

CCTV PARTNERSHIP JOINT EXECUTIVE

25 MARCH 2025

PART 1 – PUBLIC DOCUMENT

**TITLE OF REPORT: CCTV OFFICER MANAGEMENT BOARD AND OPERATIONS
MANAGER REPORT**

REPORT OF: *SERVICE DIRECTOR- RESOURCES*

EXECUTIVE MEMBER: CLLR VAL BRYANT

COUNCIL PRIORITY: THRIVING COMMUNITIES

1. EXECUTIVE SUMMARY

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

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

2. RECOMMENDATIONS

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

3. REASONS FOR RECOMMENDATIONS

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

4. ALTERNATIVE OPTIONS CONSIDERED

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

5. CONSULTATION WITH RELEVANT MEMBERS AND EXTERNAL ORGANISATIONS

5.1. CCTV coverage is across 4 districts and there are no specific recommendations in relation to a particular Ward(s). So there has been no specific consultation with Ward Members.

5.2. The CCTV company have been consulted on specific relevant matters as detailed in the report.

6. FORWARD PLAN

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

7. BACKGROUND

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

8. RELEVANT CONSIDERATIONS

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

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

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

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

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

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

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

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

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

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

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

Operations and performance update

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

- 8.11 The Control Room continues to expand and grow with over 1568 cameras that are now monitored pro-actively and re-actively, for both the Partnership and the Company.
- 8.12 The current Analogue link from the CCTV Control Room to Police headquarters in Welwyn is due to be upgraded to a Digital link. Police HQ ICT have been made aware and we are awaiting a response.
- 8.13 The Partnership has not received any applications for RIPA since the last Executive meeting in October 2024 from the Police.
- 8.14 There have been no Data Protection Act/GDPR breaches or complaints since the last Executive meeting in October 2024
- 8.15 We have produced statistical overview of the data collected by the control room for the period Quarter 3 – Appendix A, Full monthly reports can be found on the web site www.hertfordshirecctv.co.uk. This includes some comparisons with previous data. We are still working through different ways to summarise the data.

9. LEGAL IMPLICATIONS

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

10. FINANCIAL IMPLICATIONS

- 10.1. These are covered in section 8.

11. RISK IMPLICATIONS

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

12. EQUALITIES IMPLICATIONS

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

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

13. SOCIAL VALUE IMPLICATIONS

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

14. ENVIRONMENTAL IMPLICATIONS

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

15. HUMAN RESOURCE IMPLICATIONS

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

16. APPENDICES

16.1 Appendix A: Quarter 3 statistics

17. CONTACT OFFICERS

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

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

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

18. BACKGROUND PAPERS

18.1 None