



HERTSMERE BOROUGH COUNCIL

CCTV Partnership Joint Executive Agenda

TUESDAY, 26 SEPTEMBER 2023 AT 7.00 PM

COUNCIL CHAMBER, CIVIC OFFICES, ELSTREE WAY, BOREHAMWOOD, WD6 1WA

Membership

Councillor I Albert

Councillor L Briscoe

Councillor C Gray

Councillor M Goldspink

Councillor J Hollywell

Councillor J Lloyd

Councillor M Amron

Councillor A Daar

Councillor V Glover-Ward

Councillor P Hodgson-Jones

Councillor K Hoskins

Councillor A Willoughby

Enquiries about this Agenda to:
Chris Liasi

Phone:
Email:

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

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

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

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

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

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Contact Democratic Services on for any further information.

Chief Executive

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

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URGENT LATE BUSINESS

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

1. **ELECTION OF CHAIR**

2. **APOLOGIES FOR ABSENCE**

3. **MINUTES OF THE PREVIOUS MEETING**

To approve and sign the minutes of the previous meeting held on 5th September 2022. (Pages 5 - 10)

4. **CHAIR ANNOUNCEMENTS**

Members are reminded that any declarations of interest in respect of any business set out in the agenda, should be declared as either a Disclosable Pecuniary Interest or Declarable Interest and are required to notify the Chair of the nature of any interest declared at the commencement of the relevant item on the agenda. Members declaring a Disclosable Pecuniary Interest must withdraw from the meeting for the duration of the item. Members declaring a Declarable Interest, wishing to exercise a 'Councillor Speaking Right', must declare this at the same time as the interest, move to the public area before speaking to the item and then must leave the room before the debate and vote.

5. **CCTV OPERATIONS REPORT**

(Pages 11 - 40)

6. **CCTV OFFICER MANAGEMENT BOARD**

(Pages 41 - 48)

Civic Offices,
Elstree Way
Borehamwood
HERTS WD6 1WA

18 September 2023

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NORTH HERTFORDSHIRE DISTRICT COUNCIL

CCTV PARTNERSHIP JOINT EXECUTIVE

MEETING HELD IN THE COUNCIL CHAMBER, DISTRICT COUNCIL OFFICES, GERONON ROAD, LETCHWORTH, SG6 3JF
ON MONDAY, 5TH SEPTEMBER, 2022 AT 7.00 PM

MINUTES

Present: *Councillors: Ian Albert and Keith Hoskins, Geoffrey Williamson, Jan Goodeve, Pervez Choudhury, Jeremy Newmark, Richard Henry, Jackie Hollywell and Joan Lloyd.*

In Attendance: *James Lovegrove (Committee, Member and Scrutiny Officer) and Ian Couper (Service Director - Resources), Hilary Shade, Sarah Pateman, Mike Bourne and Mike Read.*

1 ELECTION OF A CHAIR

The Committee, Member and Scrutiny Officer called for nominations to Chair this meeting of the CCTV Partnership Joint Executive.

Councillor Richard Henry proposed and Councillor Keith Hoskins seconded and, following a vote it was:

RESOLVED: That Councillor Ian Albert be elected as Chair of the meeting.

2 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Judi Billing (North Herts Council), Anthony Spencer (Hertsmere Borough Council) and Peter Boylan (East Herts Council).

3 MINUTES - 21 MARCH 2022

Councillor Pervez Choudhury noted that at the meeting on the 21 March 2022, there was a discussion and agreement that this Executive was responsible for financial decision making and a report would be brought forward with details of the formula for how much would be charged back to the company for CCTV services.

Councillor Ian Albert and Members of the Committee confirmed that these discussions and took place at the last meeting, and it should therefore be included as an amendment to the draft Minutes presented.

The Chair moved to a vote, and it was:

RESOLVED: That the Part 2 Minutes of the Meeting of the Committee held on 21 March 2022 be amended as detailed in the discussion in the Minutes from this meeting.

RESOLVED: That the Minutes (as amended) of the Meeting of the Committee held on 21 March 2022 be approved as a true record of the proceedings and be signed by the Chair.

4 CHAIR'S ANNOUNCEMENTS

(1) The Chair advised that, in accordance with Council Policy, the meeting would be audio recorded;

- (2) The Chair drew attention to the item on the agenda front pages regarding Declarations of Interest and reminded Members that, in line with the Code of Conduct, any Declarations of Interest needed to be declared immediately prior to the item in question.

5 CCTV Operations Report

Sarah Pateman from Stevenage Borough Council presented the report entitled 'CCTV Operation Report' and advised of the following:

- Continue with the agreed objectives from 2021/22 into 2022/23, which are intelligence, expansion of the partnership and communications.
- The Support Services Group (SSG) Ltd are now embedded in the control room following the re-procurement to reflect this the Code of Practice has been updated, attached as Appendix A.
- Bishops Stortford, Hertford and Ware Town Councils, via East Herts, will remain part of the Partnership.
- Partnership continues to expand, with 609 cameras, some are monitored proactively and some reactively.
- Continue to work alongside the Police to develop and liaise over software.
- 1 application for use of RIPA since the last meeting.
- More mobile cameras have been purchased by Partners recently and there were now 54 being monitored.
- There were no Data Protection or GDPR incidents since the last meeting.
- Q1 data is presented at appendix B – increase of 78 incidents compared to 2020/21, with anti-social behaviour the biggest factor.
- Review of cost allocations between Partners is taking place.

The following Members asked questions:

- Councillor Pervez Choudhury
- Councillor Jeremy Newmark
- Councillor Jackie Holywell

In response to a question from Councillor Pervez Choudhury, Sarah Pateman advised that the next report on this meeting agenda would detail the amounts to be recharged.

In response to a question from Councillor Jeremy Newmark, Mike Read advised that the SSG was the Support Services Group, not Security Services Group as written.

Councillor Jackie Holywell noted that it was good to see East Herts working with Parish and Town Councils.

In response to a question from Councillor Pervez Choudhury, Sarah Pateman advised that they were constantly engaging with Parish and Town Councils, as well as other District Councils, to expand the service, but this was a long process and was ongoing.

The Chair moved to a vote and it was:

RESOLVED:

- (1) That the Joint Executive noted the performance of the CCTV Partnership to date and noted the outcomes as documented.
- (2) That the Joint Executive approved the changes to the Codes of Practice to reflect the updates for the new Monitoring Contractors.

REASONS FOR DECISIONS:

- (1) To provide the Joint Executive with an update on CCTV performance and issues related to CCTV operations.
- (2) To seek approval to changes to the Codes of Practice.

6 CCTV Officer Management Board report

Ian Couper, North Herts Council, presented the report entitled 'CCTV Officer Management Board Report' and advised of the following updates:

- Acknowledged the request for an additional report regarding the finances involved.
- The CCTV company also have to agree any charges that we are seeking to charge them.
- Therefore negotiations began between the Officer Board and the Company Directors around what they would view as a suitable charge – detailed in 8.1 of the report.
- The complications around reopening this is that three parties would then be involved in the negotiations and this could not be done openly within the Committee meeting.
- If Members were inclined to reopen negotiations, it could be done.

Councillor Pervez Choudhury noted that the report does not state the costs to the Partnership of providing the services and does not provide evidence of profit margins, with no formula details. He suggested it would be helpful to see alternatives and models, for Members to decide the best way forward. None of the information that Members need to take a decision had been provided.

Councillor Jeremy Newmark noted that this process was far too opaque to be acceptable – a previous discussion did not appear in the minutes and limited details provided in reports. It would not be responsible for Members today to progress with the system as currently presented.

Councillor Joan Lloyd advised that the meeting would need to move into Part 2 to discuss the financials. If Members had questions ahead of the meeting, they should speak to their Officers at their District Councils beforehand.

Councillor Newmark noted that ideally this would have been the case, but both him and Councillor Choudhury only found out about the meeting earlier today from their Officers, and had only been provided the agenda at this point.

In response to points raised, Ian Couper advised:

- The charge to the company is based on cost and the company then charges onto the end user of the cameras with the profit. The Partners will take benefit from the reallocation of costs, not profit.
- It covers the costs of the partnership, and any capacity the company takes is beneficial. Under the current arrangements they covered half the running, without using 50% of capacity.
- Needed to work out the charge for each camera and ensure this was a fair balance with the requirements of the company.
- The company would not necessarily accept whatever option the Partnership would suggest.
- Due to Hertsmere Councillors having not been provided the reports in time, it might be that the decision can be deferred.

Councillor Ian Albert highlighted that it was unfair to make Hertsmere colleagues take a decision this evening.

Ian Couper suggested that this could be taken as a Delegated Decision, with the relevant Executive Members from each of the Partnership Councils.

Councillor Choudhury advised that this would be a suitable compromise.

In response to a question from Councillor Jan Goodeve, Mike Bourne advised that it is not a binary choice between reactive and active and that some cameras are reactive in the daytime, but become actively monitored at night.

Ian Couper proposed the following wording as an additional recommendation 'That the Committee note the proposal on charges to the CCTV Company detailed in the report, and delegate to each Council's Officer Management Board representative, in consultation with the relevant Executive Member from that Council, authority to agree the final proposal on charges to the CCTV Company.' This was supported by Members present.

Ian Couper continued with updates to the report, and advised:

- Recharge of the cameras to the company is one part and then need to recharge the remaining costs across the four partnership Councils.
- Stevenage had taken on some Housing Association cameras, which were reactive and would be unfair if these were charged at the same rate.
- Looked at charging reactive cameras at a lower rate (based on treating as 1/16th of an active camera). Still need more work but indicators are that any changes in each Partners costs would mainly be driven by camera growth.
- Also looked at charging based on fixed and variable costs. Proposed not to take this forward as this would mean Stevenage Borough Council would reduce their contributions, with the other Councils making this up.
- Proposed that instead there would need to be a minimum number of cameras required for new members of the Partnership.

In response to a question from Councillor Pervez Choudhury, Ian Couper advised that roughly the increase in recharges to Stevenage Borough Council would be £30k and £10-15k in Hertsmere Borough Council. East Herts recharge would be reduced in line with Hertsmere and North Herts reduced in line with Stevenage. These figures were based on the number of cameras already used by Councils. Stevenage would see a reduction in their contributions, with others picking the difference up, but would be unfair to bring this as a recommendation at this stage, without further works.

Ian Couper advised that details and numbers would be provided at the next CCTV meeting.

Ian Couper provided the final updates from the report, and advised:

- Paragraph 8.10 onwards covered the Digital Asset Management System and the request from the Police to fund a resource in the control room. This had now been changed to offering support to volunteers from the police.
- It was positive to see the Town Councils in East Herts confirming their continued membership.
- Expansion of the Partnership is being explored, with conversations taking place with Watford and Welwyn Hatfield and if agreement is made that another meeting may be required.
- Financial position for 2021/21 is detailed, with the main variances being in supplies of services and income.
- Stevenage had reduced their overheads, which was positive for the overall financial position.

Councillor Pervez Choudhury noted that he would like to see more consideration given to meeting dates ahead of time.

The Chair moved to a vote, including the additional recommendation, and it was:

RESOLVED: That the Joint Executive:

- (1) Noted the work carried out by the Officer Management Board since the last meeting of the Joint Executive.
- (2) Commented on using Active and Re-Active categories for determining equivalent camera numbers.
- (3) Commented on the principle of introducing a fixed element to how charges are split between partners.
- (4) Confirmed that the Partnership will not fund police resource to download police evidence.
- (5) Noted that East Herts have withdrawn the request to remove a large number of their cameras from the partnership.
- (6) Noted the proposal on charges to the CCTV Company detailed in the report, and delegated to each Council's Officer Management Board representative, in consultation with the relevant Executive Member from that Council, authority to agree the final proposal on charges to the CCTV Company.

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

Following the conclusion of this item, there was a discussion around the next meeting date for the CCTV Partnership Joint Executive. Ian Couper suggested March 2023 for the next meeting, which was supported by Members and was expected to be hosted by Hertsmere Borough Council.

The meeting closed at 7.57 pm

Chair

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Hertsmere Borough Council

Meeting name & Date	CCTV Joint Executive, 26th September 2023
Agenda item	
Report title	CCTV Operations and Performance Report
Report reference no.	
Wards affected	All wards.
Report author, job title & email	CCTV Operations Manager, Mike Read mike.read@stevenage.gov.uk
List of Appendices	Appendix A – April 2022 – March 2023 Partnership Stats Appendix B – SIAS CCTV Audit Report
Reason for urgency	

The following table applies to Executive reports only, delete table if not required:

Is it a Key Decision?	No.
Call-in expires on	Not applicable.
Exempt from Call-in	Not applicable.
Portfolio holder	Communities, Neighbourhoods, Enforcement, Economic Development and Transformation

Public Report - this report is available to the public.

Part I –

1 Recommendations

That the Joint Executive:

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

2 Purpose of this report

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

3 Reasons for recommendation

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

4 Alternative options

5 Background

- 5.1 During 2021/22 a review of operational performance was undertaken recognising emerging local and national agendas and the importance of producing strong performance data for partner councils. As a consequence, the following operational objectives were agreed. These are outlined below:

Intelligence - To have a better understanding of the requirements and needs of partners in respect of the use of CCTV and how it relates to tackling crime and ASB.

Expand the Partnership - To meet with other districts to discuss their CCTV requirements and expand the partnership.

Communications - To communicate with partners, members of the public and governing bodies to reassure safety in and around the areas/locations covered by our CCTV provision.

The Operations Manager has led on these objectives over the last period and the update regarding operations is outlined below.

- 5.2 SSG are now embedded as the CCTV Control Room Contractors for the 24/7 monitoring service. This service was re-procured in 2022. A monthly contract meeting is maintained to ensure all contractual obligations are met.
- 5.3 Bishops Stortford and Ware Councils have upgraded their camera stock and this has now been installed.
- 5.4 North Herts District Council have completed a review of their CCTV cameras. Capital funding has been agreed with an upgrade of the CCTV cameras to Wireless and High Definition, (HD).

- 5.5 The Control Room continues to expand and grow with over 1100 cameras that are now monitored pro-actively and re-actively, for both the Partnership and the Company.
- 5.6 The Operations Manager continues to liaise with police colleagues regarding the Digital Asset Management System project which is a cloud-based link between the Police Downloading suite and the Police. Representatives from the partnership will continue to meet with the police regarding this project. This has been live since 15th July and is going well.
- 5.7 The Partnership has received one application for RIPA since the Executive meeting in September 2022. The RIPA was for Bedfordshire Police – Operation Topic.
- 5.8 The Codes of Practice has been reviewed following the last Joint Executive meeting in March 2023. There were no required changes and the document has been completed and uploaded to the CCTV website.
- 5.9 There have been no Data Protection Act/GDPR breaches or complaints since the Joint Executive meeting in March 2022
- 5.10 A statistical overview of the data collected by the control room for periods April 2022 – March 2023 is available– Appendix A, Full monthly reports can be found on the web site www.hertfordshirecctv.co.uk.
- 5.11 A recent CCTV SIAS Audit has been completed and based on the work performed during this audit, there was overall **Substantial Assurance** that there are effective controls in operation for those elements of the risk management processes covered by this review. A copy of the Audit is attached as Appendix B

6 Financial and budget framework implications

- 6.1 There are no financial implications relating to this report.

7 Legal powers relied on and any legal implications

- 7.1 The decisions in this report are in line with the Terms of Reference for the CCTV Joint Executive, which includes:
 - To discuss and agree the strategic and policy issues relating to the jointly owned and operated CCTV Control and Monitoring service.
 - To consider operations and performance reports from the CCTV Officer Management Board.

8 Efficiency gains and value for money

- 8.1 None for the purposes of this report.

9 Risk management implications

9.1 There are no specific risks arising from this report.

10 Personnel implications

10.1 None for the purposes of this report.

11 Equalities implications

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

12 Corporate Plan and policy framework implications

12.1 None for the purposes of this report.

13 Asset management implications

13.1 None for the purposes of this report.

14 Health and Safety implications

14.1 None for the purposes of this report.

15 Background documents used to prepare this report

None

16 Consultation on draft report

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

Consultee	Report sent	Comments received
Officer Board Members from partner Authorities	05/09/2023	13/09/2023

2022-23

Overview of statistics for the
Hertfordshire CCTV Partnership
Control Room Operations

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



HERTFORDSHIRE
CCTV
PARTNERSHIP



All Reported CCTV Incidents are given a Category

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

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

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

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

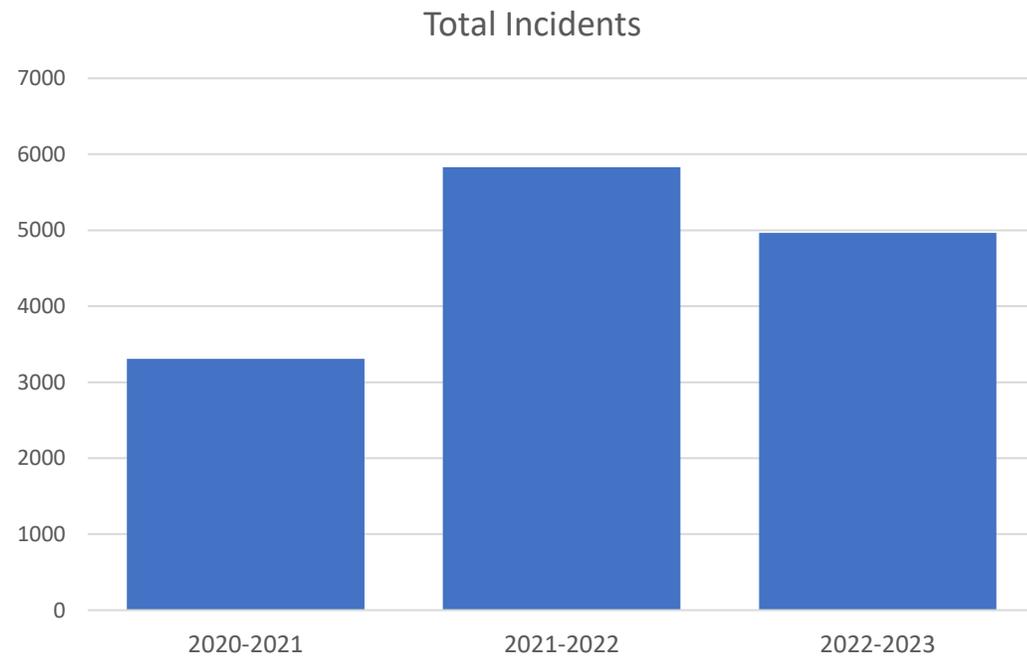
Category	Subcategory
Emergency Incident	
	East Herts Emergency Plan
Environmental	
	Flooding
	Damage
Fly Tipping	
Hate Crime	
	Race Related
Immigration	
Lone Worker	
	East Herts Lone Worker
Other	
Police Request	
	Operation
	RIPA
	False/abandoned 999
	Warrant or wanted
Post Event Viewing	
	Download for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

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

Control Room Total Incident Data

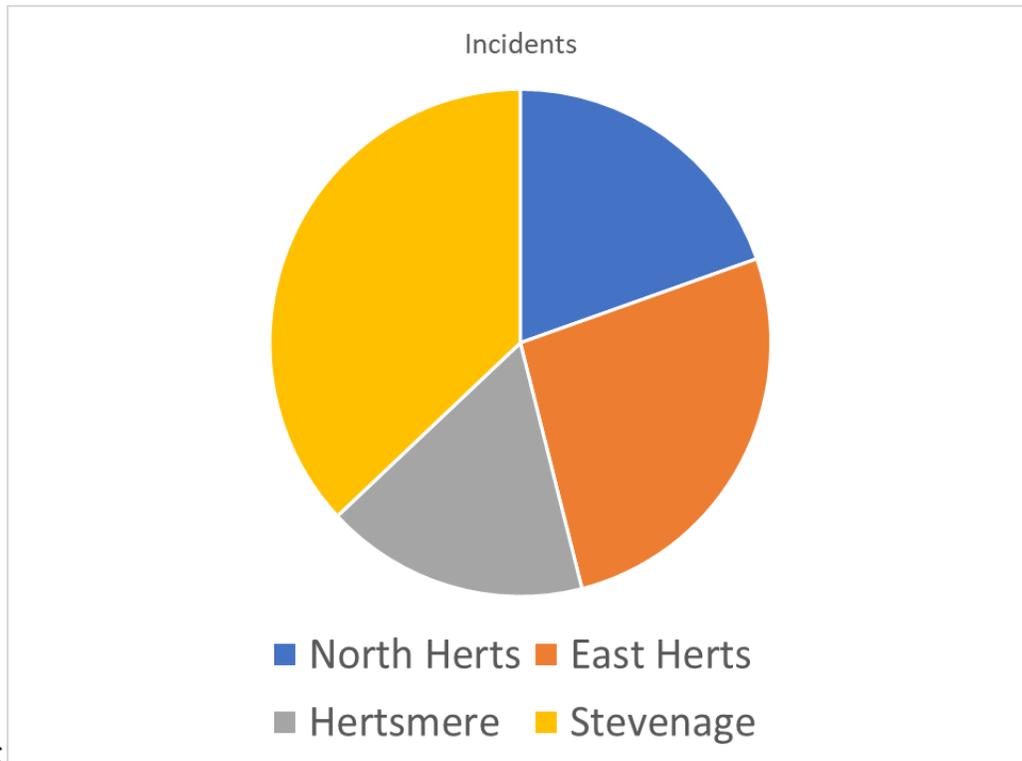
The CCTV Control Room recorded 4965 Incidents in 2022-23 Relating to CCTV

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



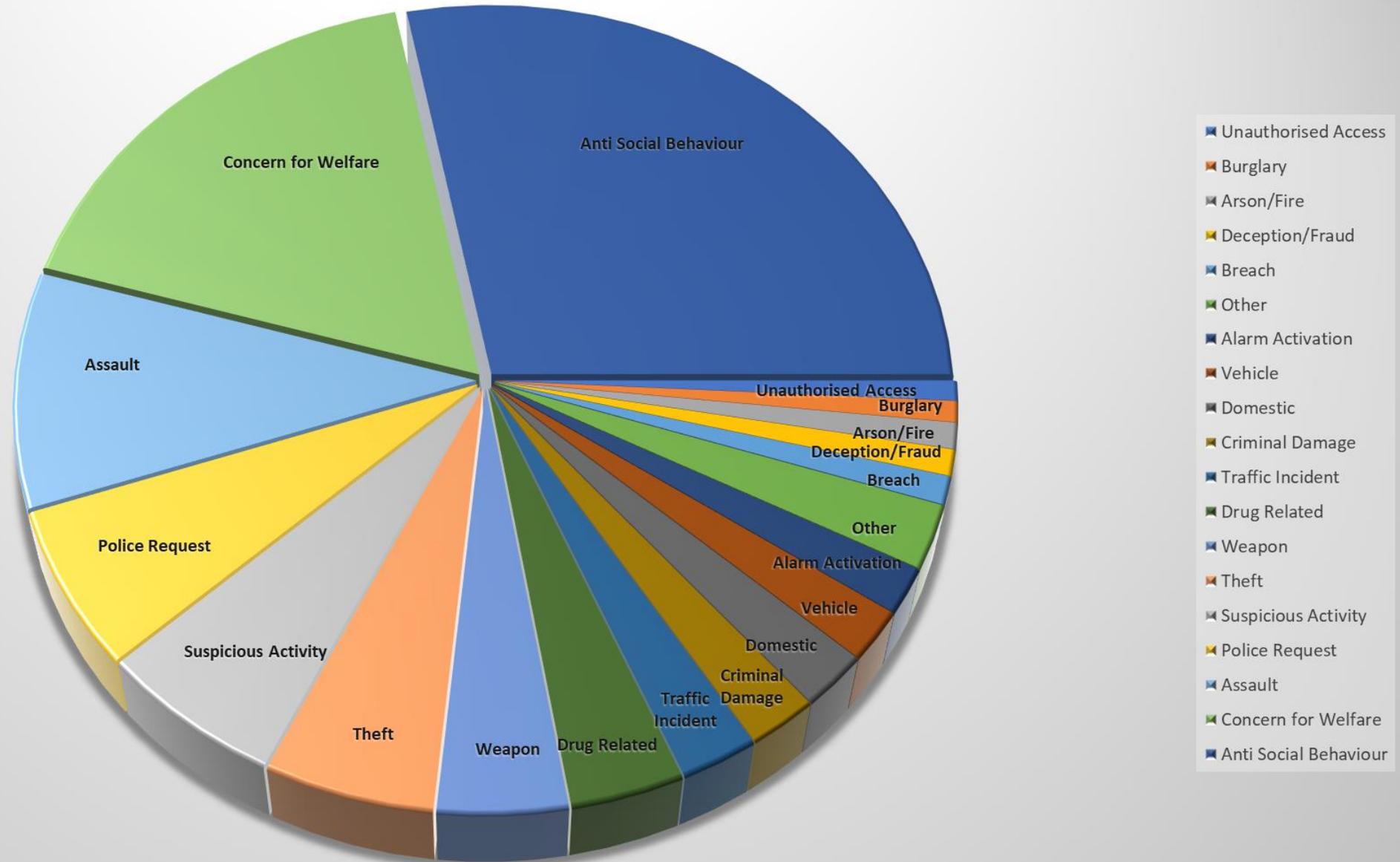
2020-21	2021-22	2022-23
3309	5829	4965

Incident Statistics By Partner 2022-2023



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

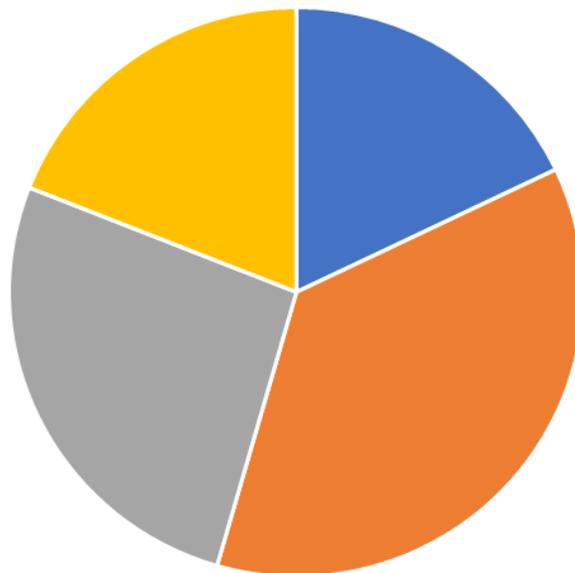
Incident Category Split all Partners Q1-Q3 All Partners



Footage Request Data

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

Footage Requests



■ North Herts ■ Stevenage
■ East Herts ■ Hertsmere

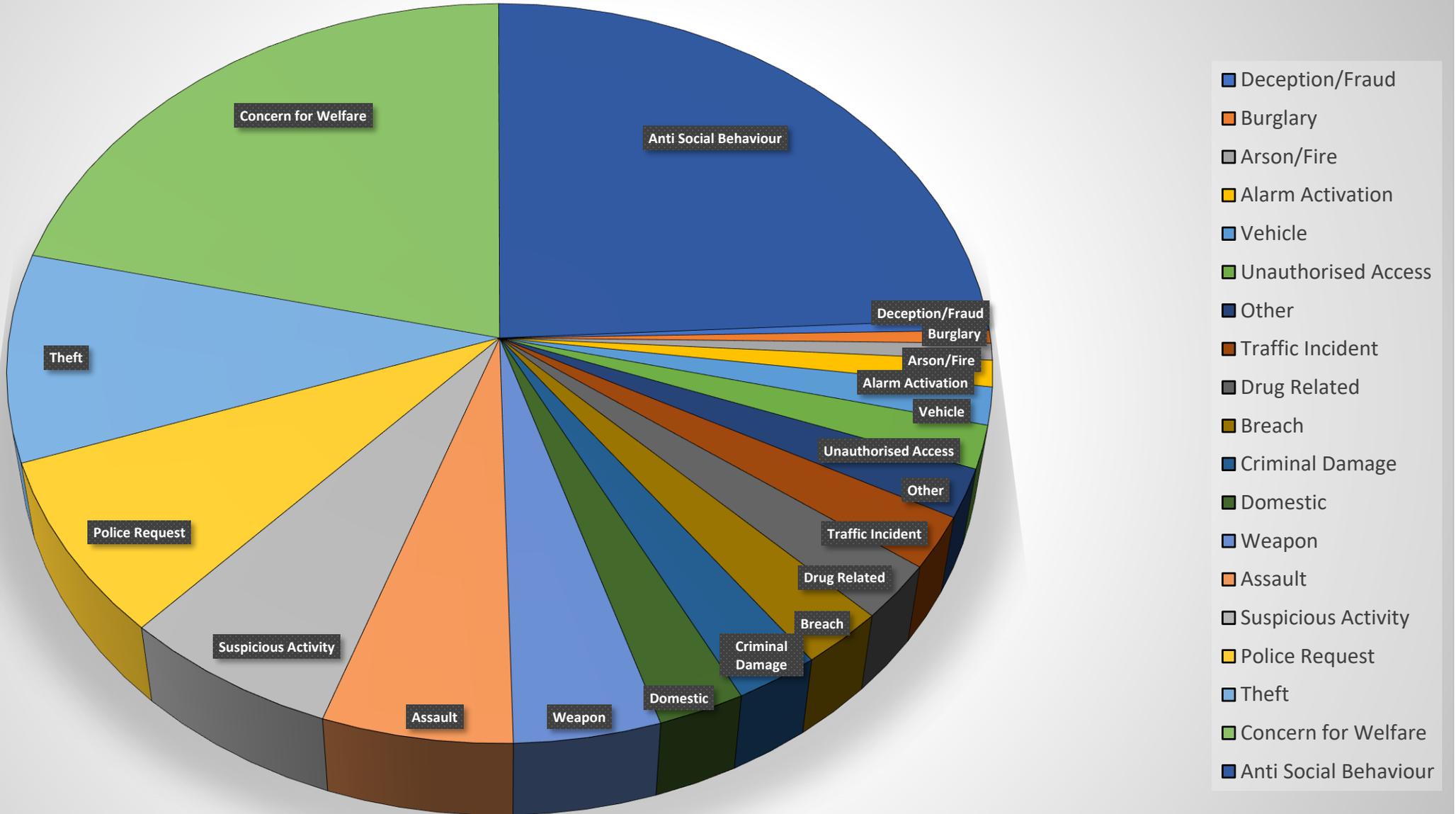
Partner	Footage Requests
North Herts	179
East Herts	265
Hertsmere	190
Stevenage	365

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

Stevenage Incidents 2022-2023

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

Stevenage Incidents 2022-2023



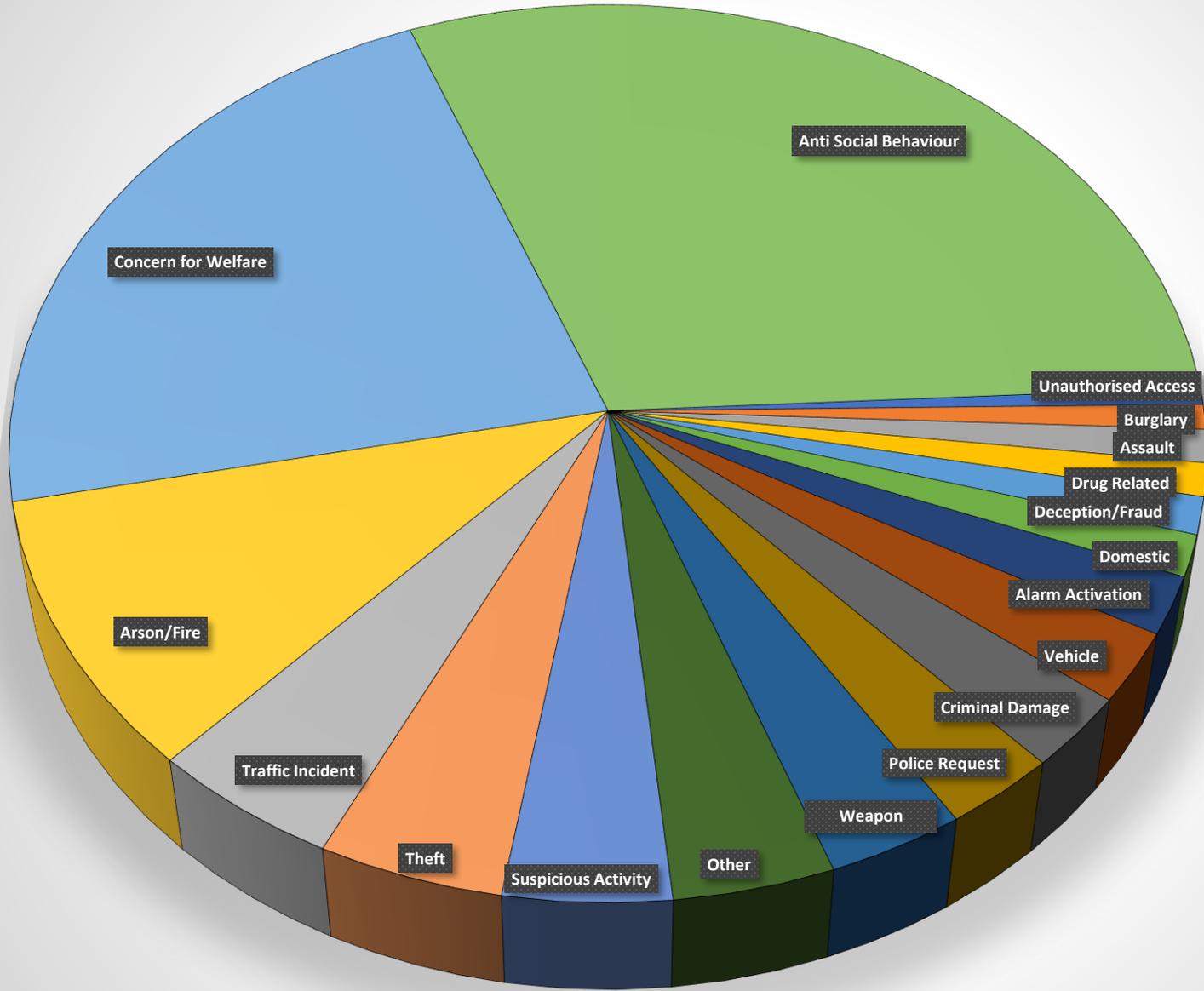
Category Name	No. of Incidents
Unauthorised Access	4
Burglary	6
Assault	8
Drug Related	8
Deception/Fraud	9
Domestic	10
Alarm Activation	14
Vehicle	17
Criminal Damage	18
Police Request	19
Weapon	23
Other	27
Suspicious Activity	28
Theft	31
Traffic Incident	32
Arson/Fire	66
Concern for Welfare	150
Anti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

North Herts Incidents 2022-2023

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

- Hitchin
- Letchworth
- Baldock
- Royston
- Knebworth

North Herts Incidents 2022-2023



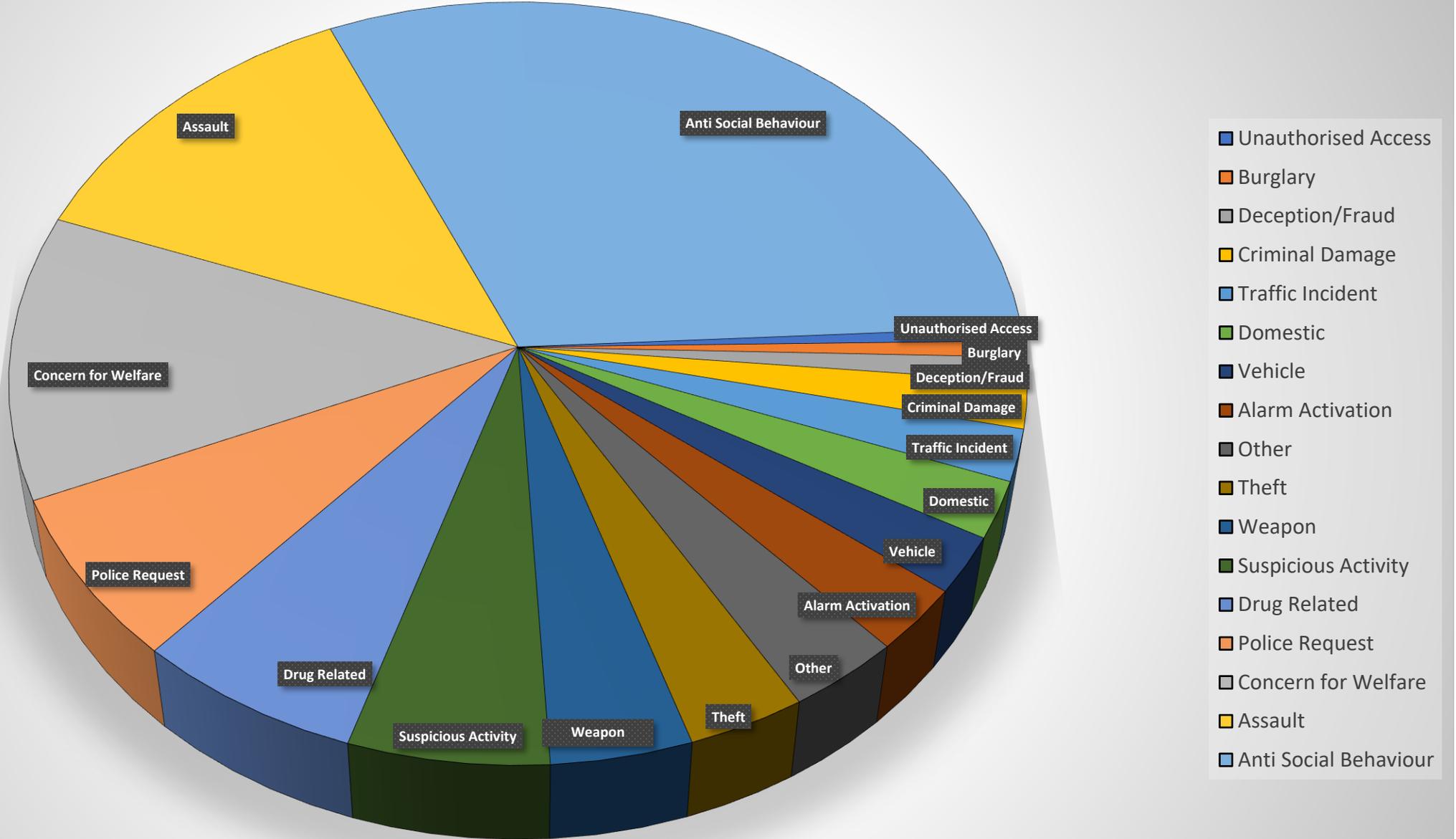
- Unauthorised Access
- Burglary
- Assault
- Drug Related
- Deception/Fraud
- Domestic
- Alarm Activation
- Vehicle
- Criminal Damage
- Police Request
- Weapon
- Other
- Suspicious Activity
- Theft
- Traffic Incident
- Arson/Fire
- Concern for Welfare
- Anti Social Behaviour

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

East Herts Incidents 2022-2023

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

East Herts Incidents 2022-2023

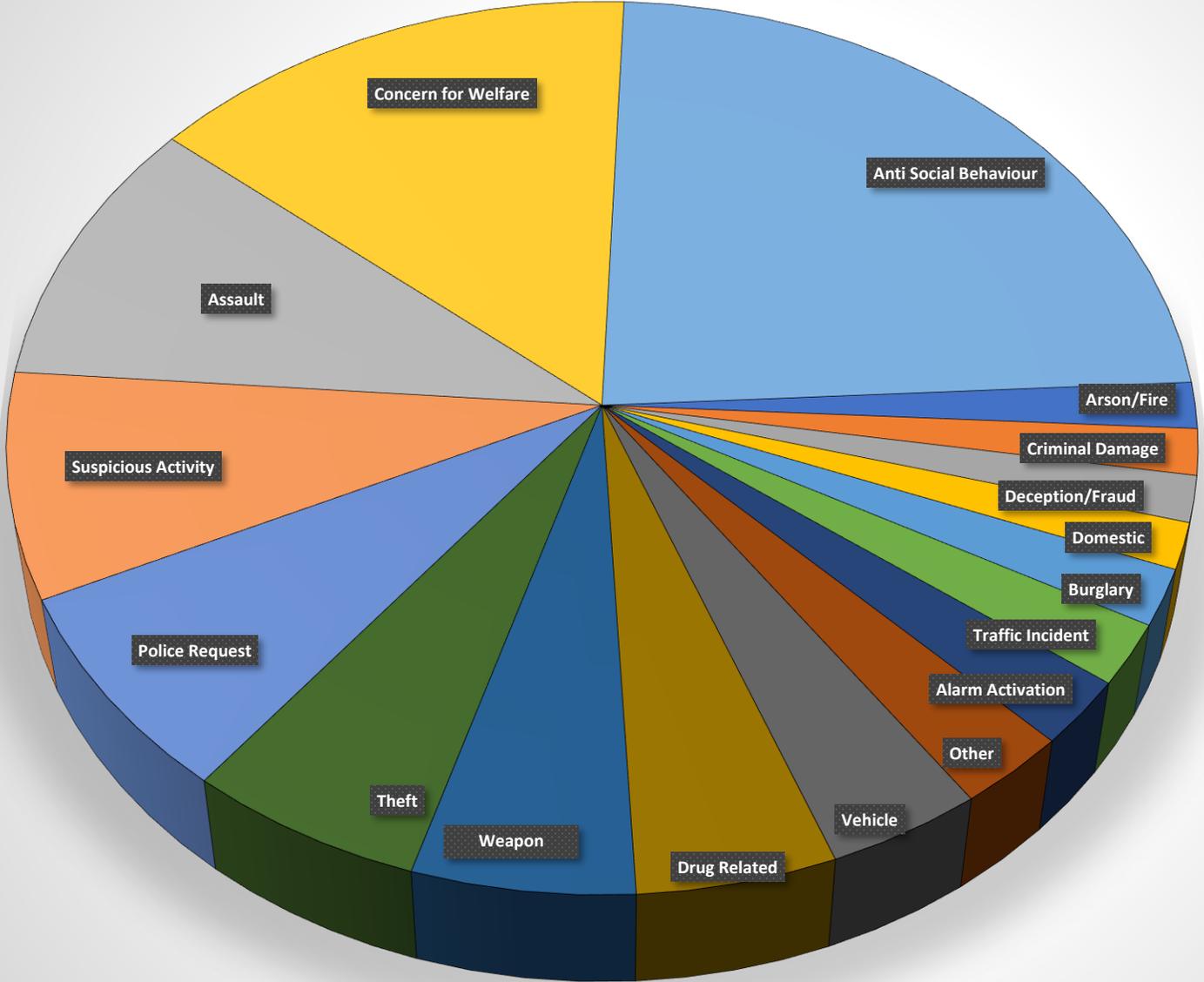


Category Name	No. of Incidents
Arson/Fire	9
Criminal Damage	9
Deception/Fraud	9
Domestic	9
Burglary	11
Traffic Incident	12
Alarm Activation	13
Other	15
Vehicle	21
Drug Related	27
Weapon	30
Theft	32
Police Request	40
Suspicious Activity	44
Assault	53
Concern for Welfare	79
Anti Social Behaviour	127

Hertsmere Incidents 2022-2023

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

Hertsmere Incidents 2022-2023



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

Call Sources

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

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

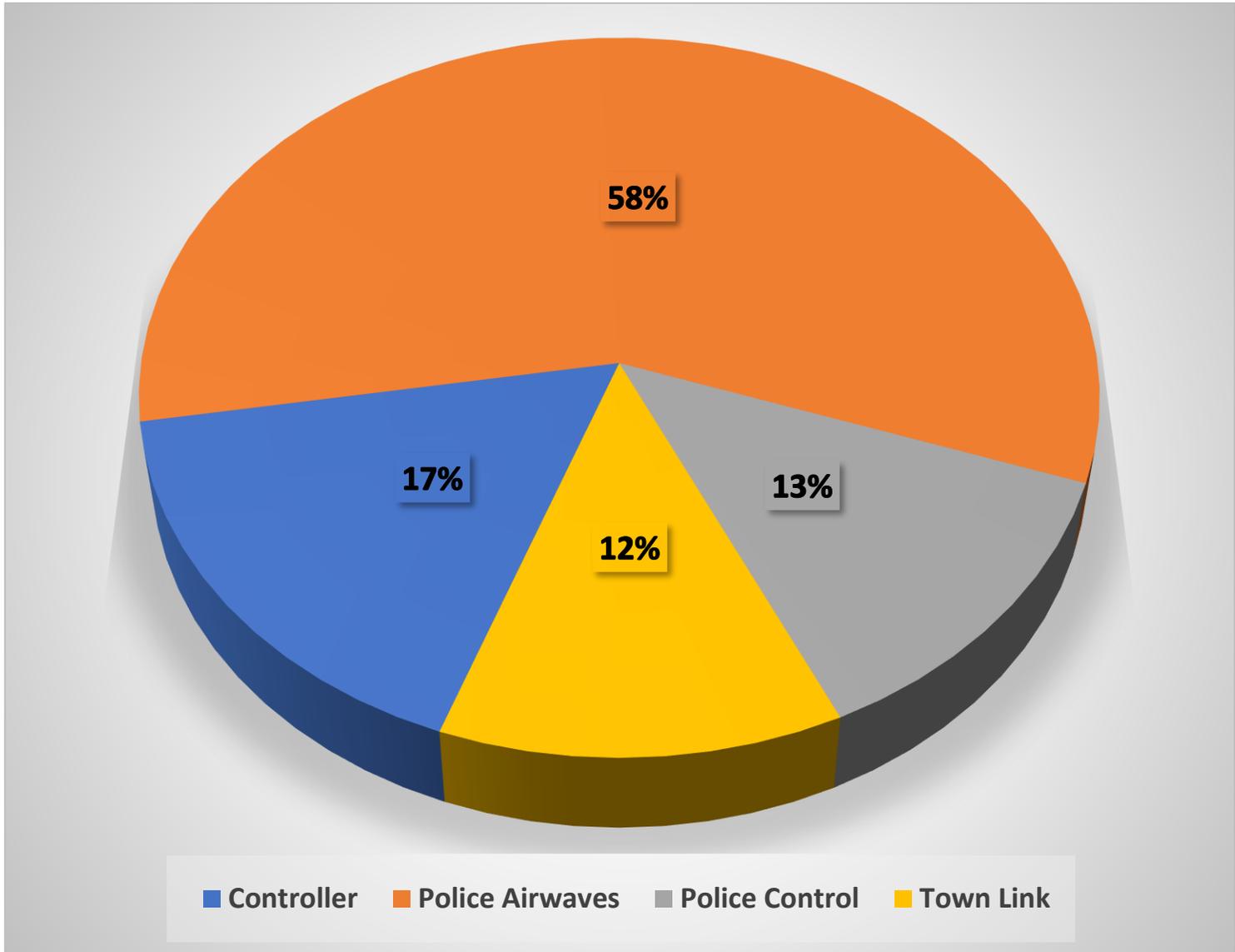
Police Airwaves: A call via the Police Airwaves Radio to the control room

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

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

Partnership Incidents by Call Source 2022-23

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



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Final Internal Audit Report

Stevenage Borough Council – CCTV 2022/23

February 2023

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

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1. EXECUTIVE SUMMARY

Introduction

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

Overall Audit Opinion

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

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

Summary of Recommendations

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

Annual Governance Statement

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

2. ASSURANCE BY RISK AREA

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

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

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

No.	Finding / Associated Risk	Priority	Recommendation	Management Response	Target Date
1.	<p>Performance Management</p> <p>During our testing we found that the procedure carried out for the monitoring and scoring of KPI's is subjective in nature. There is minimal supporting information and no clear guidance of what the scoring is based upon.</p> <p><u>Associated Risk</u></p> <p>Where there is no clearly defined guidance relating to the scoring of the KPI's in place there is an increased risk of lack of visible transparency concerning the monitoring and recording of the outcomes.</p>	Low	We recommend that the KPI's are reviewed and more clearly defined, with objective criteria upon which to base the scoring. Furthermore, a manual and or guidance could be produced so that there is a transparent understanding by all parties of what is expected.	<p>Responsible Officer: Community Safety Manager</p> <p>The KPIs are due to be reviewed at our Service Plan meeting scheduled for March 2023</p>	03.03.23

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

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

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Hertsmere Borough Council

Meeting name & Date	CCTV Joint Executive 26 September 2023
Agenda item	
Report title	Officer Management Board Report
Report reference no.	
Wards affected	All wards.
Report author, job title & email	Jonathan Geall, Head of Housing and Health jonathan.geall@eastherts.gov.uk Ian Couper, Service Director: Resources, North Herts Council ian.couper@north-herts.gov.uk
List of Appendices	None.
Reason for urgency	Not applicable.

Is it a Key Decision?	No.
Call-in expires on	
Exempt from Call-in	Not applicable.
Portfolio holder	Communities, Neighbourhoods, Enforcement, Economic Development and Transformation

Public Report - this report is available to the public.

1 Recommendations

That the Joint Executive:

- 1.1 Considers and provides any feedback on the work carried out by the Officer Management Board since the last meeting of the Joint Executive meeting.
- 1.2 Considers and provides any feedback on the year-end financial position for 2022/23.
- 1.3 Confirms that the basis for splitting the remaining costs between the partners for use of the control room monitoring will be based on the method set out in paragraph 5.11.

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

2 Purpose of this report

- 2.1 To inform the Committee of the work undertaken by the Officer Management Board since the last Joint Executive and to seeks the committee's endorsement of financial proposals in relation to the allocation of costs and to consider future servicing arrangements.

3 Reasons for recommendation

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

4 Alternative options

- 4.1 These have been considered in section 5 of the report.

5 Background

Charging Hertfordshire CCTV Partnership Limited

- 5.1 At the last Joint Executive meeting in September 2022, the principle of how the CCTV company would be charged for their use of the control room was discussed. It was agreed that there was not enough information in the report to allow a decision to be made. Attempts have been made to make this decision under delegated authority or in a further committee meeting have, however, not been possible hence the matter is now before the committee. The following paragraphs set out the history of charges to the company and the options that were considered.
- 5.2 The company was formed following legal advice in 2014/15 regarding local authority trading. The company is owned by the four Hertfordshire CCTV Partnership councils. It took on all the non-partner contracts and also sought to grow their business. In June 2019, a review of the changing contracts held by the company since its inception led to the Joint Committee agreeing to a recharge of 33% of the CCTV centre costs to the company. This was a lower than the previous. At the same time, it was agreed that more work was required to agree the charge to the company based on a more detailed review of the company's actual use of the control room.
- 5.3 Subsequent review work indicates that the company does not believe a recharge to them of £234k in 2023/24, based on the previous 33% of costs formula, would be either equitable or viable given their current quantum of

contracts and control room usage. While the partner councils are the company's shareholders, it must be remembered that the company is a separate entity governed by company law and so the company's Directors (although appointed by the four partner councils) must act in the company's interests. Furthermore, the Hertfordshire CCTV Partnership is essentially a supplier of services to the company. This relationship means there is a need to treat negotiations on pricing on that basis.

5.4 As an alternative to the above, two further options were considered:

1. the company would pay a charge based on their proportion of total camera numbers. This proportion would be applied to all costs. The camera split would be reviewed on a quarterly basis. Based on year end numbers for 2023/23 this would equate to a charge of £191k. The issues identified with this were:
 - it could lead to high volatility in the amount paid by the company, including very quick changes in the price they pay due to decisions made by partners. This would make it difficult for the company to develop a pricing structure for their customers,
 - it doesn't reflect that the benefit to the company from having access to a control room that allows them to easily grow their customer base,
2. the company would pay a charge based on (a) half of the fixed costs of running the CCTV service (management, property, transport and support/ recharge costs). These are costs that are considered to essentially be fixed costs that do not vary with changes in camera unit numbers. The charge will be based on the budget at the start of each year *PLUS* (b) a fixed cost per camera for monitoring and maintenance; These are costs that will vary with the number of camera units. The charge per camera unit is set at the start of each year and based on costs incurred by the Partnership. The number of cameras is updated on a quarterly basis. For 2022/23, the company had 90 camera "units". The cost per camera based on the budget set at the start of 2022/23 was £1,856. *PLUS* (c) half of any capital investment required in the control room. For 2022/23 it is currently estimated that the total charge will be £230k (representing the total of elements a, b and c).

5.5 As was set out in the September 2022 Joint Executive report, it was recommended that option 2 is adopted, as this is seen as the best balance between a fair share of costs, ease of administration and the degree of certainty afforded the company when setting their prices. This option had been discussed as a principle with the Company Directors and they were supportive.

5.6 It should be noted that a camera unit is defined based on the number and type of cameras in any location and attempts to reflect the total amount of work involved with that camera. A single camera in a specific location will always be charged as one camera unit. Where the company is providing cameras that require active monitoring (rather than reactive monitoring) then each camera will always be charged as a camera unit. Where there are multiple reactive cameras in a location, these will be grouped together to form

a camera unit. The maximum number of cameras that will form one unit will be 16 and it will usually be less than this.

- 5.7 The company also have a Sales/ Marketing post that is being employed via Stevenage Borough Council, and fully recharged to the company, so this sits outside of the charging arrangement described above.
- 5.8 Stevenage Borough Council have undertaken a Subsidy Control Assessment to ensure that these proposed arrangements comply with the conventions of the Subsidy Control Act 2022.

Sharing the remaining costs between partners

- 5.9 After the company has been charged for their share of the costs of the control room, the remaining costs must be shared between partners. The partnership agreement already sets out that for revenue costs (day-to-day costs, not investment in assets) this should be based on camera numbers.
- 5.10 At the last Joint Executive (in September 2022), it was agreed that there should be a distinction between active cameras (town centre cameras that are constantly displayed in the control room) and reactive cameras (cameras in other locations that are only monitored when the control room is informed of an incident). Mobile cameras are treated as active cameras due to the work involved in moving them around. Officers determined that active cameras would have a weighting of 1 and reactive cameras a weighting of 1/16.
- 5.11 The split of costs between partners would not be subject to setting a per camera rate at the start of the year, as it is necessary that all costs are fully shared by year end. To reflect that camera numbers can change during the year (for example, Stevenage are increasing the number of housing related cameras monitored through the control room), the number of units will be calculated at the end of each quarter and an average then calculated over the year. The current camera numbers are shown below to give an indication of the split of costs for 2023/24 as at end of Q1:

	Partnership Proactive Cameras (charged at 1 unit)	Partnership Reactive Cameras (charged at 1/16th units)	Total camera "units"	% of total
Stevenage	87	368	110	45%
North Herts	48	18	49	20%
East Herts	41	101	47	20%
Hertsmere	36	14	37	15%
Total	212	501	243	100%

2023/24 Year End Position

5.12 The 2022/23 year end position can be noted in the following table. As there had not been a decision of any change to the split of costs between partners, the old percentages were used:

	2022/23 Year End position	Basis of recharge to company
Salaries excluding additional company sales post	73,659	50%
Premises	40,401	50%
Transport	1,908	50%
Supplies and Services (monitoring contract)	567,869	Based on camera units and charge rate of £1,856
Recharges	15,268	50%
Total costs	699,105	
Charge to company <ul style="list-style-type: none"> • 50% of 'fixed' costs • Share of monitoring costs (90 camera units at £1,856) • TOTAL 	65,618 167,040 232,658	
Remaining costs shared by partners	466,447	
<ul style="list-style-type: none"> • Stevenage share • North Herts share • East Herts share • Hertsmere share 	188,678 123,142 96,974 57,653	
2022/23 underspend split returned to partners	-42,603	
<ul style="list-style-type: none"> • Stevenage share • North Herts share • East Herts share • Hertsmere share 	-£17,232 -£11,248 -£8,856 -£5,267	

2023/24 Budget

5.13 The Joint Executive are asked to endorse the expenditure budget for 2023/24 with rationale for calculations included in the table below.

	2023/24 Budget	Reason for change from 2022/23
Salaries excluding additional sales post company	77,130	Incorporates expected pay award though the final figure could be higher and so will be reflected in future budgets
Premises	51,470	Increased in line with inflation on utilities and other building costs
Transport	880	
Supplies and Services (monitoring contract)	591,520	Reflects inflationary increase on the monitoring contract
Recharges	14,880	
Total costs	735,880	

Based on the splits shown in the table in paragraph 5.12, the budgeted recharge to the company for fixed costs will be £72,180. Based on the total number of camera units at the start of the year, the company will be charged for variable costs at £1,847 per camera unit.

2024/25 Estimated Budget

5.14 The Joint Executive are asked to endorse the estimated budget for 2024/25, noting that this is based on current assumptions, particularly in relation to utilities and cost of living increases. As per the Terms of Reference, the Officer Management Board is expected to agree inflationary increases within reasonable limits and would bear in mind the impact of wider economic conditions. The Joint Executive maintains oversight of any major service changes and charges. If there are major variances or increases to budget projections it would therefore be deemed appropriate to bring this back to the Joint Executive for consideration.

	2024/25 Estimated Budget	Reason for change from 2022/23
Salaries excluding additional sales post company	65,720	Decreased to reflect the removal of Stand-By and Overtime payments. Pay award still to be determined
Premises	51,470	Assumes same level as 2023/24
Transport	880	
Supplies and Services (monitoring contract)	614,020	Reflects inflationary increase on the monitoring contract for 2024/25
Recharges	15,000	
Total costs	747,090	

6 Financial and budget framework implications

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

7 Legal powers relied on and any legal implications

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

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

- 7.2 The charge to the company must be negotiated with the company and the Directors of the company have to act in the best interests of the company (even though they are also employees of the Partner Councils). The arrangement also must be in accordance with the Subsidy Control Act 2022. Whilst the Partnership does not provide a general open market offer for CCTV monitoring services, it is believed that the terms offered to the CCTV company would be broadly in line with what would be available on the open market, and therefore would not distort the market.

8 Efficiency gains and value for money

- 8.1 None for the purposes of this report.

9 Risk management implications

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

10 Personnel implications

- 10.1 None for the purposes of this report.

11 Equalities implications

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

12 Corporate Plan and policy framework implications

12.1 None for the purposes of this report.

13 Asset management implications

13.1 None for the purposes of this report.

14 Health and Safety implications

14.1 None for the purposes of this report.

15 Background documents used to prepare this report

None

16 Consultation on draft report

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

Consultee	Report sent	Comments received
Officer Board Members from partner Authorities	08/09/2023	13/09/2023