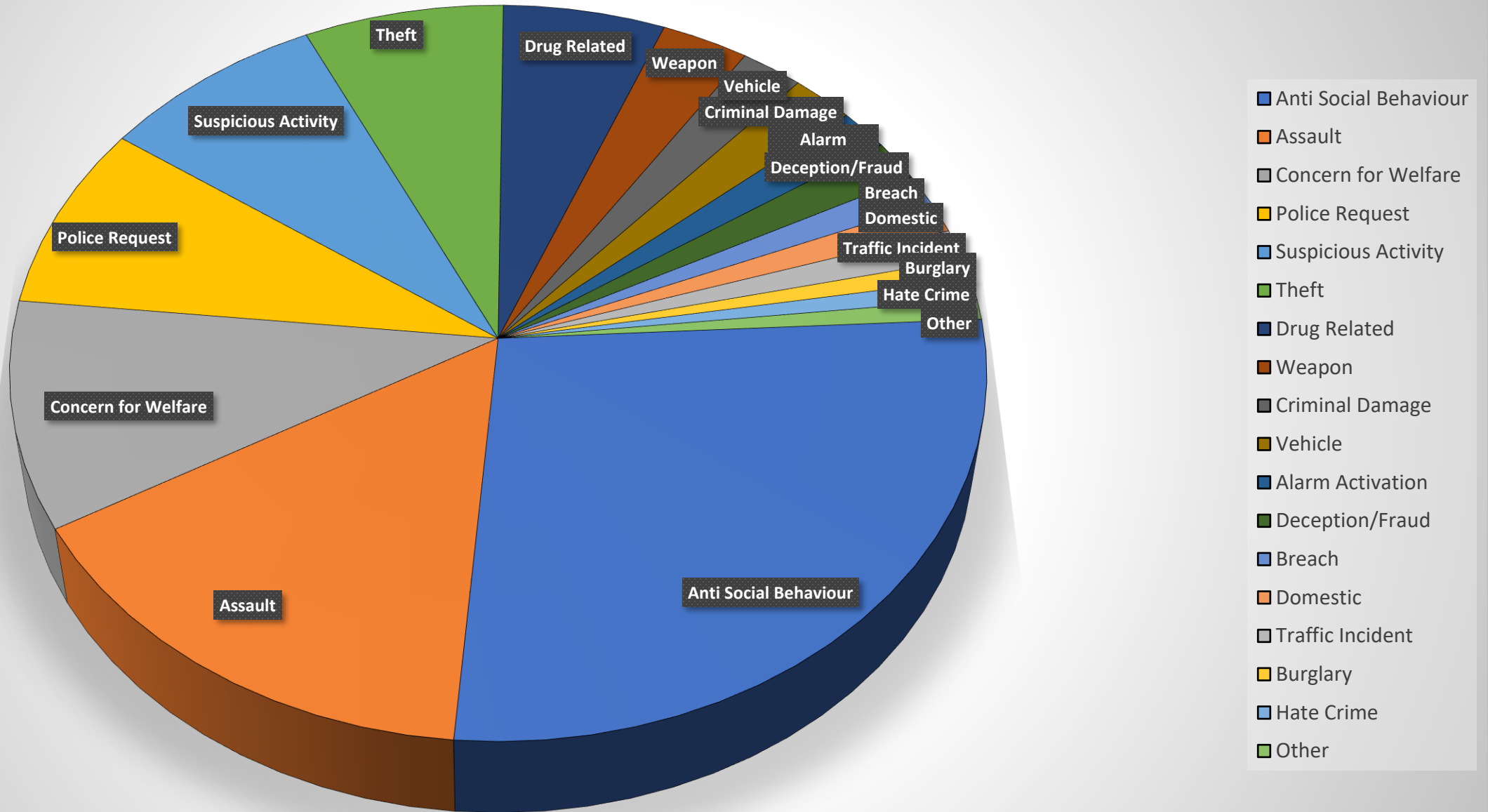
Page 123

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

Page 121

Category Name	No. of Incidents
Anti Social Behaviour	60
Assault	34
Concern for Welfare	22
Police Request	18
Suspicious Activity	18
Theft	16
Drug Related	13
Weapon	7
Criminal Damage	5
Vehicle	5
Alarm Activation	4
Deception/Fraud	4
Breach	3
Domestic	3
Traffic Incident	3
Burglary	2
Hate Crime	2
Other	2

# East Herts Incident Categories Q2 2025-2026



# Hertsmere Incidents Q2 2025-2026

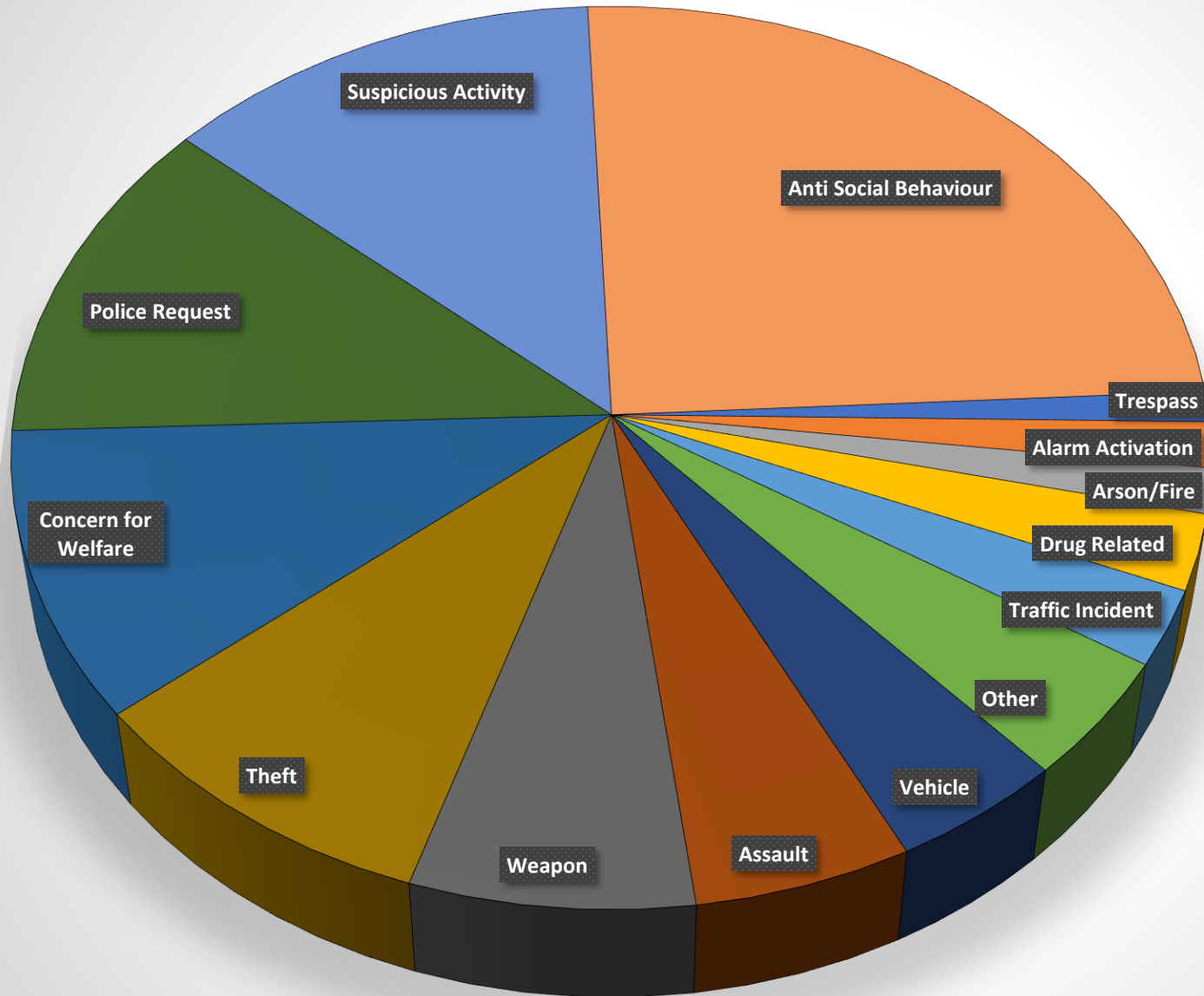
Page 125

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

Page 123

Category Name	No. of Incidents
Trespass	2
Alarm Activation	3
Arson/Fire	3
Drug Related	5
Traffic Incident	5
Other	8
Vehicle	8
Assault	10
Weapon	13
Theft	17
Concern for Welfare	19
Police Request	22
Suspicious Activity	24
Anti Social Behaviour	46

# Hertsmere Incident Categories Q2 2025-2026



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

# Call Sources

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

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

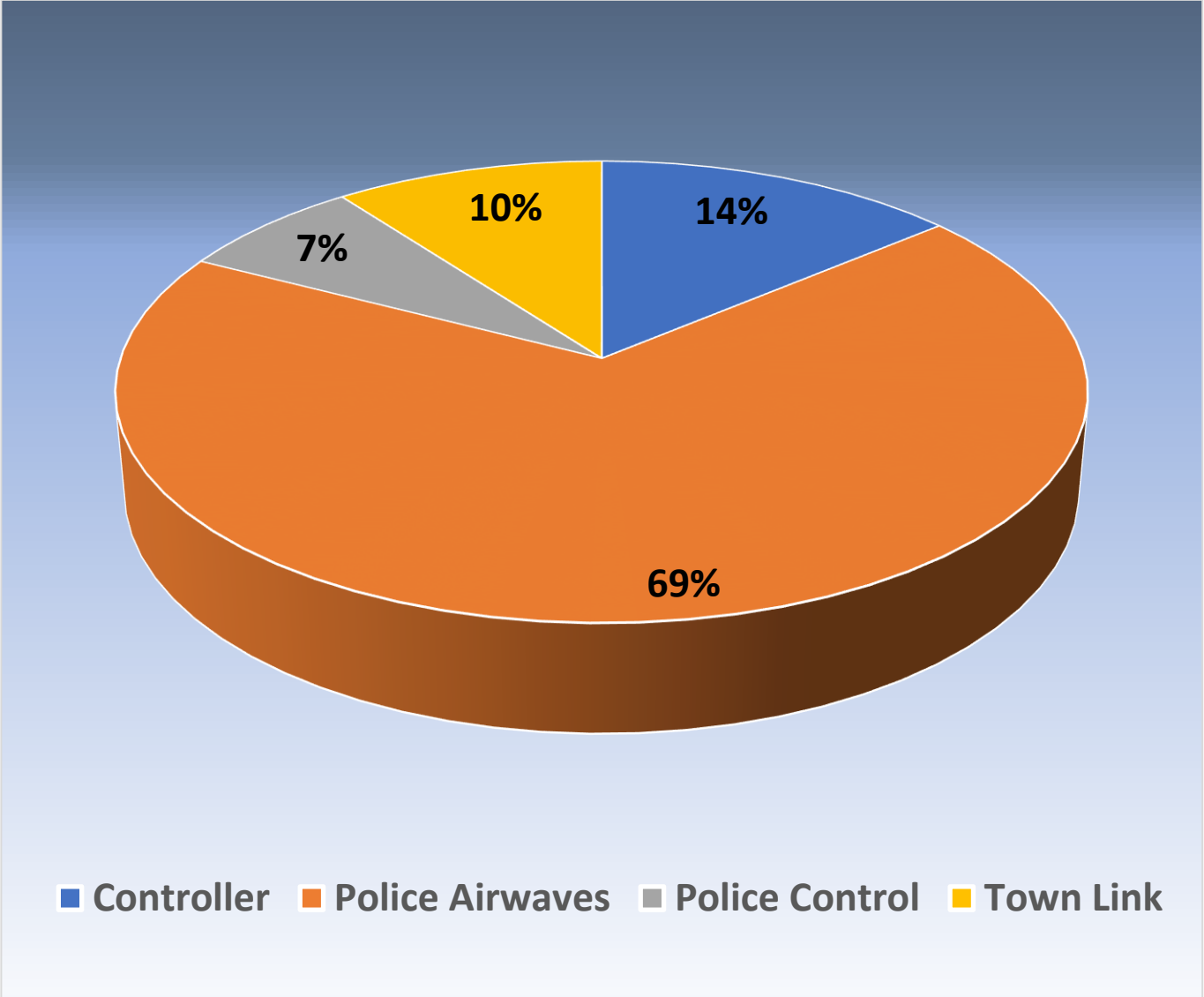
**Police Airwaves:** A call via the Police Airwaves Radio to the control room

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

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

# Partnership Incidents by Call Source Q2 2025-2026

Source	Count
Controller	123
Police Airwaves	607
Police Control	63
Town Link	91





# Q3 2025-26

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



**HERTFORDSHIRE**  
**CCTV**



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	

Page 131

Page 129

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	

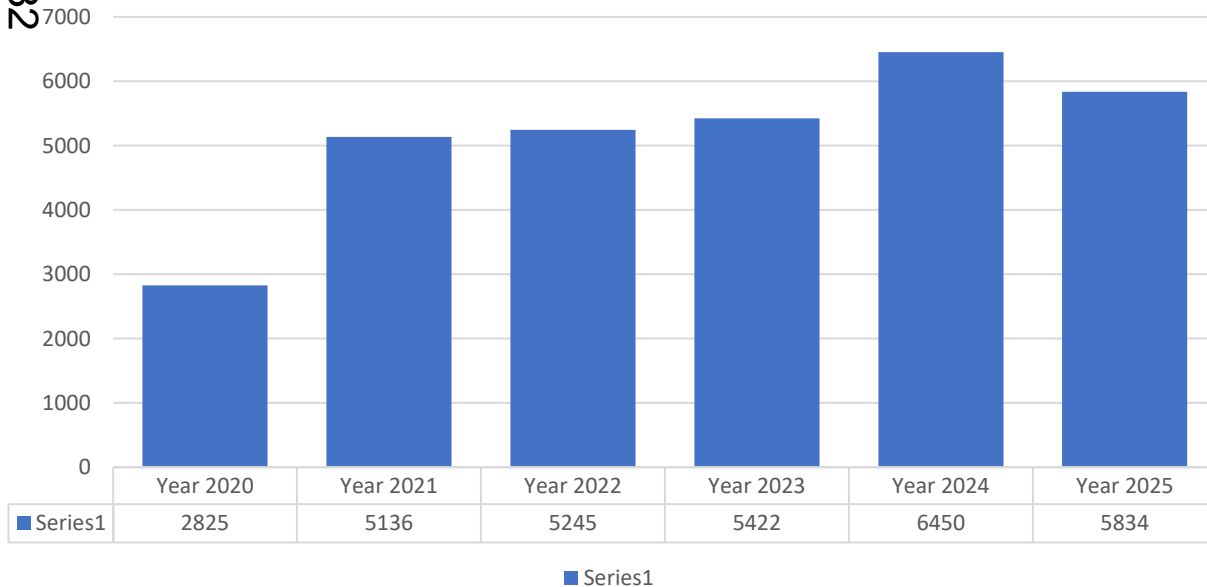
Category	Subcategory
Emergency Incident	
	East Herts Emergency Plan
Environmental	
	Flooding
	Damage
Fly Tipping	
Hate Crime	
	Race Related
Immigration	
Lone Worker	
	East Herts Lone Worker
Other	
Police Request	
	Operation
	RIPA
	False/abandoned 999
	Warrant or wanted
Post Event Viewing	
	Download for 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 2025/26

- The CCTV Control Room Recorded 6276 incidents in the year 2024/25
- This was an increase from 5707 incidents in 2023-24 and an increase from 4965 the year before
- As of Q2 2025-26 the control room has recorded 2876 Incidents

Year 2020	Year 2021	Year 2022	Year 2023	Year 2024	Year 2025
2825	5136	5245	5422	6450	5834

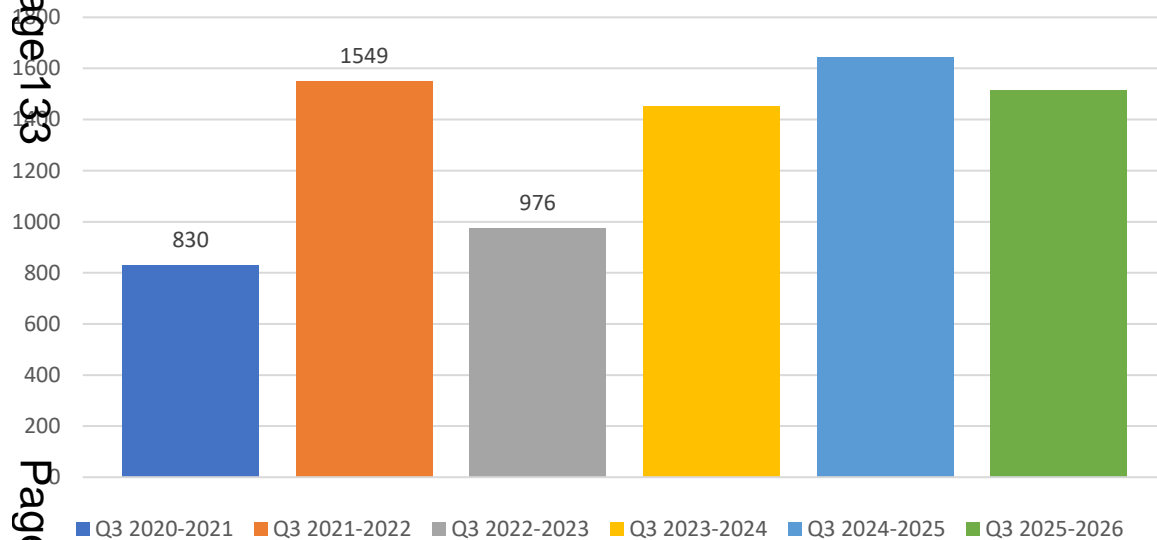


Month	Year 2020	Year 2021	Year 2022	Year 2023	Year 2024	Year 2025
January	0	228	665	384	549	536
February	137	282	450	455	476	487
March	297	408	496	492	591	419
April	165	395	401	455	498	439
May	213	418	464	383	533	483
June	191	460	486	451	520	451
July	348	481	367	449	600	538
August	360	447	352	453	538	484
September	284	468	588	448	503	481
October	290	588	394	407	599	510
November	263	530	262	494	534	549
December	277	431	320	551	509	457

# Control Room Total Incident Data Q3 2025-26

- The CCTV Control Room recorded 1503 Incidents in Q2 2025-26 Relating to CCTV
- This was a decrease from 1641 incidents in Q2 2024-25 and an increase from 1350 the year before

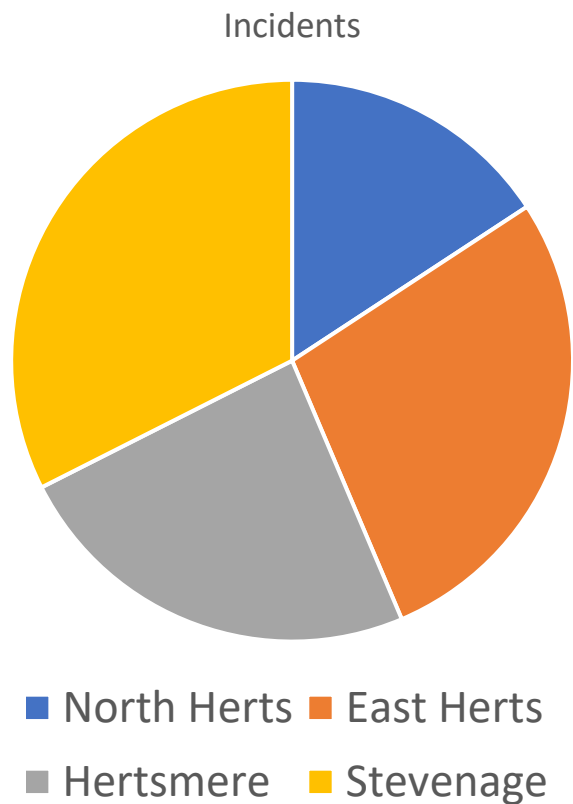
Q3 Total Incidents



Q3 2020-2021	Q3 2021-2022	Q3 2022-2023	Q3 2023-2024	Q3 2024-2025	Q3 2025-2026
830	1549	976	1452	1642	1516

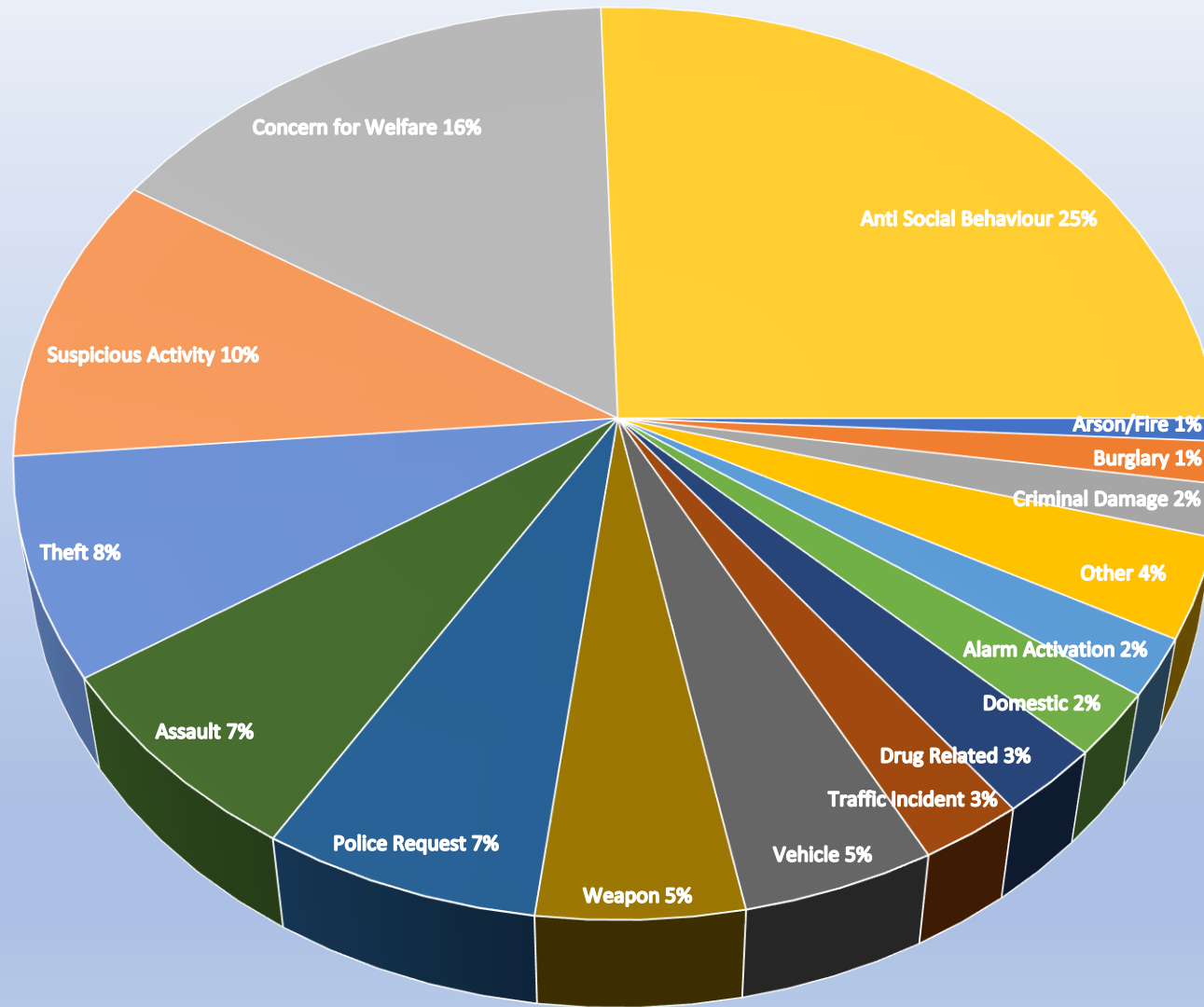
# Incident Statistics By Partner

## Q3 2025-2026



Partner	Incidents
North Herts	137
East Herts	242
Hertsmere	208
Stevenage	282

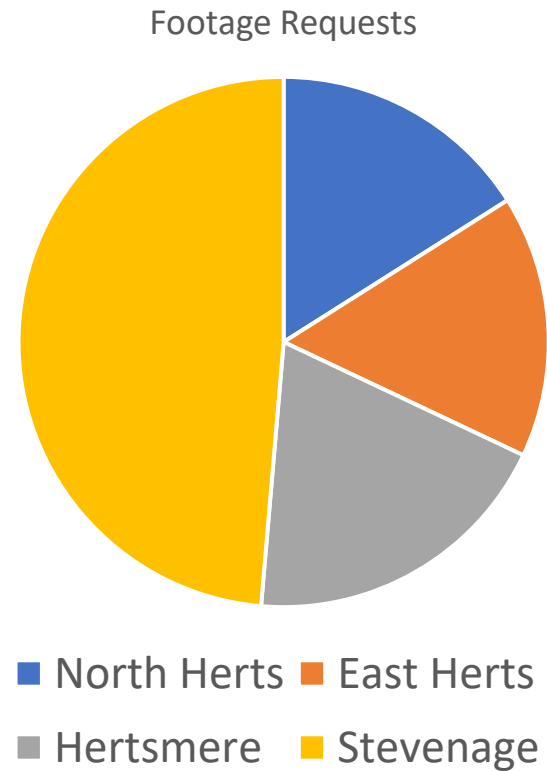
# Incident Category Split All Partners Q3 2025 - 2026



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

# Footage Request Data

- The CCTV Control Room recorded a total of 331 footage requests for the CCTV Partners cameras in Quarter 3 of 2025-26



Partner	Footage Requests
North Herts	53
East Herts	53
Hertsmere	64
Stevenage	161

# Stevenage Incidents Q3 2025-2026

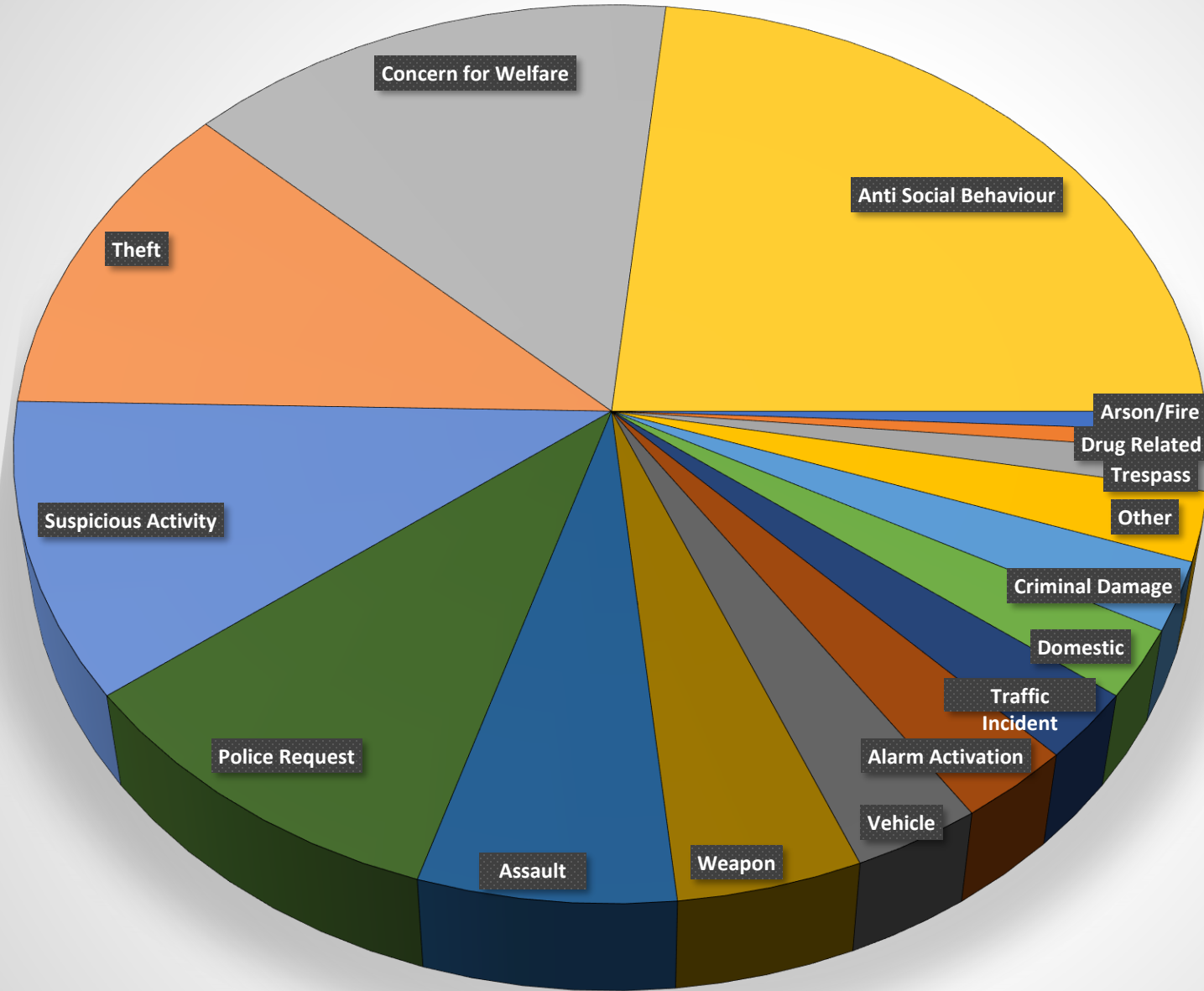
Page 137

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

Page 135

Category Name	No. of Incidents
Arson/Fire	2
Drug Related	2
Trespass	4
Other	7
Criminal Damage	7
Domestic	7
Traffic Incident	7
Alarm Activation	8
Vehicle	9
Weapon	13
Assault	18
Police Request	28
Suspicious Activity	30
Theft	33
Concern for Welfare	41
Anti Social Behaviour	66

# Stevenage Incident Categories Q3 2025-2026



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

# North Herts Incidents Q3 2025-2026

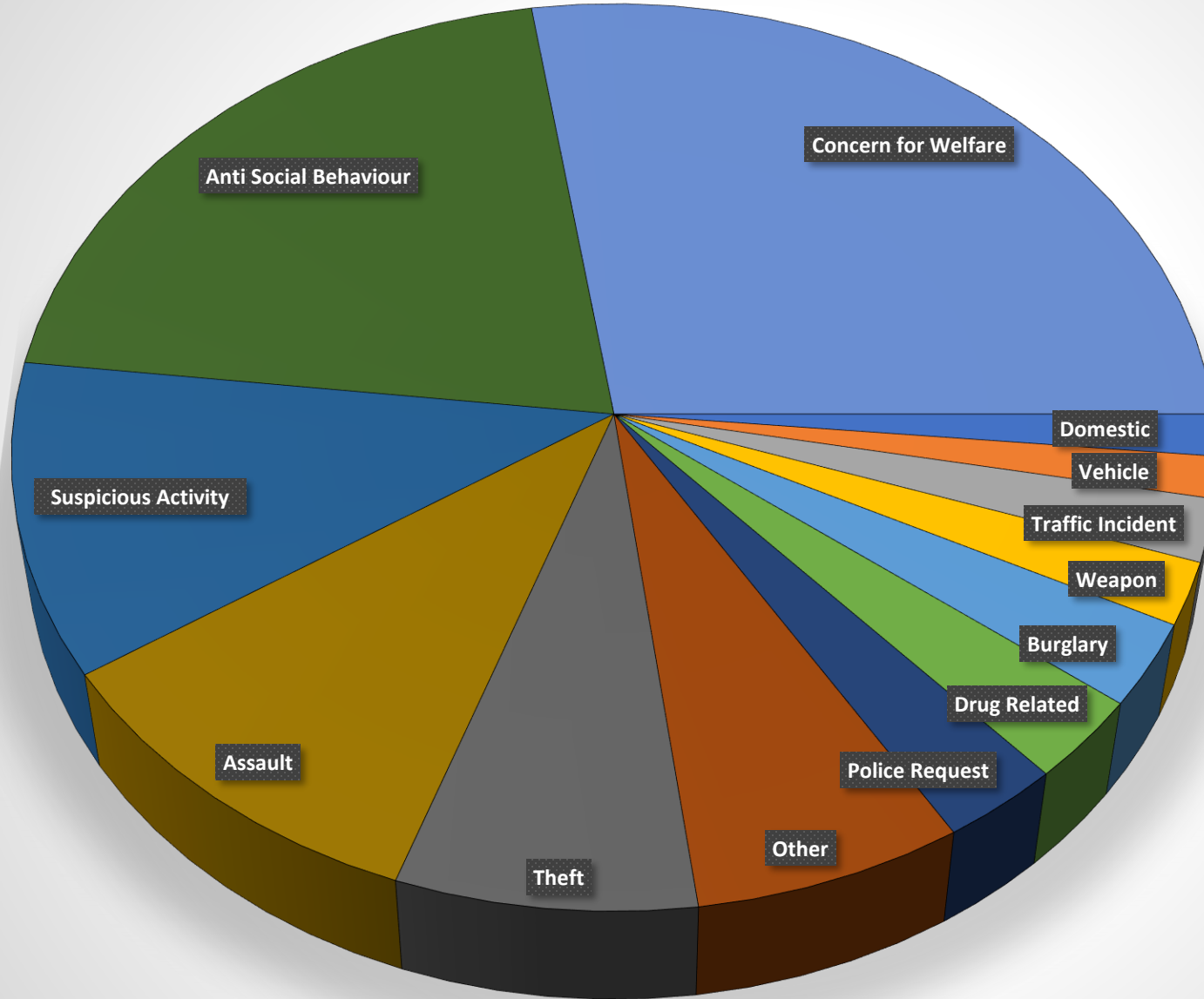
Page 139

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

Page 137

Category Name	No. of Incidents
Domestic	2
Vehicle	2
Traffic Incident	3
Weapon	3
Burglary	4
Drug Related	4
Police Request	4
Other	9
Theft	10
Assault	14
Suspicious Activity	15
Anti Social Behaviour	28
Concern for Welfare	37

# North Herts Incident Categories Q3 2025-2026



- Domestic
- Vehicle
- Traffic Incident
- Weapon
- Burglary
- Drug Related
- Police Request
- Other
- Theft
- Assault
- Suspicious Activity
- Anti Social Behaviour
- Concern for Welfare

# East Herts Incidents Q3 2025-2026

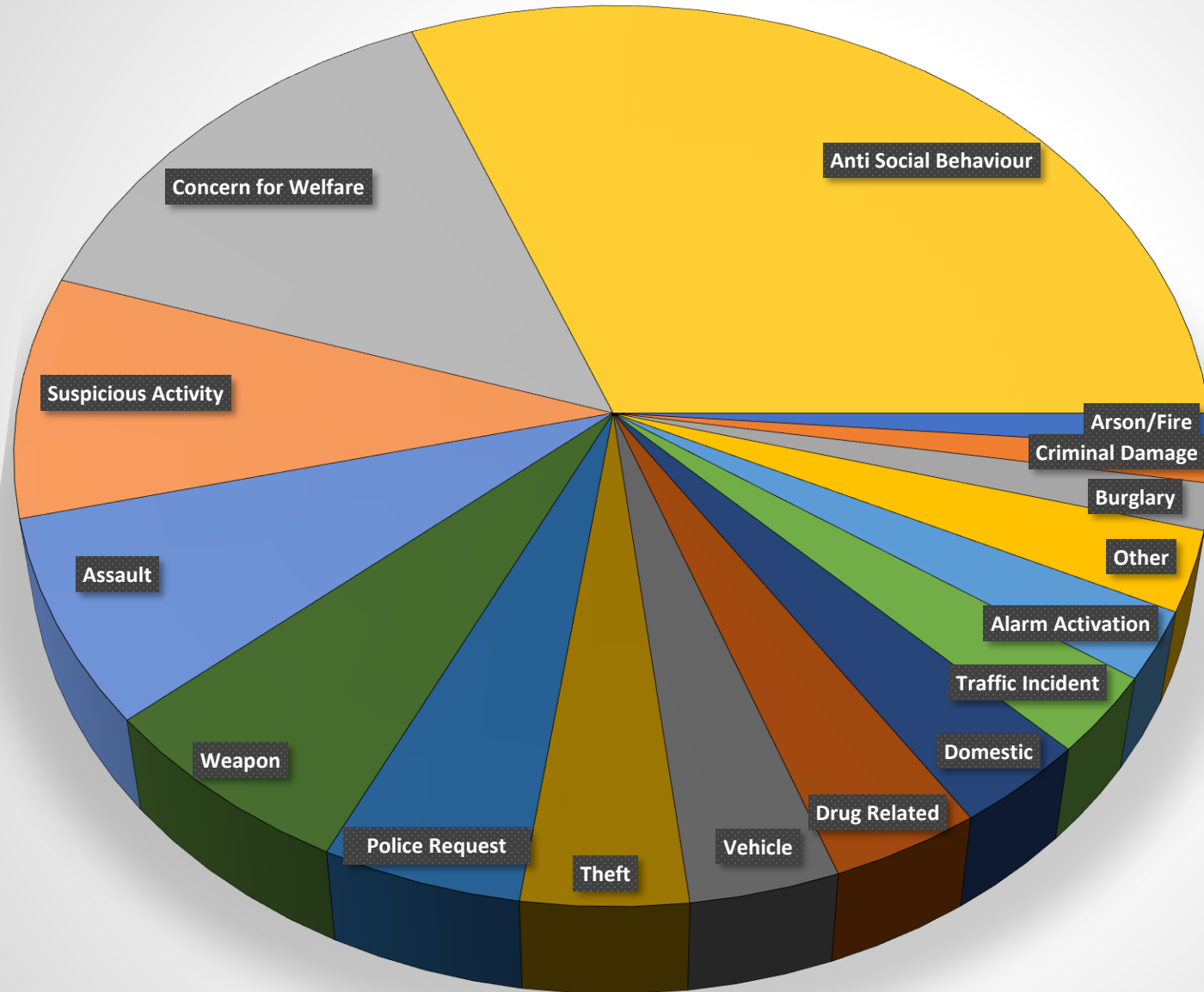
Page 141

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

Page 139

Category Name	No. of Incidents
Alarm Activation	6
Anti Social Behaviour	75
Arson/Fire	3
Assault	18
Breach	1
Burglary	4
Concern for Welfare	34
Criminal Damage	3
Deception/Fraud	1
Domestic	8
Drug Related	9
Other	5
Police Request	12
Suspicious Activity	21
Theft	10
Traffic Incident	7
Vehicle	9
Weapon	16

# East Herts Incident Categories Q3 2025-2026



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

# Hertsmere Incidents Q3 2025-2026

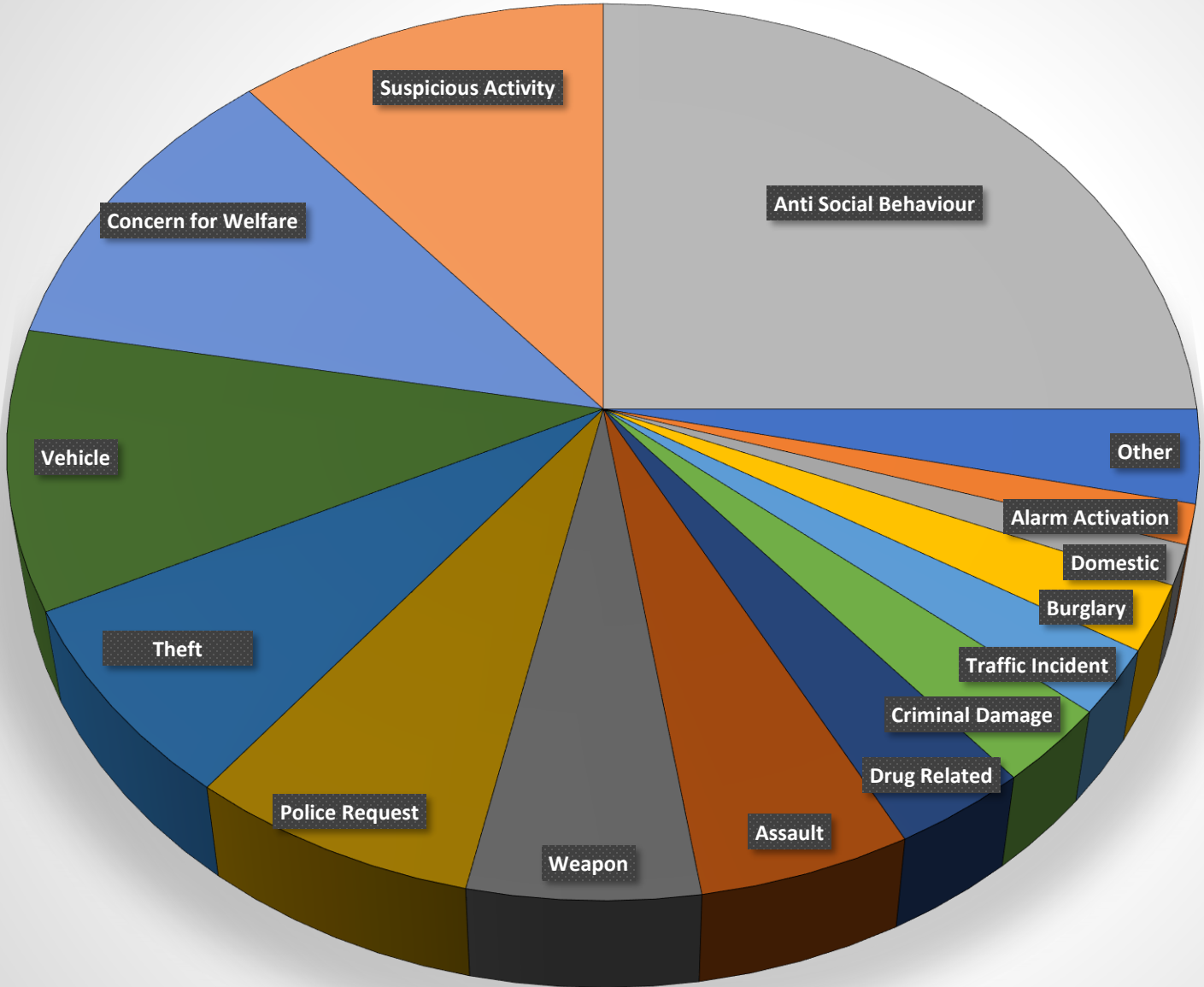
Page 143

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

Page 141

Category Name	No. of Incidents
Other	7
Alarm Activation	3
Domestic	3
Burglary	5
Traffic Incident	5
Criminal Damage	6
Drug Related	7
Assault	11
Weapon	12
Police Request	15
Theft	15
Vehicle	21
Concern for Welfare	23
Suspicious Activity	23
Anti Social Behaviour	52

# Hertsmere Incident Categories Q3 2025-2026



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

# Call Sources

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

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

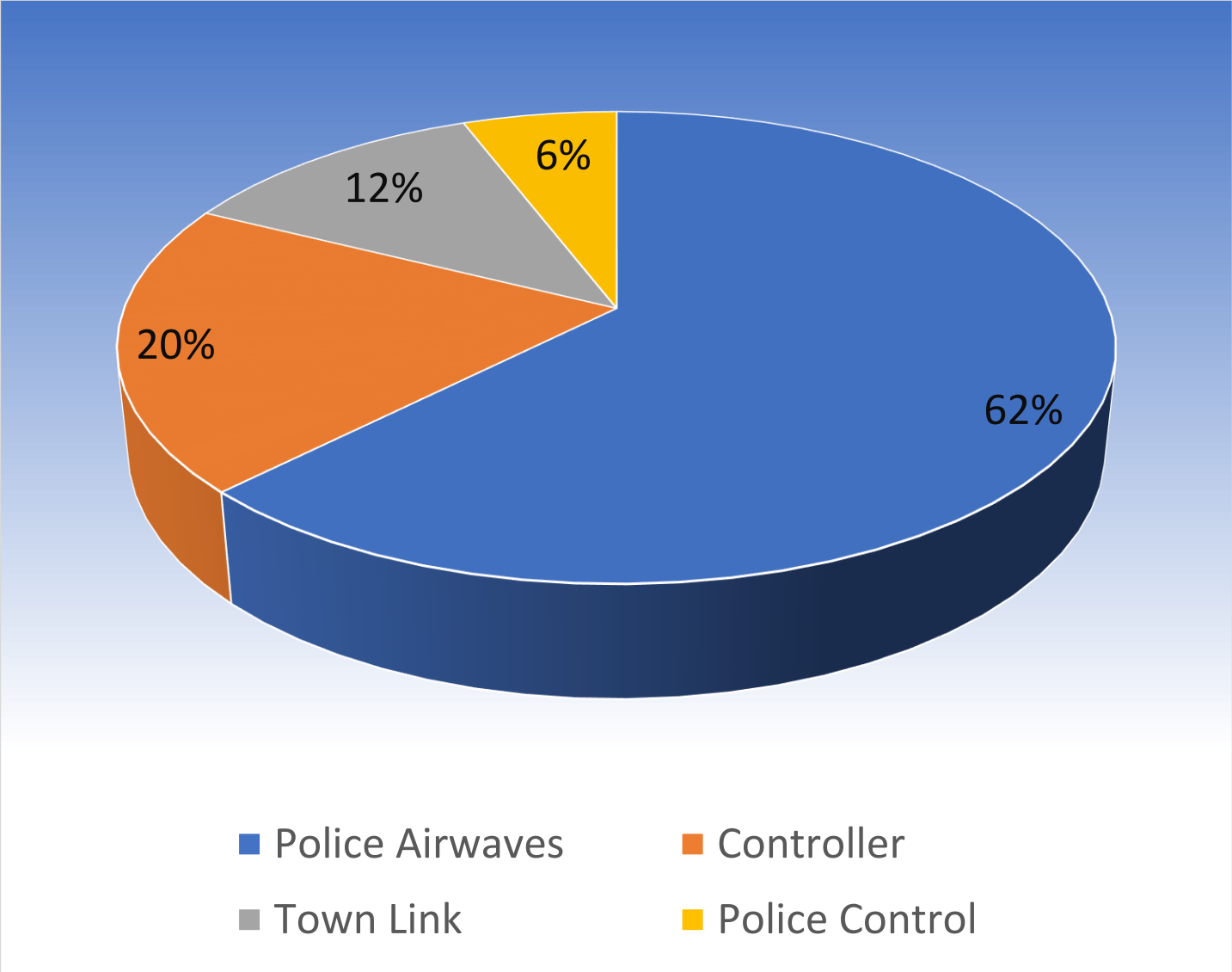
**Police Airwaves:** A call via the Police Airwaves Radio to the control room

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

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

# Partnership Incidents by Call Source Q3 2025-2026

Source	Count
Controller	173
Police Airwaves	545
Police Control	103
Town Link	51





# Q4 2025-26

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



**HERTFORDSHIRE**  
**CCTV**



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	

Page 149

Page 147

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	

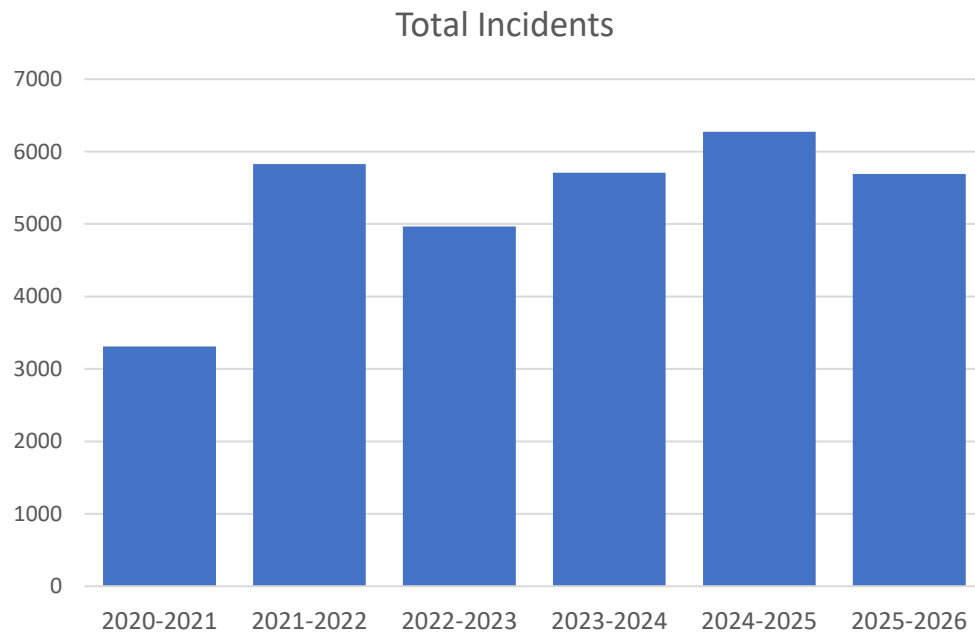
Category	Subcategory
Emergency Incident	
	East Herts Emergency Plan
Environmental	
	Flooding
	Damage
Fly Tipping	
Hate Crime	
	Race Related
Immigration	
Lone Worker	
	East Herts Lone Worker
Other	
Police Request	
	Operation
	RIPA
	False/abandoned 999
	Warrant or wanted
Post Event Viewing	
	Download for 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 2025/26

- The CCTV Control Room Recorded 5693 incidents in the year 2025/26
- This was a decrease from 6276 incidents in 2024-25 and a decrease from 5707 the year before

2020-2021	2021-2022	2022-2023	2023-2024	2024-2025	2025-2026
3309	5829	4965	5707	6276	5693

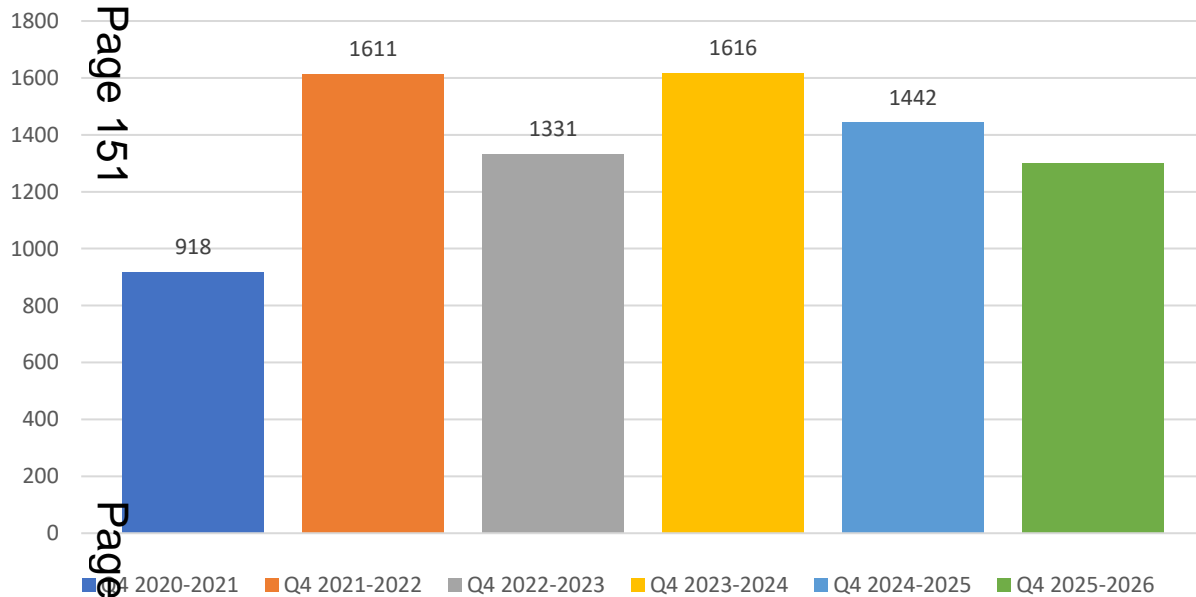


Month	2020	2021	2022	2023	2024	2025	2026
January	0	228	665	384	549	536	528
February	137	282	450	455	476	487	414
March	297	408	496	492	591	419	359
April	165	395	401	455	498	439	416
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July	348	481	367	449	600	538	
August	360	447	352	453	538	484	
September	284	468	588	448	503	481	
October	290	588	394	407	599	510	
November	263	530	262	494	534	549	
December	277	431	320	551	509	457	

# Control Room Total Incident Data Q4 2025-26

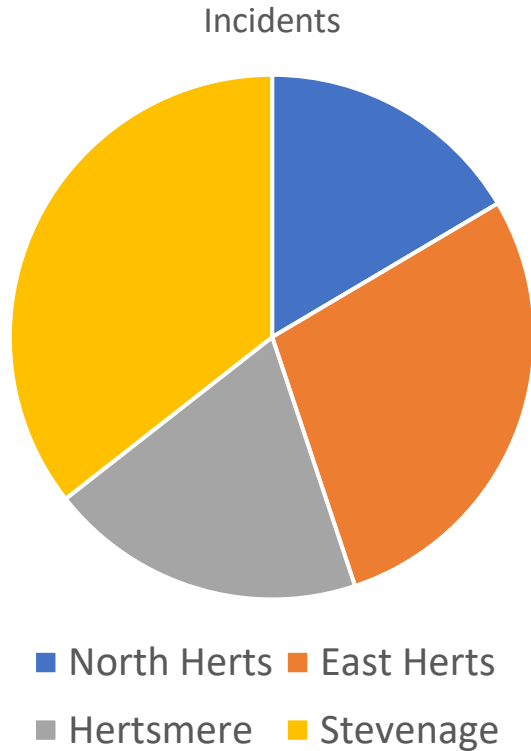
- The CCTV Control Room recorded 1301 Incidents in Q4 2025-26 Relating to CCTV
- This was a decrease from 1442 incidents in Q4 2024-25 and a decrease from 1616 the year before

Q4 Total Incidents



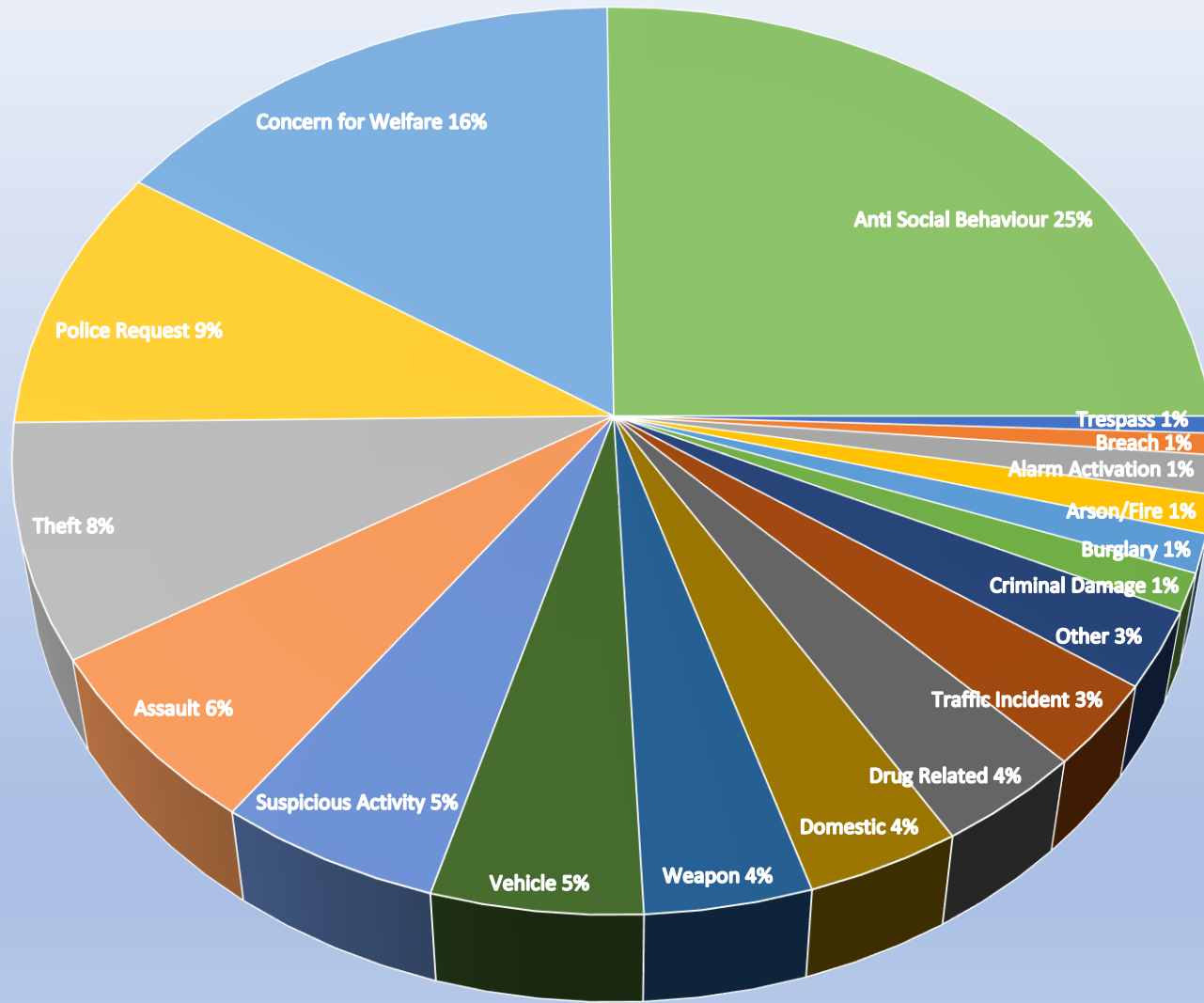
Q4 2020-2021	Q4 2021-2022	Q4 2022-2023	Q4 2023-2024	Q4 2024-2025	Q4 2025-2026
918	1611	1331	1616	1442	1301

# Incident Statistics By Partner Q4 2025-2026



Partner	Incidents
North Herts	137
East Herts	186
Hertsmere	128
Stevenage	233

### Incident Category Split All Partners Q4 2025 - 2026

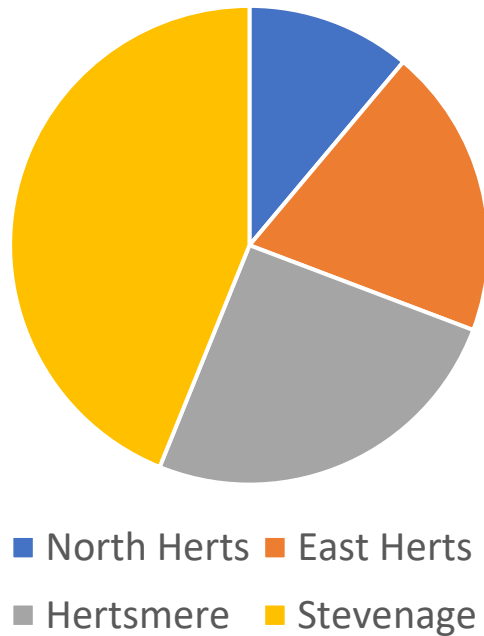


- Trespass
- Breach
- Alarm Activation
- Arson/Fire
- Burglary
- Criminal Damage
- Other
- Traffic Incident
- Drug Related
- Domestic
- Weapon
- Vehicle
- Suspicious Activity
- Assault
- Theft
- Police Request
- Concern for Welfare
- Anti Social Behaviour

# Footage Request Data

- The CCTV Control Room recorded a total of 351 footage requests for the CCTV Partners cameras in Quarter 4 of 2025-26

Footage requests



Partner	Footage Requests
North Herts	39
East Herts	69
Hertsmere	89
Stevenage	154

# Stevenage Incidents Q4 2025-2026

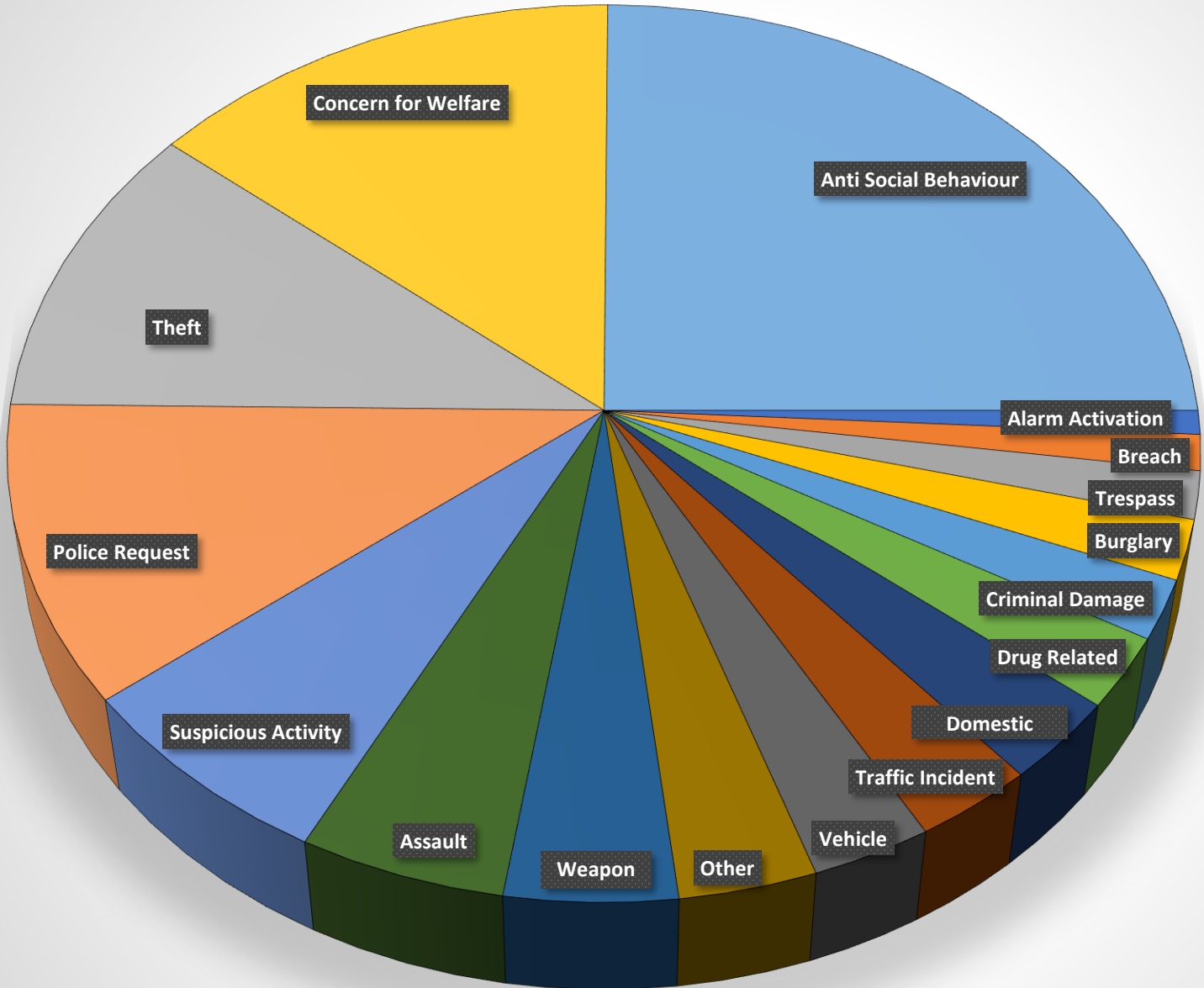
Page 155

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

Page 153

Category Name	No. of Incidents
Alarm Activation	2
Breach	3
Trespass	4
Burglary	5
Criminal Damage	5
Drug Related	6
Domestic	7
Traffic Incident	7
Vehicle	7
Other	8
Weapon	10
Assault	12
Suspicious Activity	16
Police Request	25
Theft	25
Concern for Welfare	33
Anti Social Behaviour	58

# Stevenage Incident Categories Q4 2025-2026



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

# North Herts Incidents Q4 2025-2026

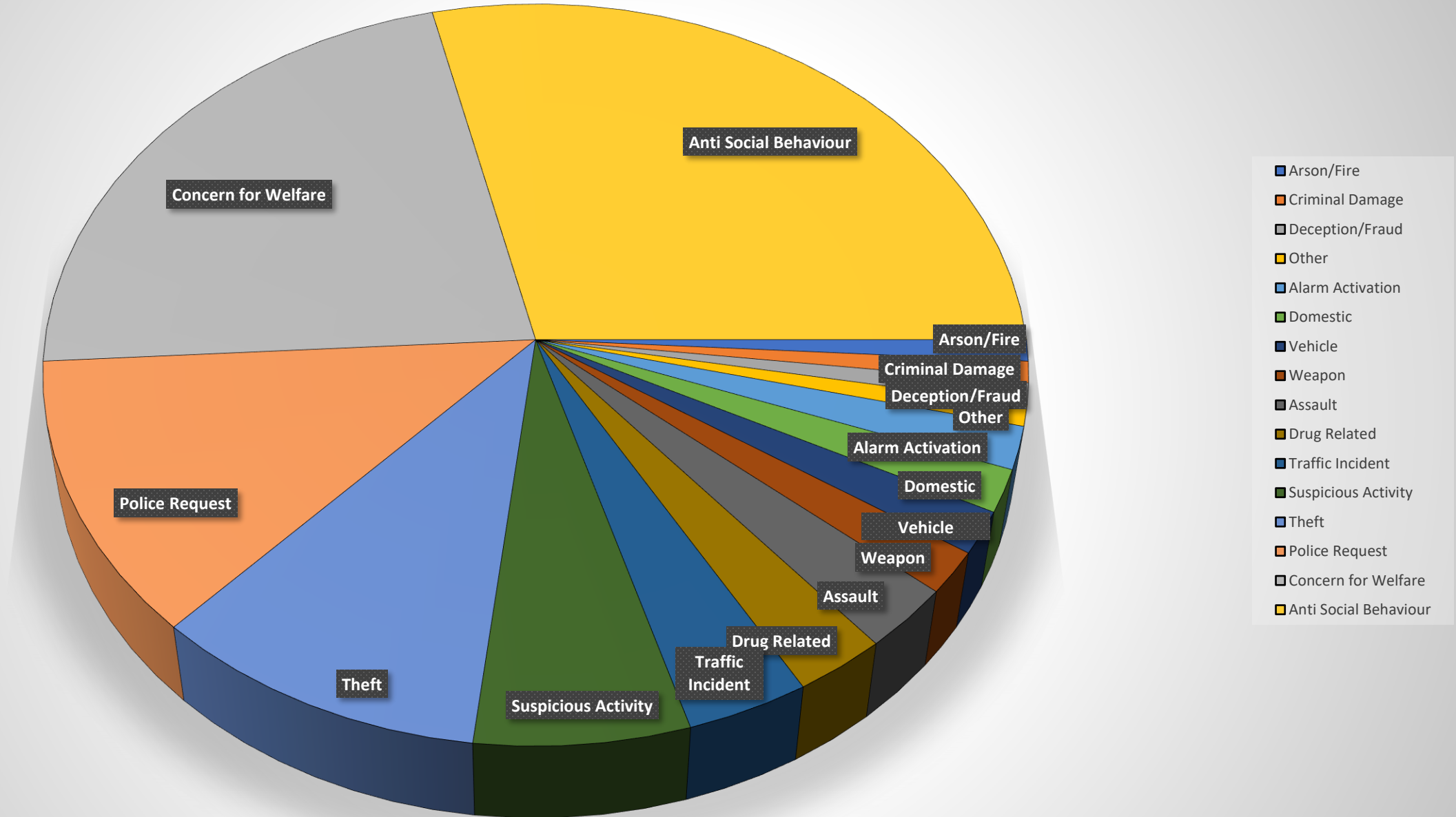
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- **All Stats relate to incidents in the towns of:**
- Hitchin
- Letchworth
- Baldock
- Royston
- Knebworth

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Category Name	No. of Incidents
Arson/Fire	1
Criminal Damage	1
Deception/Fraud	1
Other	1
Alarm Activation	2
Domestic	2
Vehicle	2
Weapon	2
Assault	3
Drug Related	3
Traffic Incident	4
Suspicious Activity	7
Theft	11
Police Request	13
Concern for Welfare	24
Anti Social Behaviour	31

# North Herts Incident Categories Q4 2025-2026

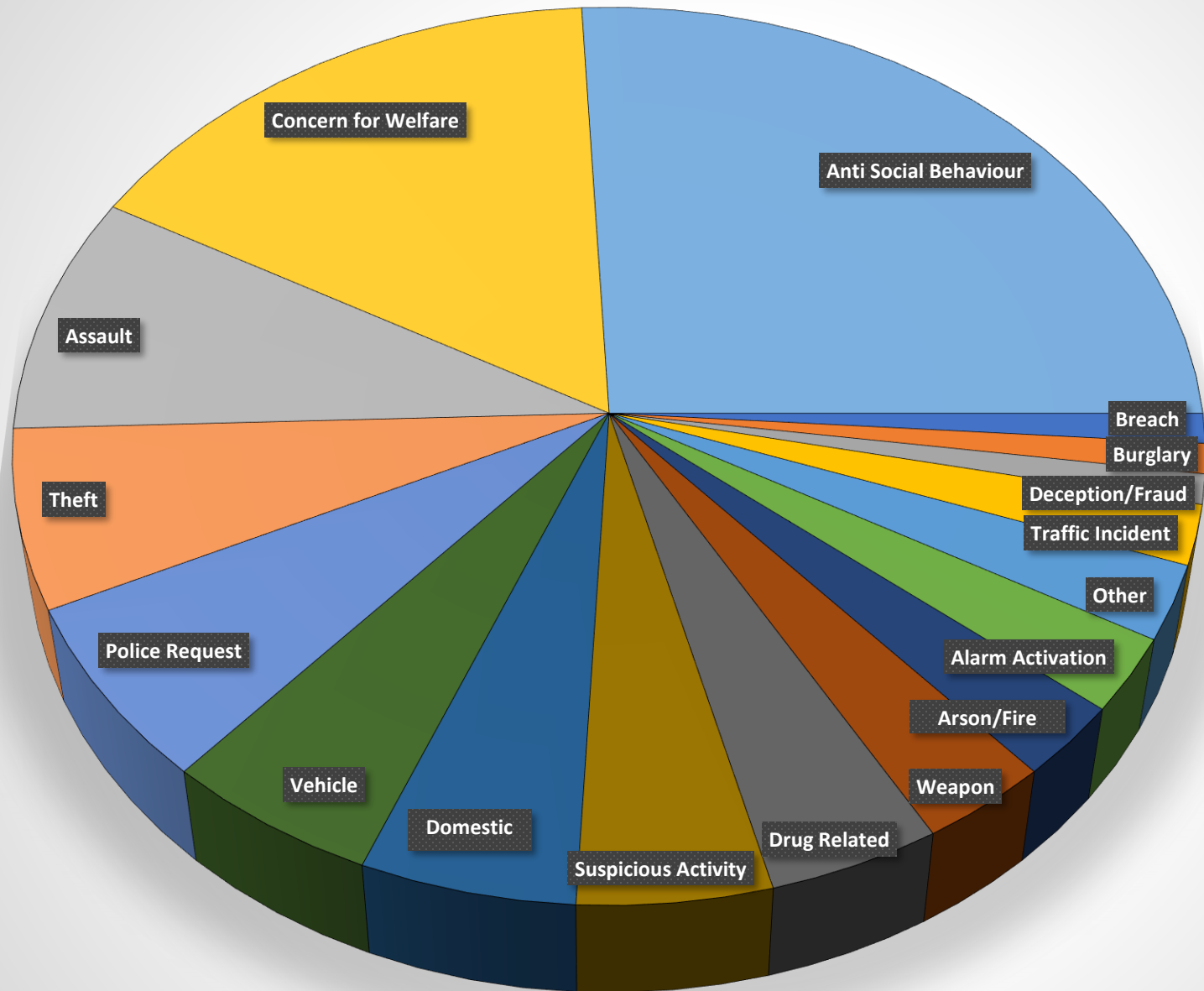


# East Herts Incidents Q4 2025-2026

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

Category Name	No. of Incidents
Breach	2
Burglary	2
Deception/Fraud	2
Traffic Incident	4
Other	5
Alarm Activation	5
Arson/Fire	5
Weapon	6
Drug Related	8
Suspicious Activity	9
Domestic	10
Vehicle	10
Police Request	12
Theft	12
Assault	16
Concern for Welfare	30
Anti Social Behaviour	48

# East Herts Incident Categories Q4 2025-2026



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

# Hertsmere Incidents Q4 2025-2026

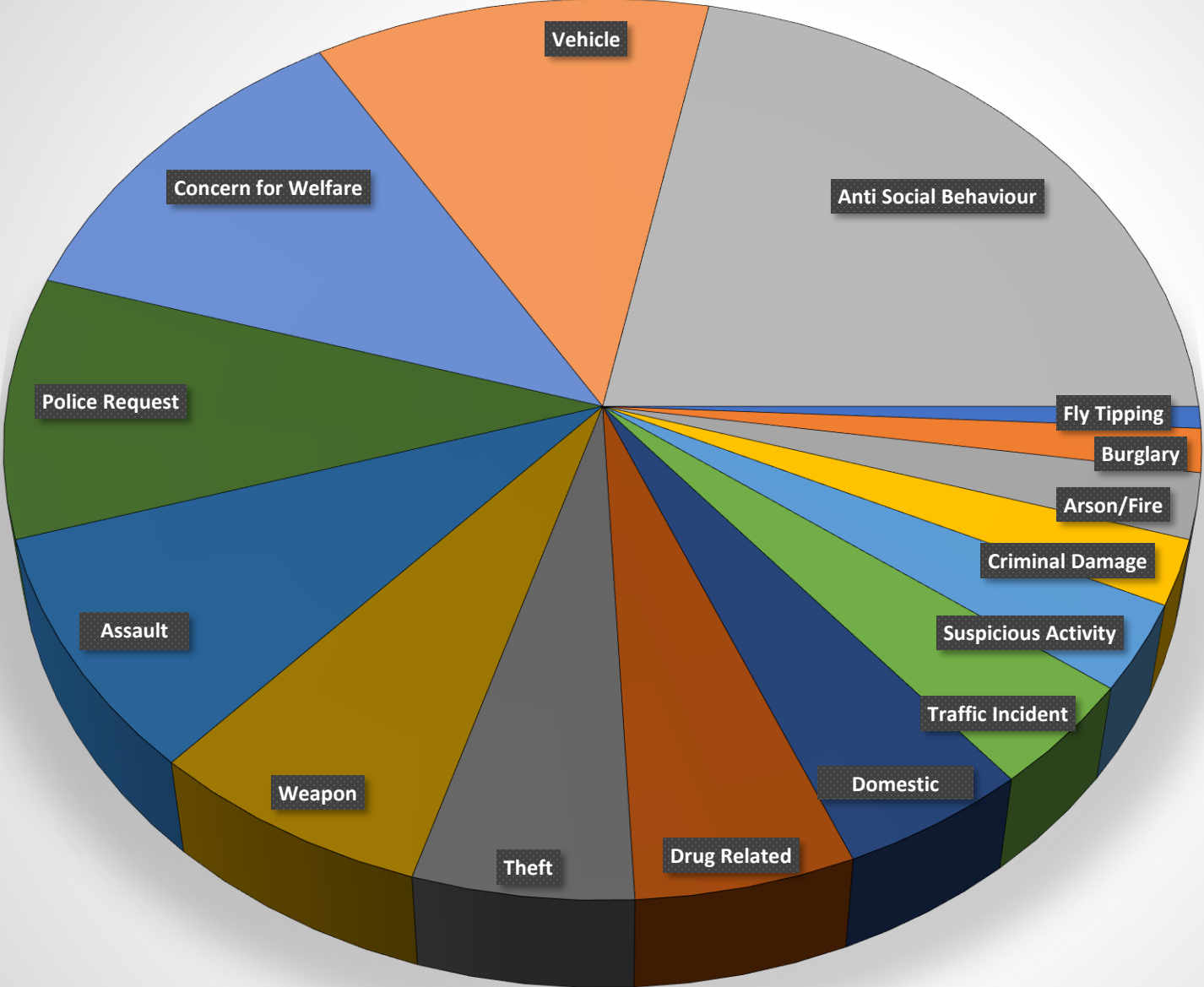
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- **All Stats relate to incidents in the towns of:**
  - Borehamwood
  - Bushey
  - Potters Bar

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Category Name	No. of Incidents
Fly Tipping	1
Burglary	2
Arson/Fire	3
Criminal Damage	3
Suspicious Activity	4
Traffic Incident	5
Domestic	6
Drug Related	7
Theft	7
Weapon	9
Assault	11
Police Request	12
Concern for Welfare	15
Vehicle	15
Anti Social Behaviour	28

# Hertsmere Incident Categories Q4 2025-2026



- Fly Tipping
- Burglary
- Arson/Fire
- Criminal Damage
- Suspicious Activity
- Traffic Incident
- Domestic
- Drug Related
- Theft
- Weapon
- Assault
- Police Request
- Concern for Welfare
- Vehicle
- Anti Social Behaviour

# Call Sources

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

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

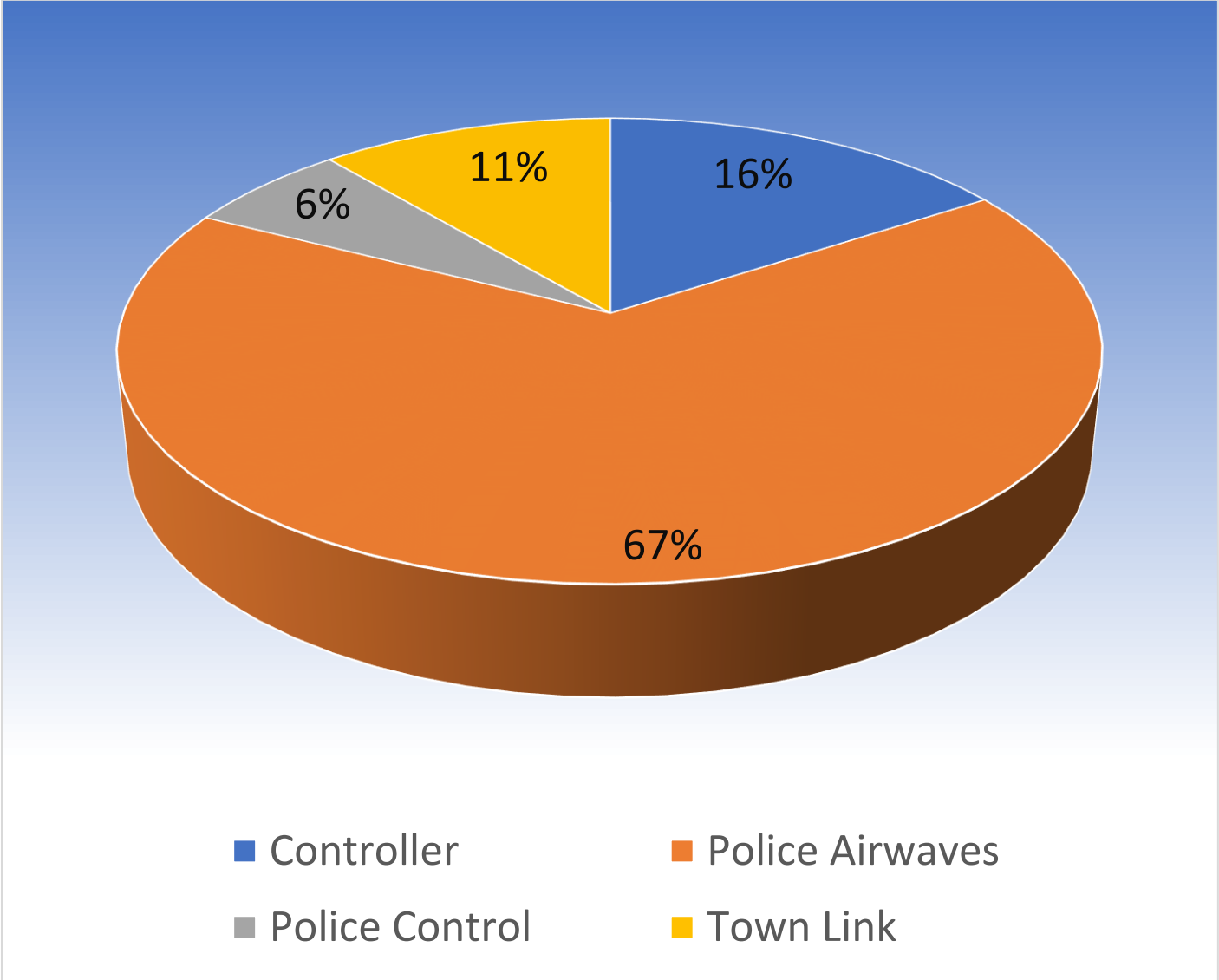
**Police Airwaves:** A call via the Police Airwaves Radio to the control room

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

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

# Partnership Incidents by Call Source Q4 2025-2026

Source	Count
Controller	103
Police Airwaves	433
Police Control	41
Town Link	73





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# HERTFORDSHIRE CCTV PARTNERSHIP

## OPERATIONAL CODE OF PRACTICE

CCTV Code of Practice April 2026

Issued	3rd April 2026
Version Number	1.0 / 26
Review Date	3rd April 2027



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**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**

Videre is a trading name of Taylor Woodrow Infrastructure Limited.  
Astral House  
Imperial Way  
Watford  
Hertfordshire  
WD24 4WW

**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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