



Hertsmere Borough Council

CCTV Partnership Joint Executive Agenda

Monday, 20 October 2025 at 7.00 pm

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

Membership

Councillor

Councillor I Albert
Councillor R Broom
Councillor A Daar
Councillor M Goldspink
Councillor P Hodgson-Jones
Councillor T Plater

Councillor

Councillor M Amron
Councillor V Bryant
Councillor M Debenham
Councillor C Gray
Councillor J Hollywell
Councillor C Wilson

Enquiries about this Agenda to:

Alex Moore, Democratic Services Officer
Loran Kingston, Community Safety Manager

Email: democratic.services@hertsmere.gov.uk

You can look at a paper copy of the non-confidential committee agenda and reports of officers at least five working days before the meeting at The Civic Offices, Elstree Way, Borehamwood, Hertfordshire, WD6 1WA.

You can look at an electronic version on the non-confidential committee agenda and reports of officers at least five working days before the meeting at <https://hertsmere.moderngov.co.uk/>.

For directions to the meeting venue, please visit www.hertsmere.gov.uk/Contact-Us.aspx

Under the [The Openness of Local Government Bodies Regulations 2014](#), any member of the Public may record meetings provided it does not cause a disruption. As such, if you are attending a Council meeting physically you accept that you may be captured on their recording, or the Council's systems.

Where Council meetings are webcast, you can watch them live on YouTube and they are normally available after the meeting: <https://www.youtube.com/@HertsmereWebcasts>

Contact Democratic Services democratic.services@hertsmere.gov.uk for any further information.

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

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 a Chair

To elect a Chair for the meeting.

From the Joint CCTV Executive Committee terms of reference:

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

2. Membership, substitutions and terms of reference

- i. To note changes in membership of the Executive since its last meeting, held on 25 March 2025. (Pages 5 - 8)

All four member councils have reviewed their appointments to the Executive. The membership is now as follows:

East Herts District Council:

Councillors Alex Daar, Mione Goldspink and Chris Wilson

Hertsmere Borough Council:

Councillors Marc Amron, Christian Gray and Paul Hodgson-Jones

North Herts District Council:

Councillors Ian Albert, Val Bryant and Mick Debenham

Stevenage Borough Council:

Councillors Rob Broom, Jackie Holywell and Tom Plater

- ii. To note substitute members attending this meeting.
- iii. To note the **ATTACHED** terms of reference.

3. Communications and apologies for absence

- i. Communications (if any) relating to business on the agenda.
- ii. Apologies for absence.

4. Declarations of interest

To receive and note declarations of interest.

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. Members 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. Minutes of the previous meeting

To review and approve the **ATTACHED** minutes of the meeting held on 25 March 2025. (Pages 9 - 12)

6. Chair's announcements

To receive any announcements the Chair wishes to make.

7. CCTV Officer Management Board report

To receive the **ATTACHED** report from Steve Cook, CCTV Officer Management Board member. (Pages 13 - 20)

8. Operations and performance report

To receive the **ATTACHED** report from CCTV Operations Manager Steve Cook. (Pages 21 - 66)

The following appendices are enclosed:

- A. Operational code of practice
- B. Partner and client list and areas of CCTV coverage
- C. Statistical overview, Q2, 2025/26

9. Any other business

To consider any additional business, raised with Officers or the Chair and considered urgent.

10. Date and venue of next meeting

To be confirmed.

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

9 October 2025

This page is intentionally left blank

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 as 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.

This page is intentionally left blank

NORTH HERTFORDSHIRE DISTRICT COUNCIL

CCTV PARTNERSHIP JOINT EXECUTIVE

**MEETING HELD IN THE COUNCIL CHAMBER, DISTRICT COUNCIL OFFICES, GERNO
ROAD, LETCHWORTH, SG6 3JF
ON TUESDAY, 25TH MARCH, 2025 AT 7.30 PM**

MINUTES

Present: *Councillors: Ian Albert (Chair), Val Bryant, Mick Debenham, Alex Daar, Christian Gray, Jackie Holywell and Chris Wilson.*

In Attendance: *Richard Baldock (Procurement & Compliance Manager - Stevenage Borough Council), Faith Churchill (Democratic Services Apprentice), Kerry Clifford (Assistant Director Housing and Neighbourhoods - Stevenage Borough Council), Steve Cook (CCTV Operations Manager - Hertfordshire CCTV Partnership), Ian Couper (Service Director - Resources) and Robert Filby (Trainee Committee, Member and Scrutiny Officer).*

Also Present: *At the commencement of the meeting there were no members of the public.*

1 ELECTION OF A CHAIR

Councillor Val Bryant proposed and Councillor Mick Debenham seconded and, 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 Marc Amron (Hertsmere Borough Council), Lloyd Briscoe (Stevenage Borough Council), Mione Goldspink (East Herts Council), Paul Hodgson-Jones (Hertsmere Borough Council), and Conor McGrath (Stevenage Borough Council).

3 MINUTES - 24 OCTOBER 2024

Councillor Ian Albert, as Chair, proposed and Councillor Val Bryant seconded and, following a vote, it was:

RESOLVED: That the Minutes of the Meeting of the Committee held on 24 October 2024 be approved as a true record of the proceedings and be signed by the Chair.

4 CHAIR'S ANNOUNCEMENTS

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 OFFICER MANAGEMENT BOARD AND OPERATIONS MANAGER REPORT

The Service Director – Resources, North Herts Council, presented the report entitled 'CCTV Officer Management Board and Operations Manager Report' and advised that:

- The budget and forecast for 2024/25 were detailed in paragraph 8.1 of the report with the vacant staff position reflected within these and the variance to the budget. The CCTV Operations Manager had been covering the work arising from the vacant position on a temporary overtime basis, but a more permanent solution would need to be found.
- The table at paragraph 8.2 showed the budget and forecast for 2024/25 as a split between the partners of the Joint Executive.
- SSG had asked for an exceptional inflationary increase (above 2.6%) to their service charge for 2025/26, however, there were no provisions in the contract for this and as such, the agreed rate in the contract had been applied.
- The budget for 2025/26 was set out in paragraph 8.3. The budget for employees was based on the previously established position before the vacancy arose.
- With the CCTV Operations Manager effectively working two roles, they would look to fill the vacancy in the coming financial year.
- The changes to the number of camera units per partner organisation were outlined in the table, with East Herts Council overtaking North Herts Council in terms of camera units.

The Procurement & Compliance Manager, Stevenage Borough Council, provided an update and advised that:

- Since the last meeting, an Invitation to Tender for an upgrade of the control room hardware and an ongoing support contract had been released. Eleven expressions of interests had been received but only one bid. A benchmarking evaluation exercise had been used to ensure value for money.
- Maintenance costs would be within budget and the costs for the upgrade were forecast to come below the original estimate.
- They would await confirmation from East Herts and Hertsmere before proceeding with the award process.

The CCTV Operations Manager provided more information and advised that:

- Regular updates were provided by the CCTV Operations Manager on performance, camera usage and incident data to the Officer Management Board.
- An upgrade of Hertford Town Centre cameras had been complete and a quotation for a new cabinet had been sent to Hertford Town Council which was awaiting approval.
- North Herts had recently completed a refresh of their CCTV cameras. They had just one outstanding update to complete in addition to one new location which was awaiting permission from the building owner.
- Hertsmere had ordered a new CCTV camera to be installed on Theobald Street, Borehamwood.
- East Herts had one camera outstanding due to questions being asked about its location. A broadband connection was also long overdue at the site. However, camera upgrade installation at Gascoyne Way Car Park was underway and due to be complete in March 2025.
- Stevenage Borough Council CCTV Housing Phase Three was awaiting one broadband connection at Ingelheim Court. Dunn Close had suffered a few setbacks due to contractors but would look to start installation in April 2025. A CCTV upgrade in Popple Way would start later in the month and another CCTV upgrade in Almond Lane Cemetery would be completed soon.
- The Control Room continued to expand with over 1568 cameras that were monitored both pro-actively and re-actively, across the Partnership and the Company.

- An upgrade of the current Analogue Link that ran from the CCTV Control Room to Police HQ was due and Police HQ ICT had been made aware of this upgrade to a Digital Link.
- No applications for RIPA and no Data Protection Act/GDPR breaches had been received or taken place since the last meeting.
- Appendix A, which detailed the statistics for Q3 2024-25 along with previous monthly reports could be found on the website and included comparisons on previous data.

The following Members asked questions:

- Councillor Ian Albert
- Councillor Alex Daar
- Councillor Mick Debenham

In response to questions, the CCTV Operations Manager advised that:

- There was police presence in the Control Room.
- One of the camera links at Ivel Court in Letchworth was discovered to be nonfunctional. This had been reported to Virgin, following which engineers ran tests and found breaks in the fibre. This had been further escalated and the repairs would take place in the coming week.
- Currently, the monthly reports were easier to view on a PC rather than a mobile device, but the proposed software upgrade would change this.
- Generally, staff were busier as there were more cameras to manage which meant a higher chance of incidents.
- No incident trends had been identified across the districts and boroughs.

In response to questions, the Procurement & Compliance Manager advised that they were looking at two options to fill the current vacancy, creating a Business Support Officer position to take on lower-level duties or recruiting a part-time employee to focus on business development. Both options would produce a cost saving and the capacity was there for both, however, it was currently unknown which option would be taken.

Councillor Ian Albert proposed and Councillor Alex Daar seconded and, following a vote, it was:

RESOLVED: That the Joint Executive provided comments and noted the report.

REASON FOR DECISION: To agree the strategic and policy issues in relation to the CCTV Partnership. They therefore receive regular updates from the Officer Management Board.

6 DATE OF NEXT MEETING

The Chair led discussion on the date of the next meeting and proposed for the next meeting to take place in June.

The Service Director – Resources highlighted that meetings of the Joint Executive normally took place every six months.

The Chair advised that due to party conference season, the next meeting should take place in mid-October, with formal confirmation to come after the meeting.

The meeting closed at 7.50 pm

Chair

This page is intentionally left blank

Stevenage Borough Council Report

CCTV Joint Executive

Date of meeting: Monday 20th October 2025

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 2 budget position.

RECOMMENDATIONS FOR THE CCTV JOINT EXECUTIVE:

- a) that the committee considers and provides any feedback on the Quarter 2 financial position for 2025/26

1.0 Background

- 1.1 At its meeting of 26th 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, Hertsmer, 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.

	2025/26 Partnership Estimates Q2					
	2025/26 Budget	2025/26 Actuals	2025/26 Projection	2025/26 Var to Budget	Comments	
Employees	124,310	36,516	124,310	0	Arrangements being reviewed with the vacant BDM post-any in year vacancy saving will be offset against a shortfall in income from the company.	
Premises Related	43,320	18,050	43,320	0		
Transport Related	920	715	920	0	Additional mileage cost - to be split between Partnership/Company accordingly	
Supplies and Services	640,890	186,196	640,890	0		
Recharges	18,000	8,043	18,000	0		
Income from Company	-275,150	-2,000	-274,922	228	Small change in camera unit numbers during 25/26	
Balance to recover from partners	552,290	247,520	552,518	228		
					Average Camera No. + % of Total Cameras	
Stevenage Borough Council	266,490		268,700	2,208	130 cameras. 48.63%- Small increase in camera no's	
East Hertfordshire District Council	105,960		105,260	-700	51 cameras. 19.05%	
Hertsmere Borough Council	77,260		76,710	-550	37 cameras. 13.88%	
North Hertfordshire District Council	102,580		101,850	-730	49 cameras. 18.43%	
	552,290		552,520	228	267 cameras. 100%	

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

Richard Baldock Procurement & Compliance Manager, Stevenage Borough Council

Tel: 07936 360945

Email: richard.baldock@stevenage.gov.uk

Report Author

Richard Baldock Procurement & Compliance Manager, Stevenage
Borough Council

Tel: 07936 360945

Email: richard.baldock@stevenage.gov.uk

This page is intentionally left blank

Meeting CCTV Partnership Board Meeting
Portfolio Area SDS, Stevenage Borough Council
Date 8th October 2025



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 2025.
2. There have been no Data Protection Act/GDPR breaches or complaints since the last Officers Board meeting.
3. Hertford Town Council have Mobile Cameras to be installed on Hartham Common but are awaiting confirmation of ownership of Electrical supply to be able to program in works by 3G Pitch.
4. North Herts District Council have completed a refresh of their CCTV cameras which cover North Herts. There is still an intermittent fibre issue with one camera 823 which has ongoing investigations in conjunction with Virgin but has still not been resolved. The 1 new camera location in Hitchin which was awaiting permissions has finally come back with a refusal from the building owner.

Letchworth Multi-storey Car Park Adpro recorder issue to be upgraded with a service spare NVR

5. East Herts: Hertford Theatre phase 1 & 2 has been completed with 1 extra camera now looking to be installed which we are awaiting a date from Beam.
Gascoyne Way Car Park has 1 Camera not currently working due to an outstanding power/cable issue.
6. SBC CCTV Housing phases 1 to 3 have now been completed. Still awaiting 1 Broadband connection at Ingelheim Court. Dunn Close has been installed and is 98% complete but is awaiting fibre connection and a cabinet to be installed.
Stevenage Indoor Market order has been sent to Contractor for installation of first and second fix. Guide for installation works are 2 weeks first fix and 2 week second fix.
Awaiting confirmation of Electrical works have been completed before installation can commence at this site.
Customer Service Centre additional cameras and panic alarms have been installed.
Quotation has been requested for 5 cameras on Primmet Road in Stevenage.
A quotation for SBC Cavendish Road Depot CCTV recorder to be relocated and connected to the control room has been supplied and we are awaiting a Purchase order.
SBC - Shephallbury Park Depot Adpro recorder to be upgraded with a service spare NVR
SBC – Gladstone Court awaiting quotation for extra cameras to cover lift foyer on each floor and Office area.
7. Ware Town Council Camera 55 proposed move at the Lido is progressing.
Stock has arrived and awaiting confirmation from Lido that the scaffolding has been removed so works can be completed.
8. Hertsmere have had a 1 new camera installed on Theobald Street and this will be added to the existing network infrastructure once a power issue has been rectified. This issue has been reported to HCC and Ringways directly.
Quotation for a replacement CCTV Recorder has been sent and we are awaiting purchase order.
9. The Control Room continues to expand and grow with over 1610 cameras that are now monitored pro-actively and re-actively, for both the Partnership and the Company.
10. The CCTV Control room equipment upgrade order has been placed and the works are currently underway inline with the below dates as a current guide subject to change:

Veracity's proposed programme.

Pre-installation site visit – 2nd October PM

FAT/Training @ VSYS – 20th to 23rd October

Ship Hardware – 23rd/24th October

Install & onsite training - 27th to 31st October

All works due in the control room will have minimal down time while the equipment is being installed.

This page is intentionally left blank



HERTFORDSHIRE
CCTV
PARTNERSHIP LTD



HERTFORDSHIRE CCTV PARTNERSHIP

OPERATIONAL CODE OF PRACTICE

CCTV Code of Practice April 2025

Issued	3rd April 2025
Version Number	1.0 / 25
Review Date	3rd April 2026



HERTFORDSHIRE CCTV PARTNERSHIP LTD

Contents

1. INTRODUCTION	3
2. TERMS AND REFERENCES.....	5
3. THE PURPOSE STATEMENT	7
4. PRIVACY.....	7
5. DATA PROTECTION	8
6. REGULATION OF INVESTIGATORY POWERS	8
7. DATA PROTECTION CODE OF PRACTICE FOR SURVEILLANCE CAMERAS.....	9
8. OTHER LEGISLATION	9
9. CHANGES TO THIS CODE	9
10. PUBLIC INFORMATION	10
11. RESIDENTIAL PROPERTY.....	10
12. ASSESSMENT OF THE NETWORK	10
13. MAINTENANCE OF THE SYSTEM	11
14. CONTRACTORS.....	12
15. AIMS AND OBJECTIVES	12
16. REPORTING AND EVALUATION	13
17. PERMITTED USES OF THE CCTV SYSTEM	14
18. EXCLUSIONS	15
19. COMPLIANCE WITH THE CODE	15
20. BREACHES OF THE CODE.....	16
21. CONTROL ROOM OPERATIONS AND MANAGEMENT.....	17
22. INDEPENDENT INSPECTORS.....	17
23. COMPLAINTS.....	18
24. RECORDED MATERIAL.....	19

Issued	3rd April 2025
Version Number	1.0 / 25
Review Date	3rd April 2026

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

1. INTRODUCTION

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

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

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

Reduce the fear of crime and anti-social behaviour.

Deter or reduce incidents of environmental crime.

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

Issued	3rd April 2025
Version Number	1.0 / 25
Review Date	3rd April 2026



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.

Issued	3rd April 2025
Version Number	1.0 / 25
Review Date	3rd April 2026

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

Issued	3rd April 2025
Version Number	1.0 / 25
Review Date	3rd April 2026

‘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.

Issued	3rd April 2025
Version Number	1.0 / 25
Review Date	3rd April 2026

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

Issued	3rd April 2025
Version Number	1.0 / 25
Review Date	3rd April 2026

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

Issued	3rd April 2025
Version Number	1.0 / 25
Review Date	3rd April 2026

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.

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

Issued	3rd April 2025
Version Number	1.0 / 25
Review Date	3rd April 2026

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: -

Issued	3rd April 2025
Version Number	1.0 / 25
Review Date	3rd April 2026



HERTFORDSHIRE CCTV PARTNERSHIP LTD

- 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

Issued	3rd April 2025
Version Number	1.0 / 25
Review Date	3rd April 2026

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.

Issued	3rd April 2025
Version Number	1.0 / 25
Review Date	3rd April 2026



- 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.

Issued	3rd April 2025
Version Number	1.0 / 25
Review Date	3rd April 2026

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.

Issued	3rd April 2025
Version Number	1.0 / 25
Review Date	3rd April 2026

- 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.

Issued	3rd April 2025
Version Number	1.0 / 25
Review Date	3rd April 2026

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.

Issued	3rd April 2025
Version Number	1.0 / 25
Review Date	3rd April 2026

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.

Issued	3rd April 2025
Version Number	1.0 / 25
Review Date	3rd April 2026

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 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

Issued	3rd April 2025
Version Number	1.0 / 25
Review Date	3rd April 2026

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.

Issued	3rd April 2025
Version Number	1.0 / 25
Review Date	3rd April 2026



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.

Issued	3rd April 2025
Version Number	1.0 / 25
Review Date	3rd April 2026



HERTFORDSHIRE CCTV PARTNERSHIP LTD

Document Review Date: 3rd April 2025

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

Version	Implemented By	Revision Date	Approved By/Title	Approval Date	Reason
EX. 1.1	<Author name>	<dd/mmm/yy>	<name>	<dd/mmm/yy>	<reason>
1.0	Steve Cook	03/04/2025	Steve Cook	03/04/2025	Reviewed and renewed

Issued	3rd April 2025
Version Number	1.0 / 25
Review Date	3rd April 2026



HERTFORDSHIRE
CCTV
PARTNERSHIP LTD



This page is left intentionally blank

Issued	3rd April 2025
Version Number	1.0 / 25
Review Date	3rd April 2026

Hertfordshire CCTV Partnership

Hertfordshire CCTV Partnership is made up of four main partners:

- Stevenage Borough Council
- North Hertfordshire District Council
- East Hertfordshire District Council
- Hertsmeire 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/>



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	

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

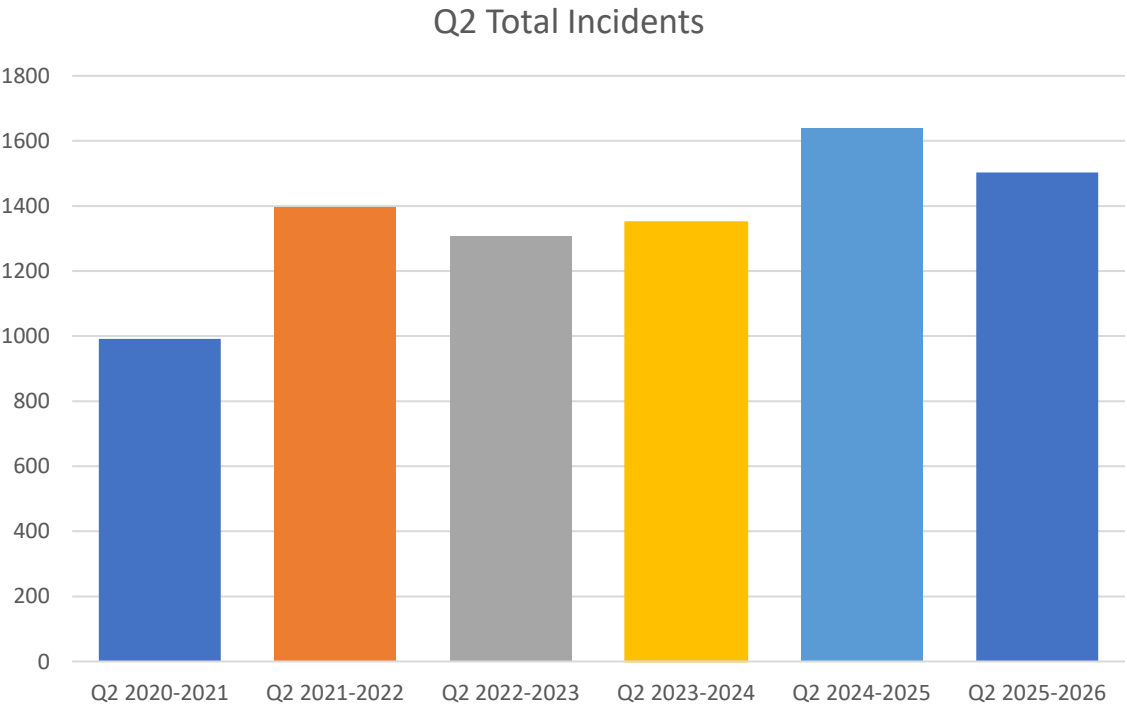
- The CCTV Control Room Recorded 6276 incidents in the year 2024/25
- This was an increase from 5707 incidents in 2023-24 and an increase from 4965 the year before
- As of Q2 2025-26 the control room has recorded 2876 Incidents



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	
November	263	530	262	494	534	
December	277	431	320	551	509	

Control Room Total Incident Data Q2 2025-26

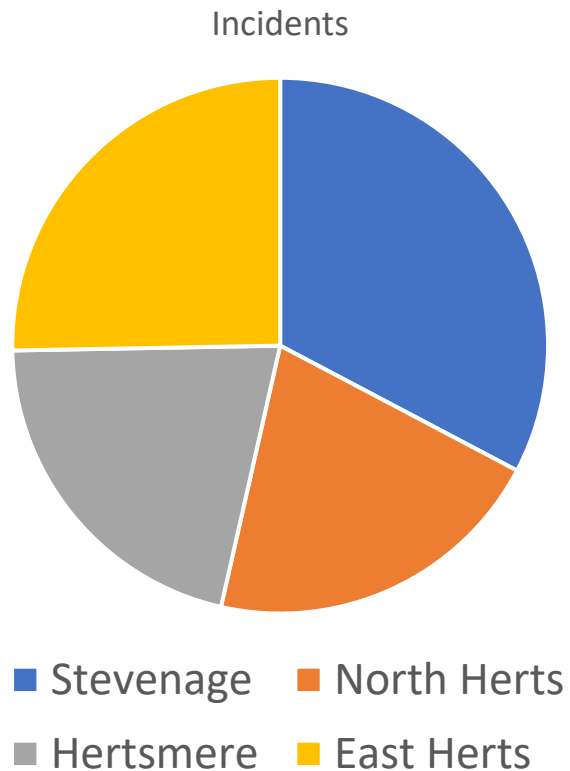
- The CCTV Control Room recorded 1503 Incidents in Q2 2025-26 Relating to CCTV
- This was a decrease from 1641 incidents in Q2 2024-25 and an increase from 1350 the year before



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

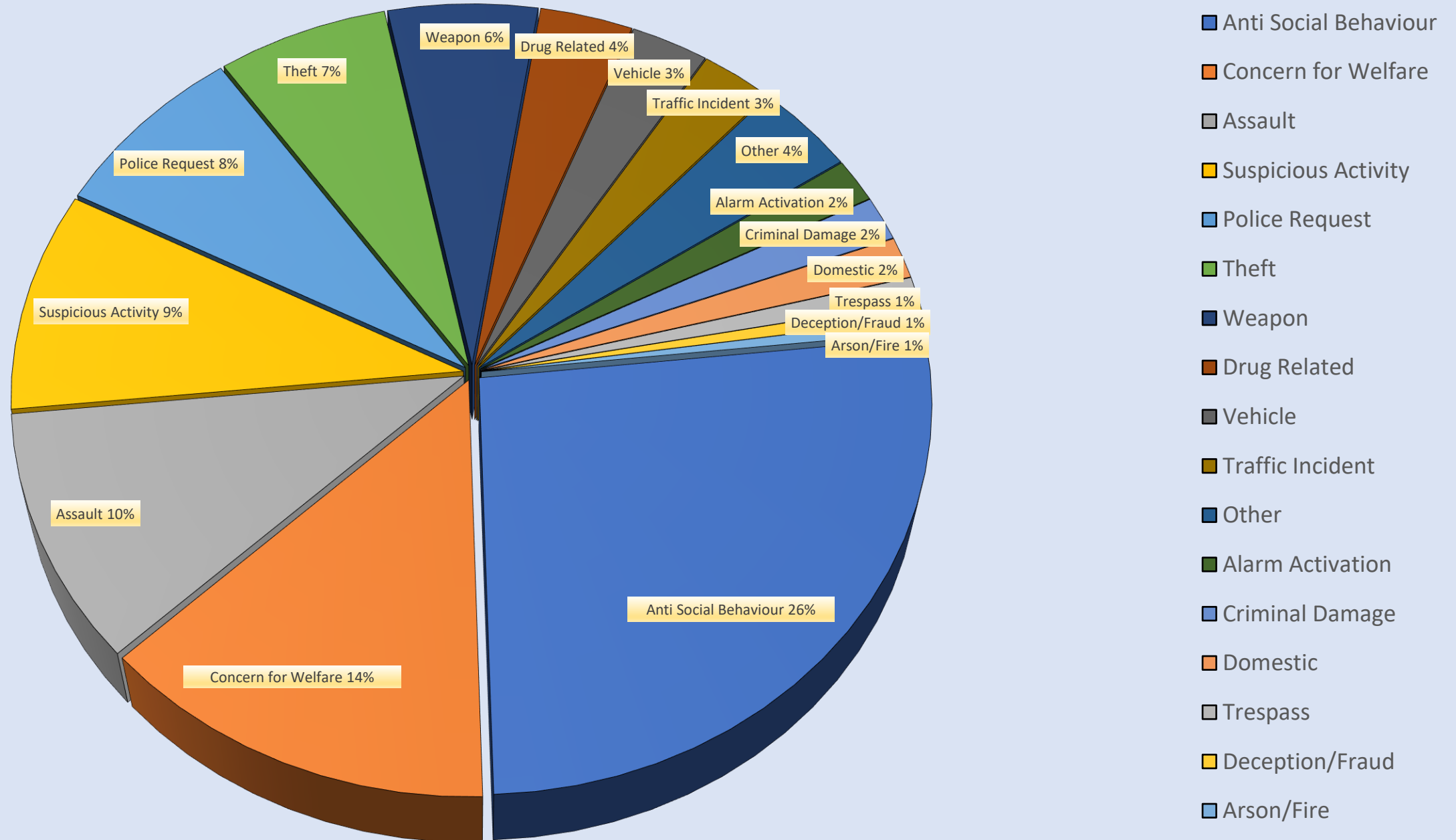
Incident Statistics By Partner

Q2 2025-2026



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

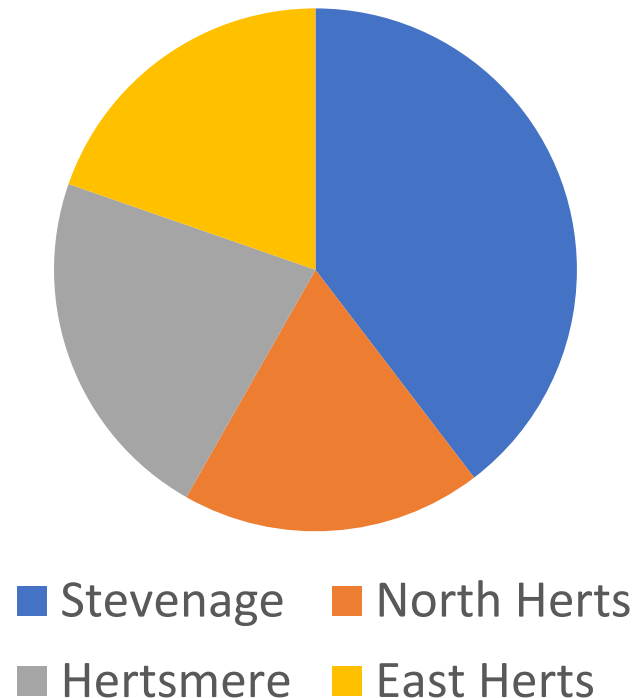
Incident Category Split All Partners Q2 2025 - 2026



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



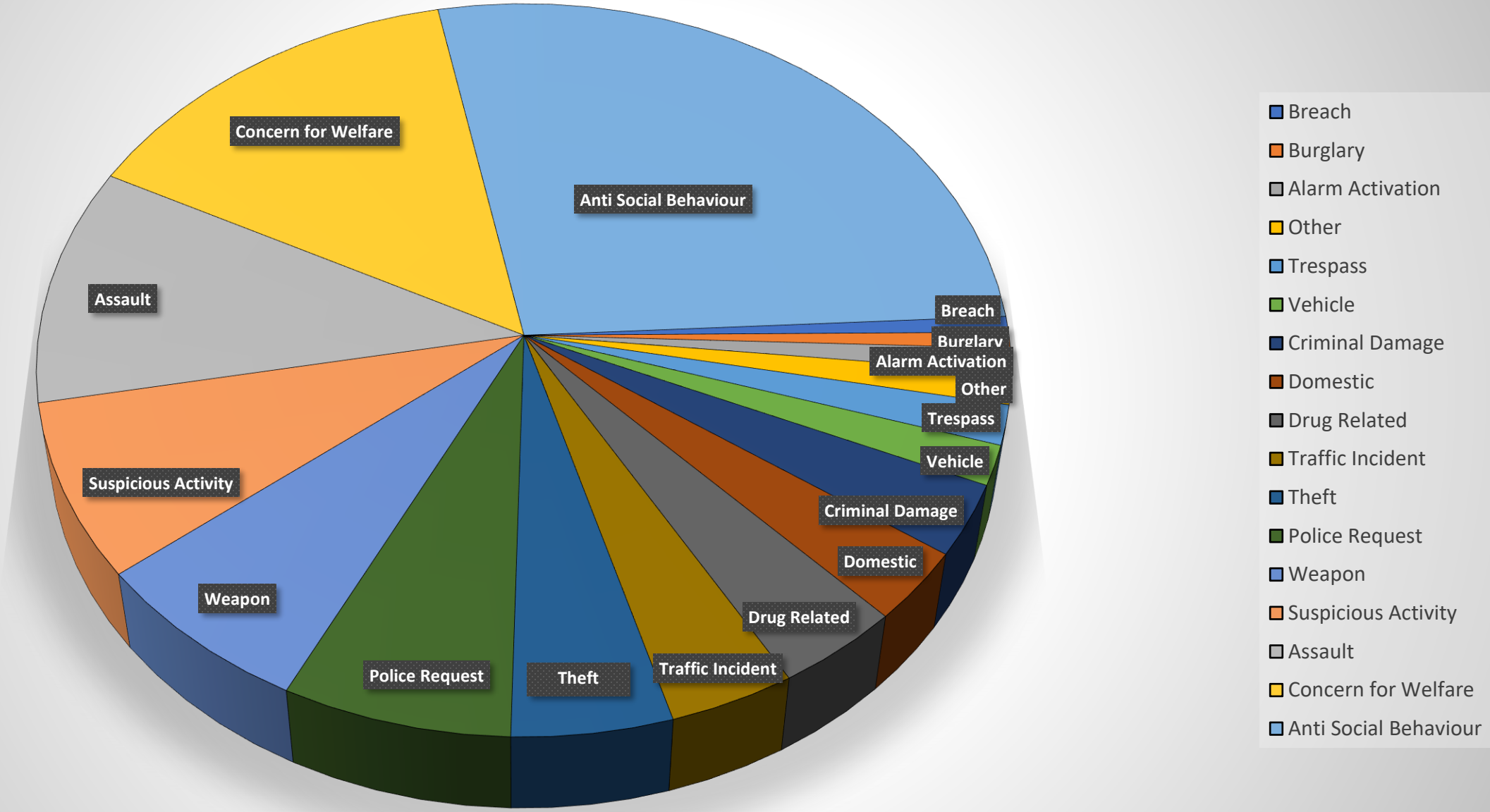
Partner	Footage Requests
North Herts	69
East Herts	73
Hertsmere	82
Stevenage	147

Stevenage Incidents Q2 2025-2026

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

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

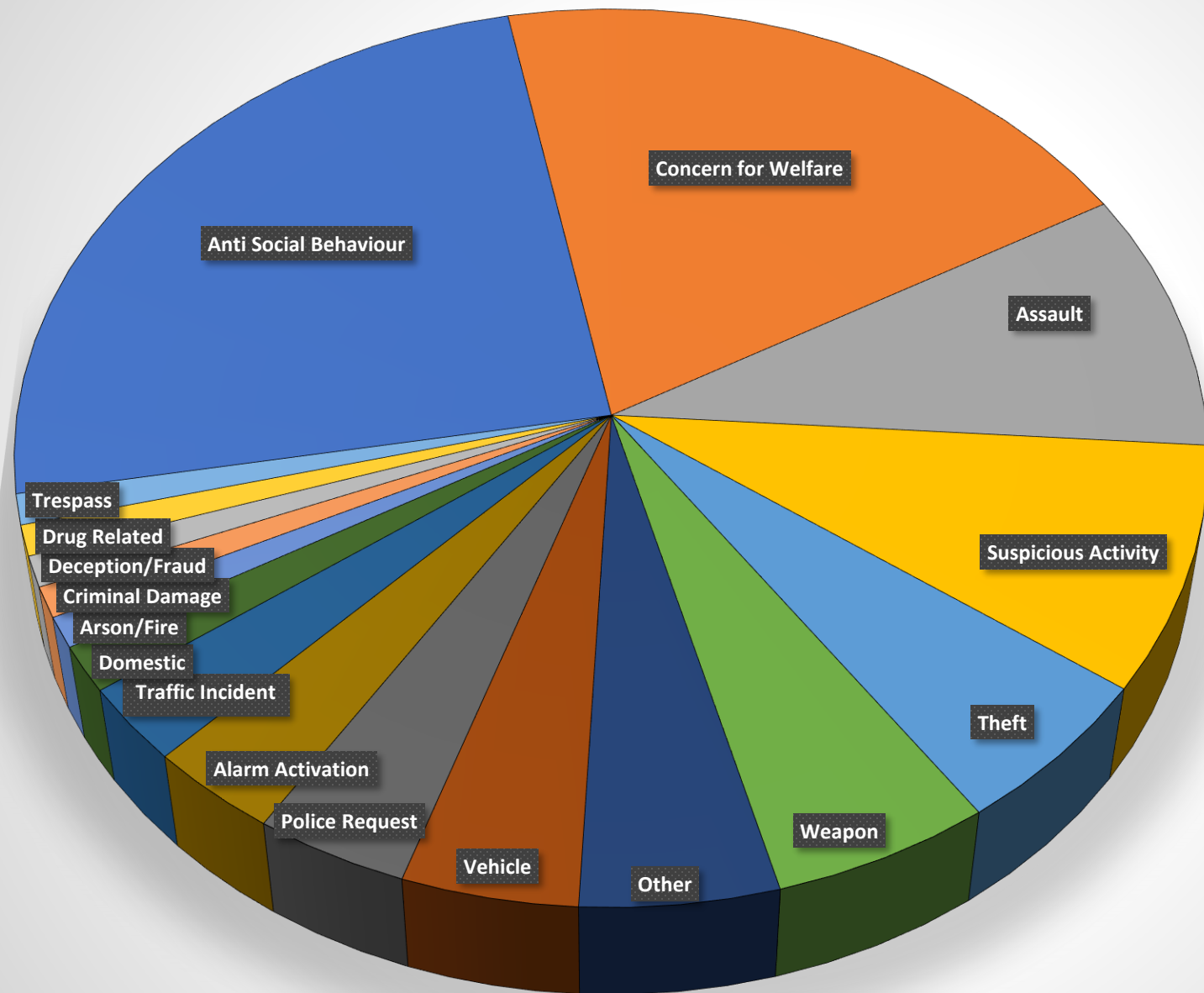


North Herts Incidents Q2 2025-2026

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

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



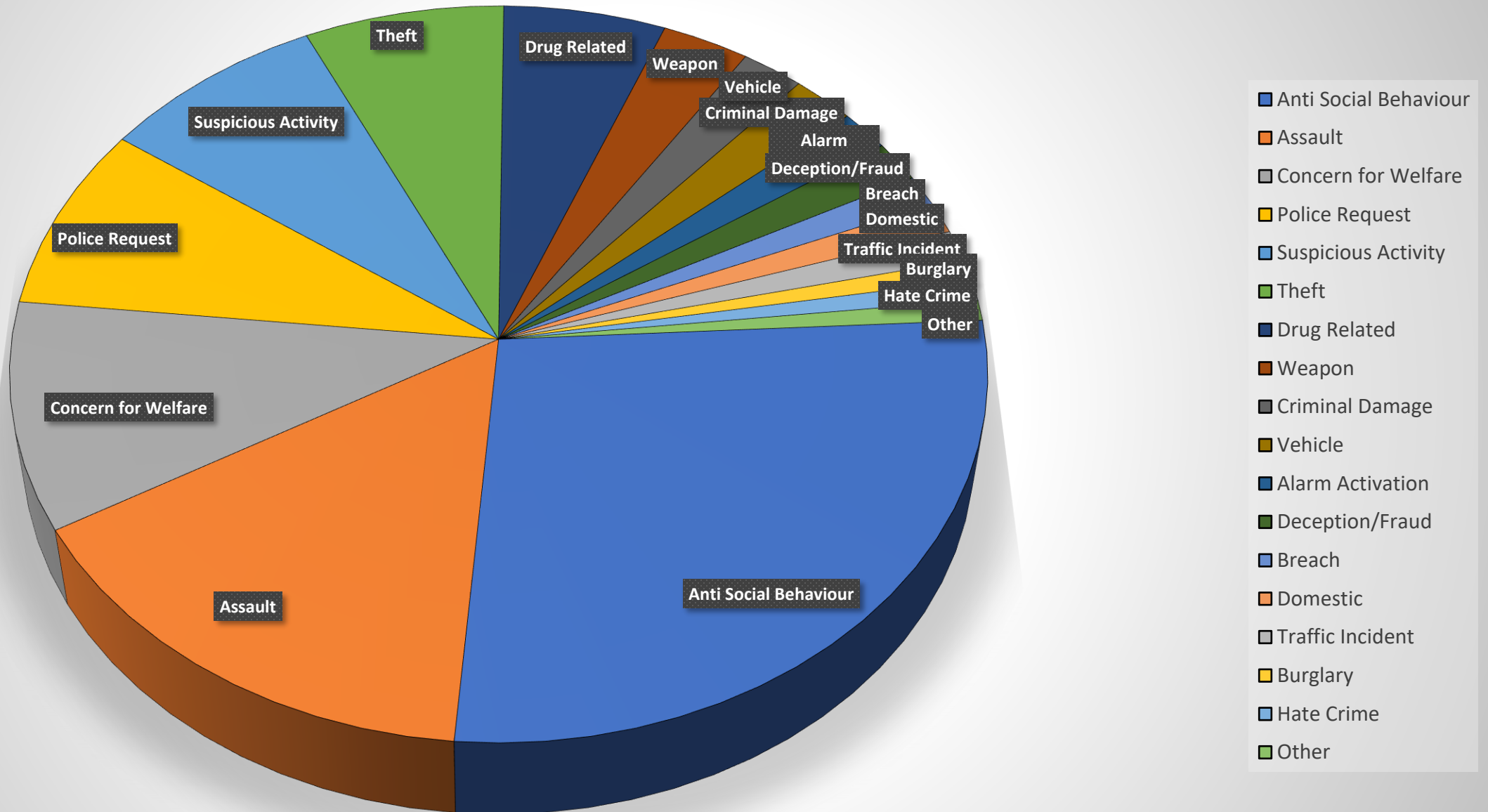
- Anti Social Behaviour
- Concern for Welfare
- Assault
- Suspicious Activity
- Theft
- Weapon
- Other
- Vehicle
- Police Request
- Alarm Activation
- Traffic Incident
- Domestic
- Arson/Fire
- Criminal Damage
- Deception/Fraud
- Drug Related
- Trespass

East Herts Incidents Q2 2025-2026

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

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

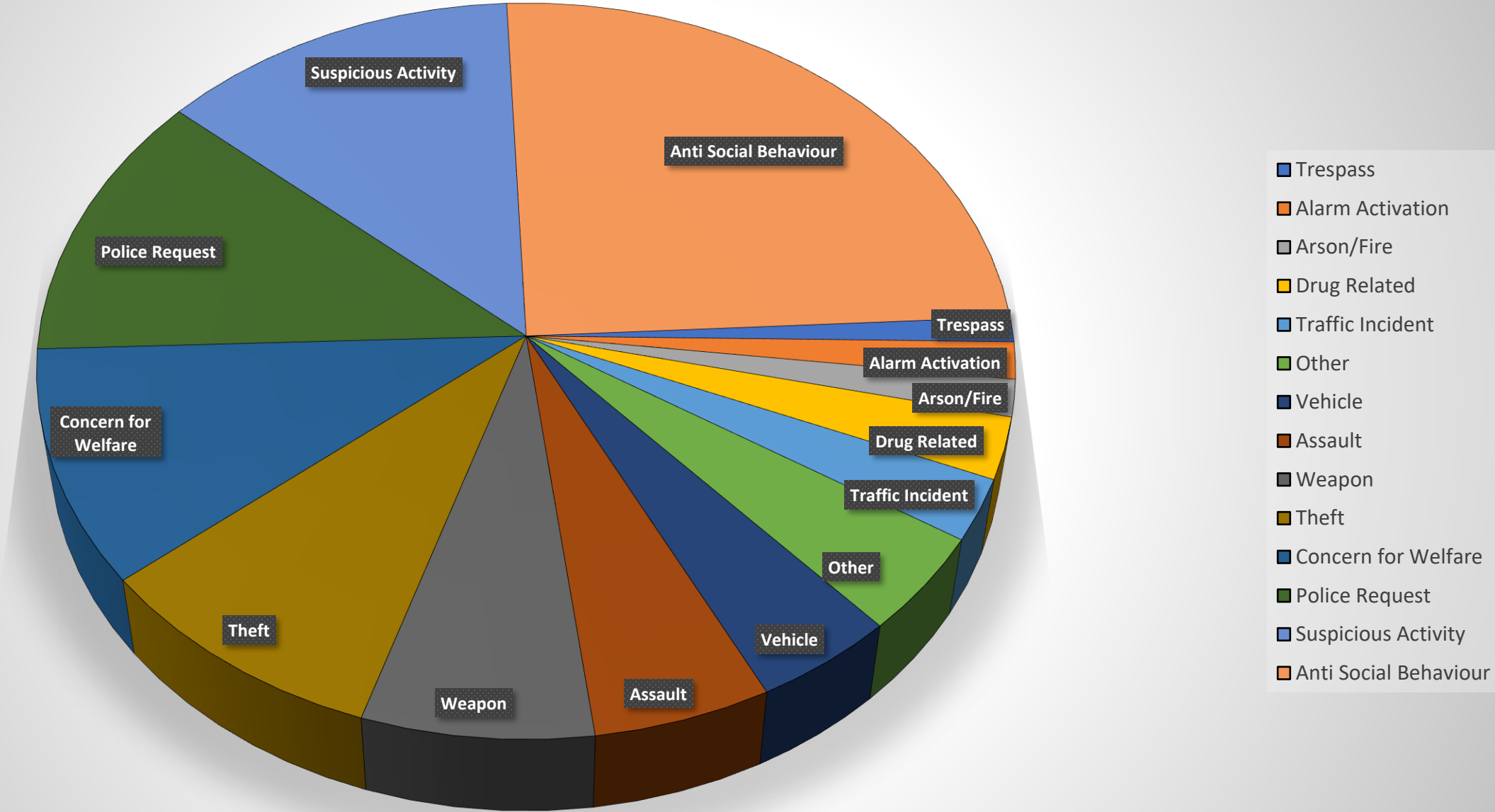


Hertsmere Incidents Q2 2025-2026

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

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



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

