



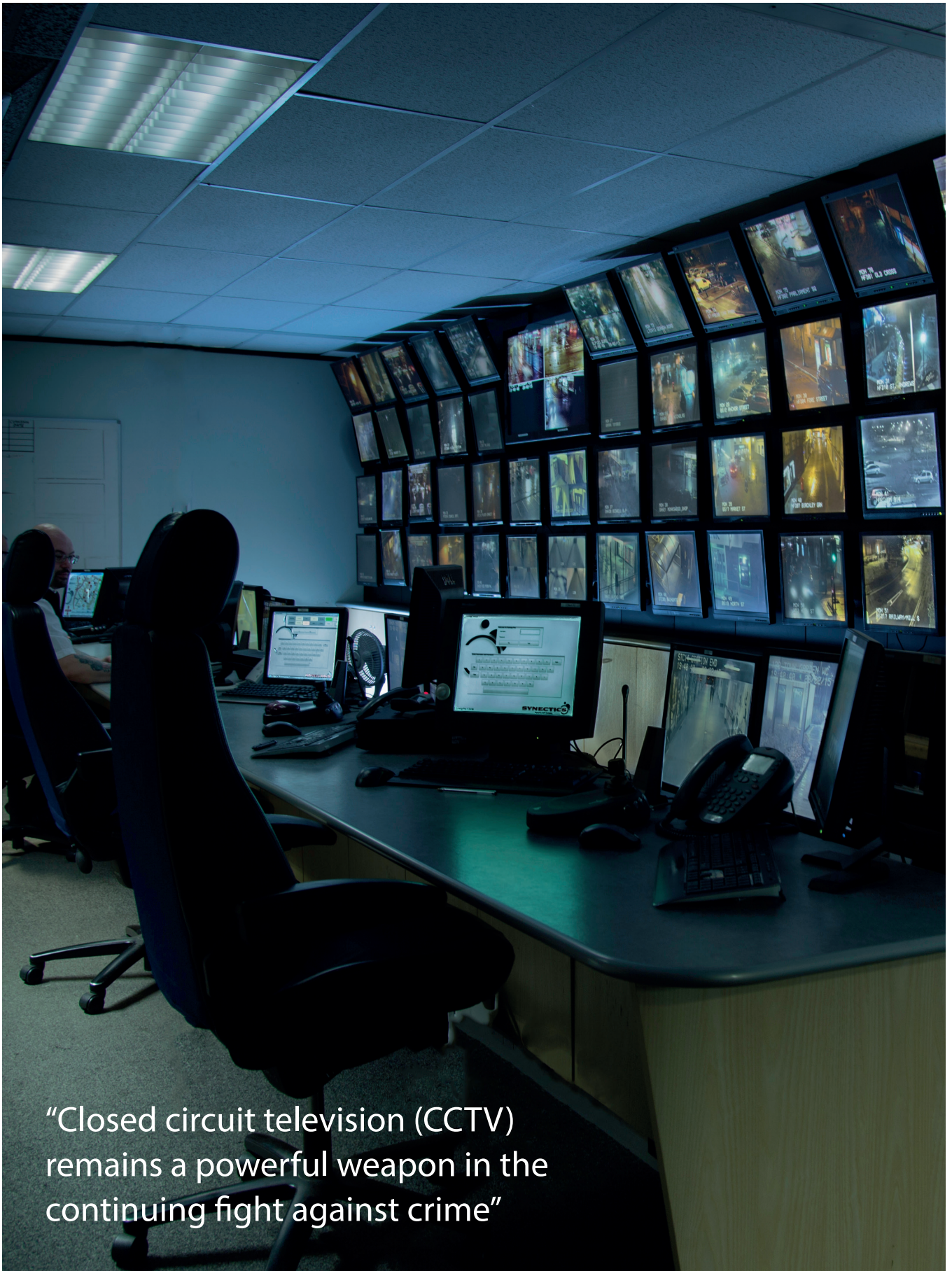
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Annual Operations Report

2017/18

*Produced by M.Read
Operations Manager*





“Closed circuit television (CCTV) remains a powerful weapon in the continuing fight against crime”



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Closed circuit television (CCTV) remains a powerful weapon in the continuing fight against crime, particularly when integrated with other crime reduction methods such as the Town's Radio-Link Systems and a positive relationship with the Police Authorities.

The Police also have a system called Live-View which allows officers on the ground to watch our video feed 'live' on hand held devices. It is currently being used by officers on the ground to monitor suspects without being in their line of sight. Officers can watch our feed, see the crime being committed and then swoop with full knowledge of the events that have transpired.

Hertfordshire CCTV Partnership supports all the principles contained within:

- The Data Protection Act 1998
- The Human Rights Act 1998
- The Regulatory and Investigatory Powers Act 2000
- The Protection of Freedoms Act 2012.
- GDPR Act 2018 (As from 25th May 2018)

In 2015 the Surveillance Camera Commissioner produced a document entitled "Surveillance Camera Code of Practice". The purpose of the code is to ensure that individuals and wider communities have confidence that surveillance cameras are deployed to protect and support them. The government considers that wherever overt surveillance in public places is situated in pursuit of a legitimate aim and meets a pressing need, any such surveillance should be characterised as surveillance by consent, and such consent on the part of the community must be informed consent and not assumed by a system operator.

It is recognised that the HCCTVP system may be considered to infringe on the privacy of individuals. In compliance with the Surveillance Camera Code of Practice, issued by the Surveillance Camera Commissioner in June 2013 in accordance with Section 30 (1) of The Protection of Freedoms Act 2012, a 'PIA' (Privacy Impact Assessment) was completed for each camera location in June 2015 to ensure its legality and legitimacy by the CCTV Operations Manager.

www.gov.uk/government/organisations/surveillance-camera-commissioner

Along with the PIA's Local Authorities were requested to complete a self-assessment tool called the 12 Guiding Principles. Hertfordshire CCTV Partnership is committed to show transparency by publishing the 12 Guiding Principles together with all the Privacy Impact Assessments which can be viewed on our web site:- www.hertfordshirecctv.co.uk .These are reviewed annually.



This report looks at all CCTV records held by Hertfordshire CCTV Partnership equipment stats, incidents, and evidence production details which were recorded in the year 2017/18. By comparison to the previous year it provides us with a 12 month analysis period in which to evaluate the performance of the CCTV system.

The Hertfordshire CCTV Partnership comprises Stevenage Borough Council, North Hertfordshire District Council, East Hertfordshire District Council, and Hertsmere Borough Council. The Partnership's CCTV control room operates out of Stevenage and provides 24 hours CCTV coverage 365 days a year across Hertfordshire and Central Bedfordshire by a team of operators who work a rotating shift pattern. Depending on times and operational demands the control room is staffed by 3 operators and a Manager. The operators are employed by Broadland Guarding Services Limited.



- Letchworth Garden City Heritage Foundation
- Central Bedfordshire Council
- Hertfordshire County Council (Schools)
- Stevenage Borough Council (Out of Hours)
- Lone Workers (EHDC) and Business Continuity Plan (EHDC)
- Redbrick Property Management

We continue to maintain our status of being one of the largest geographical CCTV networks in Europe and are actively seeking to add more sites to our estate. At the time of publication the total number of cameras monitored by the Control Room is 565.

EoYRt-CAM01

EoYRt-CAM02

EoYRt-PolEa-mobile



System equipment is well maintained and replaced at the end of its operational life to ensure system integrity and high performance.

As reported in last year's Annual Report, we continue to review a rolling replacement programme on our current cameras and have now upgraded 69 Static Cameras from 'Shoebox' to 'Red Vision' PTZ 1080P model over the last 24 months as the old stocks were beyond economical repair and obsolete.

ADPRO Fastrace 2 was introduced in 2015/16 as the replacement of the ADPRO Fastrace 1 units. I have to report that 19 locations with a total of 153 cameras have been migrated onto this system and it is envisaged that more locations will follow suit when they wish to upgrade or their system is beyond economical repair.

EoYRT-FT01 & 2

The introduction of HIK Vision cameras in Q2 of 2017 has resulted in 43 units now being in operation.

BORIS continues to record and regulate all our frontline operations and has been further upgraded to enhance developments within the partnership.

ABOT (Automated Back Office Tasks) was introduced in 2016 and is now responsible for:-

- basic maintenance of the data and tables stored in BORIS
- Production and distribution of daily, weekly and monthly management reports
- Production of Supervisor weekly paperwork
- Daily backup of BORIS

We continue to review our website and improvements are on-going. All reports, Stats, Management and Client reports, Guiding Principles, PIA's, Codes of Practice, Camera Shy Newsletters, Google Mapping of Camera locations and much more are all on the website showing complete transparency. All requests for any CCTV footage from our Partners and the general public now go through the web site.

The HCCTVP Camera Shy Quarterly publication continues to inform all our Partners and clients of a number of incidents that show that the Control Room continues to add a great service not only to the Police and emergency services but also to the general public – to view these publications you can access them on our web site.



The control room continues to make good use of its three main communication systems alerting controllers to incidents that are in progress across the estate:

- Airwave (police) Radios
- Shop/Pub-link Radios
- Direct telephone link to the police force control room (FCR) for Hertfordshire and Bedfordshire.

EoYRt-Users

During the period 01/04/17-31/03/18 recorded events were initiated from the following sources:-

| Events Initiated by | Events | % of Total | Police Attended | Resulting Arrests |
|---------------------|--------|------------|-----------------|-------------------|
| ADPRO | 46 | 0.11 | 20 | 2 |
| POLICE CONTROL | 1416 | 34.1 | 757 | 224 |
| CONTROLLER | 426 | 10.28 | 268 | 108 |
| AIRWAVES | 1270 | 30.66 | 173 | 392 |
| OTHER | 73 | 1.76 | 46 | 21 |
| POST EVENT VIEWING | 4 | 0.09 | 2 | 0 |
| SHOP/PUB LINK | 908 | 21.92 | 588 | 275 |
| TOTAL | 4143 | | 1854 | 1022 |

EoYRt-IAComs



Network in 2017/18

The following table shows the breakdown of cameras currently deployed across the Partnership. This includes schools and IP addressable cameras. As stated we are currently reviewing the status of the shoebox cameras and the Bosch Micky 550's with a replacement programme underway.

| Camera Type | Camera Count 2017 | Camera Count 2018 |
|-----------------------------------|-------------------|-------------------|
| ADPRO CAMERAS (Static) | 103 | 103 |
| ADPRO CAMERAS (Pan Tilt and Zoom) | 178 | 178 |
| DOMES | 1 | 2 |
| HIK VISION | 8 | 43 |
| MICKY | 105 | 102 |
| MOBILE | 31 | 35 |
| RED VISION | 43 | 69 |
| SHOEBOX | 54 | 18 |
| STATIC | 15 | 13 |
| Total | 538 | 563 |

EoYRt-CT01



CCTV PTZ Town Centre and Neighbourhood Cameras

In 2017/18 the number of CCTV cameras monitored by HCCTVP control room is 563 which consists of 367 fully functional pan, tilt and zoom (PTZ) which are sited in Stevenage, Hitchin, Letchworth, Royston, Baldock, Knebworth, Hertford, Bishops Stortford, Stanstead Abbots, Ware, Borehamwood, Potters Bar, Bushey and for Central Bedfordshire Biggleswade, Sandy and Shefford.

EoYRt- CamCount2,3

Re-deployable Cameras

The number of units that can be relocated is 35. These cameras are regularly deployed in areas which develop high levels of antisocial behaviour (ASB).

EoYRt-CAM02

These units continue to be successful having removed ASB from a number of areas within East Herts, Stevenage Borough, North Herts and Hertsmere and various Parish and Town Councils. During 2017/18 these cameras have been invaluable generating 24 pieces of evidential footage. We continue to review the efficiencies of the deployable cameras and the technology associated with the high performance that is required. We have recently joined partnership with Rapid Vision who has supplied the partnership with a 16 re-deployable cameras together with large savings in costs over the last 12 months.

EoYRt-PolEa-mobile

EoYRt- Cam02

Schools / Other / Play Schools

Since 2003 the control room has been working with Hertfordshire Education Authority, Hertfordshire schools and Virgin Media to provide a CCTV network using the National Grid for learning. We continue to provide a first class service to these sites activating and monitoring alarms 24/7 365 days of the year. During 2017/18 the number of alarms answered by the control room totalled 149,410.

| | Schools | | | | | | |
|----------------------------|------------------------------------|-----------------|---------------|------------------|-----------------|-------------|--------------|
| | Alarm Activations Received at CCTV | No Of Incidents | Police Called | Keyholder Called | Security Called | Tannoy Used | Arrests Made |
| Total for this year | 149,410 | 15 | 4 | 2 | 2 | 7 | 0 |

HCCTVP also manage a number of sites that are alarmed back to the control room such as Ridlins Stadium, Stevenage Golf Club, Stevenage Museum to name a few.

| | Other ADPRO Sites | | | | | | |
|----------------------------|------------------------------------|-----------------|---------------|------------------|-----------------|-------------|--------------|
| | Alarm Activations Received at CCTV | No Of Incidents | Police Called | Keyholder Called | Security Called | Tannoy Used | Arrests Made |
| Total for this year | 107,116 | 24 | 11 | 2 | 2 | 11 | 1 |



Extent of Service

On behalf of SBC Communities Department the Control room monitor alarms from 3 Play Centres

| Play Schools (3) | | | | | | | |
|---------------------|------------------------------------|-----------------|---------------|------------------|-----------------|-------------|--------------|
| | Alarm Activations Received at CCTV | No Of Incidents | Police Called | Keyholder Called | Security Called | Tannoy Used | Arrests Made |
| Total for this year | 15,548 | 6 | 2 | 1 | 1 | 4 | 0 |

| All Sites (39) | | | | | | | |
|-------------------|------------------------------------|-----------------|---------------|------------------|-----------------|-------------|--------------|
| | Alarm Activations Received at CCTV | No Of Incidents | Police Called | Keyholder Called | Security Called | Tannoy Used | Arrests Made |
| Total for 2017/18 | 272,074 | 45 | 17 | 5 | 5 | 22 | 1 |
| Total for 2016/17 | 167,214 | 63 | 15 | 12 | 3 | 31 | 0 |



New Business

1. St.Georges MSCP, Stevenage
2. Orwell Parish Council, South Cambridgeshire
3. Two School Maintenance contracts
4. SBC ASB team, 5 new re-deployable cameras to replace old WCCTV stock
5. Monument Court, Stevenage
6. SBC ASB purchased a covert camera
7. Julian's Road Refuge, Stevenage
8. Stanstead Abbots Town Centre



Lone Workers

HCCTVP record and report lone workers from EHDC. BORIS enables the team to record a number of details about each lone worker and their movements during their work period. In the event of being unable to contact the lone worker within the advised time frame an escalation process is automatically displayed and recorded for controllers to follow.

During the period 01-04-17 to 31-03-18 the CCTV team have monitored 40 separate events compared to 53 last year.

EoYRt-Lwk



HCCTVP receive phone calls from members of the public, emergency services or staff at EHDC (East Herts District Council) with respect to any emergency incidents in the district. The control room staff record all incidents in conjunction with BORIS which advises of the appropriate members of staff to escalate to.



Out of Hours

We continue to operate the Stevenage Borough Council's Out of Hours Emergency service. A telephony service is managed between the hours of 5 pm to 8 am on weekdays and for 24 hours during weekends and bank holidays. In the last 12 months the control room has handled 2681 calls for assistance.

EoYRt-Apx3-OohC



Projected Growth

SBC Supported Housing currently manages 23 locations where CCTV is in operation – over the past two years I have been negotiating with SBC to transfer all their locations over to HCCTVP. We are currently undertaking surveys to establish what is currently in these locations. Details will be reported back to senior management for recommendations.

Hertfordshire CC has 15 refuse sites that have recently had CCTV installed, they are now looking to be monitored OOH – a quote has been submitted and I await their response.

A number of private estates have yet to confirm quotes that I have submitted together with a school in Stevenage.



Control Room Performance 2017/18

Over the last 12 months the downloading suite has been manned by PCSO's from Stevenage Police Station. During this period the officers have downloaded 3679 pieces of evidential footage slightly lower compared to 4158 in the previous year. However, I must report the main reason for the low number is the infrequency of the officer's attendance which has on occasion resulted in footage requests falling outside of our 28 day storage limit. The Police have now stated that no downloads will be made for footage over 3 hours unless of a serious nature.

EoyRt-Apx3-PolEbEoYRt-Apx3-PubR

Public reviewing requests continued to be the responsibility of the control room supervisors. To date a total of 137 have been processed compared with 136 last year. As well as members of the public, this service has been used by solicitors in private complaints, insurance companies that are looking to substantiate motor claims and council officers to clarify the order of events leading to criminal damage to facilities across their estates.

EoYRt-Apx3-PubR

Since the 1st April 2017 incident types continue to vary from day to day and the CCTV operators have monitored 4182 incidents (previously 4694) of which 2763 were attended by police officers (previously 3185) that ended in 995 arrests (previously 863).

Tables in Appendix 1

EoYRt-Events01, 02, 03



CCTV Monitoring Contractor

Broadland Guarding

Broadland Guarding, the contracted monitoring company, has been with the Partnership since 2008. With 1 full time manager, 4 supervisors and 6 full time and 2 part time staff manning the control room, 24/7, 365 days of the year and they continue to do an excellent job looking after the 16 towns and 44 remote sites that make up our estate.

EoYRt-User01, EoYRt-Town, EoYRt-ADPRO

In addition to their frontline role, operators continue to undertake the monitoring of the Out of Hours phone line on behalf of Stevenage Borough Council along with Lone Workers and Business Continuity Plan from East Herts District Council.



CCTV Maintenance Contractor

Eurovia

During the last 12 months Eurovia continue to show efficiencies in maintaining all the Partnerships cameras and work closely within the team. Over the last 24 months a number of upgrades and replacements of old and inefficient cameras have taken place and Eurovia continue to work to a schedule in the time scale provided.

In the last 12 months Eurovia have attended 521 reported faults (which include relocation of mobile cameras and data collection requests) against the previous year figure of 488.

EoyRT-Eu01



Communication Links

Shop/Pub Watch

As part of the licensing regulations all pubs and shops are encouraged to be part of a town wide communications network. The partnership is actively involved with shop and pub Watch schemes in Stevenage, Hertford, Hitchin, Letchworth, Bishops Stortford, Biggleswade, Borehamwood and Ware. Last year East Herts converted to a digital radio link which now includes Stevenage, Letchworth and Hitchin.

The Shop/Pub-link radios play an important role and there have been 908 (previously 993) incidents, ranging from shoplifting, drug and alcohol related offences to criminal damage and assaults.

EoYRt-PS-Link, EoYRt-IAComms



Since 1998 the CCTV Independent Inspectors have supplied a comprehensive annual report to members containing observations and recommendations. Many of which have been adopted.

The Inspectors 2017/18 annual report continues to show the conformance of CCTV in a favourable light with no reported breaches of the Partnership's Code of Practice.

Headed by Jane Clark, her team of inspectors attend site on a weekly basis at a time that is convenient to themselves without prior notification to CCTV staff thus ensuring that they see the department in a true operational mode.

On behalf of the Partnership I would like to thank Jane and her team for their work in ensuring that full compliance is adhered to within the control room.

A full copy of the Independent Inspector report is available in Appendix 2



Hermitage Road, Hitchin 26th November 2017 01:14hrs

Hitchin Street Angels contacted controllers via the Pub Link Radio in the early hours of Sunday morning asking them to place a camera viewing the outside of Kenmore Interiors shop, at the corner of Bancroft and Hermitage Road, where the Angels were attending a man who had been assaulted.

The controller patched images of the scene through to the Force Control Room at Welwyn Garden City and police units arrived there shortly afterwards. Officers began taking details from witnesses of the assault, while controllers checked recorded footage of cameras near the location.

The footage revealed two men attacking the victim and then both began a violent assault stamping on his head. Controllers began a search for the two attackers and located them outside Osinsky's Bar and Club. Controllers advised the Force Control Room and more units arrived to question the suspects who were then detained and arrested for the offence of causing Grievous Bodily Harm to the injured person.

Shenley Road, Borehamwood, 5th July 2017 23:50hrs

A controller became suspicious of a man hanging around the cash point at the Halifax Bank in Shenley Road. He had been seen there some twenty minutes earlier as two youths had been walking past it.

Having aroused the controller's suspicions, he was monitored moving back and forth between two different cash point machines, so the controller alerted the police and patched images of the man through to their Force Control Room. When officers attended and spoke to the man it transpired he was a security guard and that he was at the location due to a fault with the ATM cash point.

The police officers left the man to carry on with his tasks and he left the Halifax Bank in his car and drove down to the Lloyds cash point where he was seen using his card to make two cash withdrawals.

While no crime was committed the incident illustrates the watchfulness of controllers and the response to their concerns about Suspicious Activity by the Force Control Room.

Fore Street, Hertford 11th March 2018 02:30hrs

A controller viewing Fore Street in Hertford saw a group of men outside the Bosphorous Kebab shop who were pushing and shoving each other in the early hours of Sunday morning. Anticipating that a fight would break out, the controller informed the Force Control Room of the scuffle. The police control responded by sending a police unit to attend the scene.

While monitoring the group outside the kebab shop the controller noticed that another monitor was showing a vicious fight taking place by the bus stop much further away. In this attack three men were seen punching and kicking another man who became unconscious on the floor. It also appeared that there was another person lying unconscious on the road. Advised of the more serious incident by the controller, the police arrived at that location, seeing them arrive, the three men committing the assault made off in the direction of the Bus Station.

The operators located the three men who were duly arrested by the police. The CCTV cameras had captured images of the assault which was later made available to the police and aided a successful prosecution.



APPENDIX 1 (Control Room Statistics)

Figures shown below are for 2016/17 and 2017/18

| CCTV | 2016/2017 | | | 2017/2018 | | |
|-------------|-----------|---------|-----------|-----------|---------|-----------|
| | Monitored | Arrests | Polic Att | Monitored | Arrests | Polic Att |
| BEDS | 151 | 22 | 65 | 144 | 26 | 86 |
| EAST HERTS | 865 | 266 | 569 | 722 | 164 | 444 |
| HERTSMERE | 403 | 87 | 256 | 534 | 110 | 297 |
| NORTH HERTS | 1240 | 269 | 836 | 986 | 242 | 72 |
| STEVENAGE | 1889 | 577 | 1391 | 1662 | 464 | 1183 |

EoYRt-Apx3-cctv

| ADPRO | 2016/2017 | | | 2017/2018 | | |
|-------------|-----------|---------|-----------|-----------|---------|-----------|
| | Monitored | Arrests | Polic Att | Monitored | Arrests | Polic Att |
| BEDS | 2 | 0 | 0 | 1 | 1 | 1 |
| HERTSMERE | 20 | 0 | 8 | 6 | 0 | 4 |
| NORTH HERTS | 30 | 1 | 9 | 23 | 0 | 9 |
| STEVENAGE | 13 | 0 | 3 | 15 | 0 | 5 |

EoYRt-Apx3-adpro

| POLICE EVIDENCE | 2016/2017 | | 2017/2018 | |
|-------------------|-----------|-------|-----------|---------|
| DVD'S | 2186 | 42/WK | 1673 | 52/WK |
| PIECES OF FOOTAGE | 4155 | 79/WK | 3979 | 76.5/WK |

EoYRt-Apx3-PolEa/b

| PUBLIC REQUESTS | 2016/2017 | | 2017/2018 | |
|-------------------|-----------|--------|-----------|--------|
| REQUESTS RECEIVED | 136 | 2.6/WK | 137 | 2.6/WK |

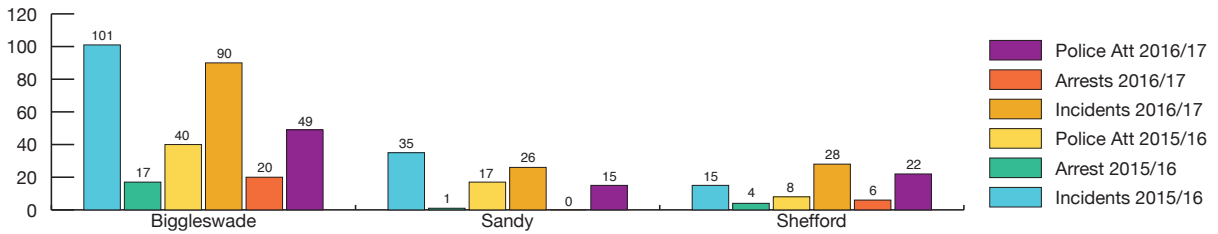
EoYRt-Apx3-PubR

| OUT OF HOURS CALLS | 2016/2017 | | 2017/2018 | |
|--------------------|-----------|-------|-----------|---------|
| REQUESTS RECEIVED | 2711 | 52/WK | 2681 | 52.5/WK |

EoYRt-Apx3-OohC

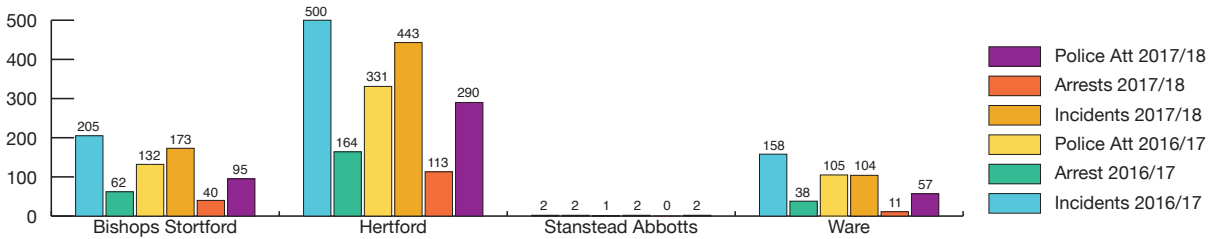


Central Bedfordshire District Council



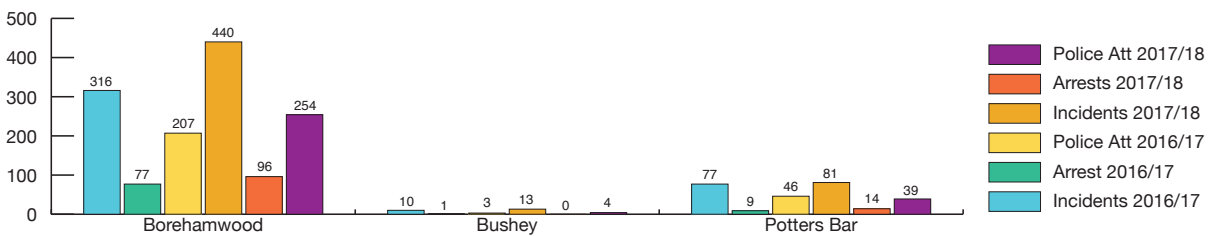
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East Hertfordshire District Council



EoYRt-Gph-EH

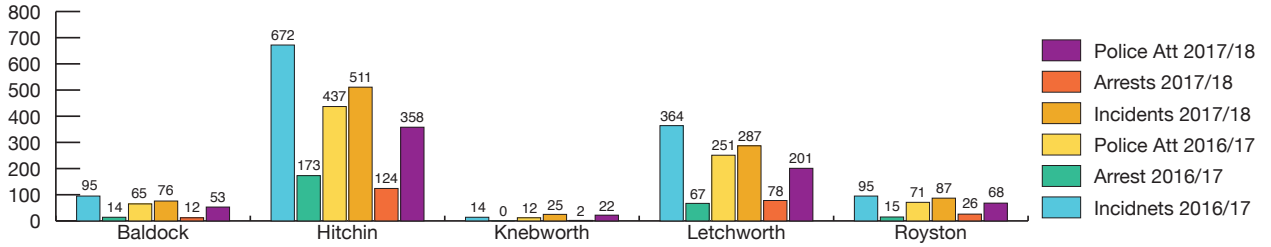
Hertsmere



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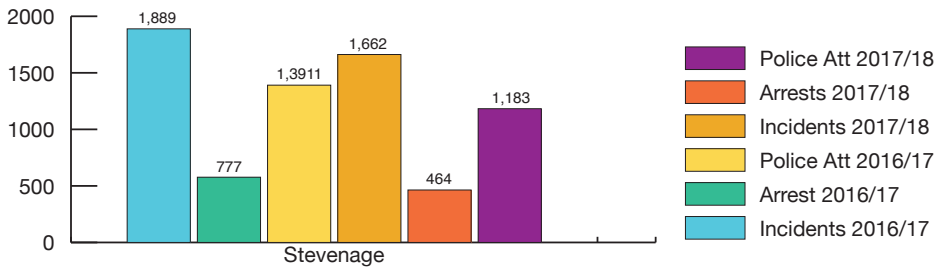


North Hertfordshire District Council



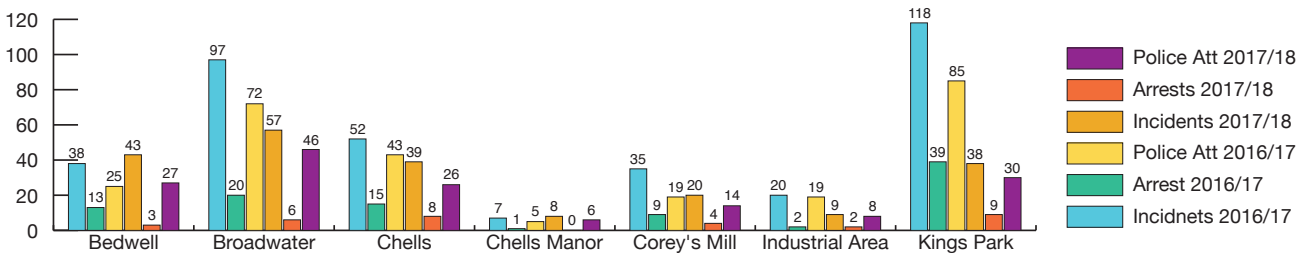
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Stevenage Borough Council

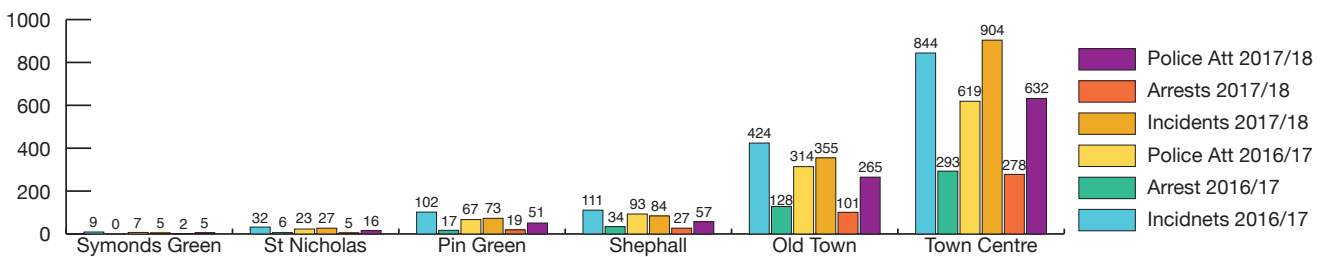


EoYRt-Gph-SA

Stevenage Borough Council (Areas)



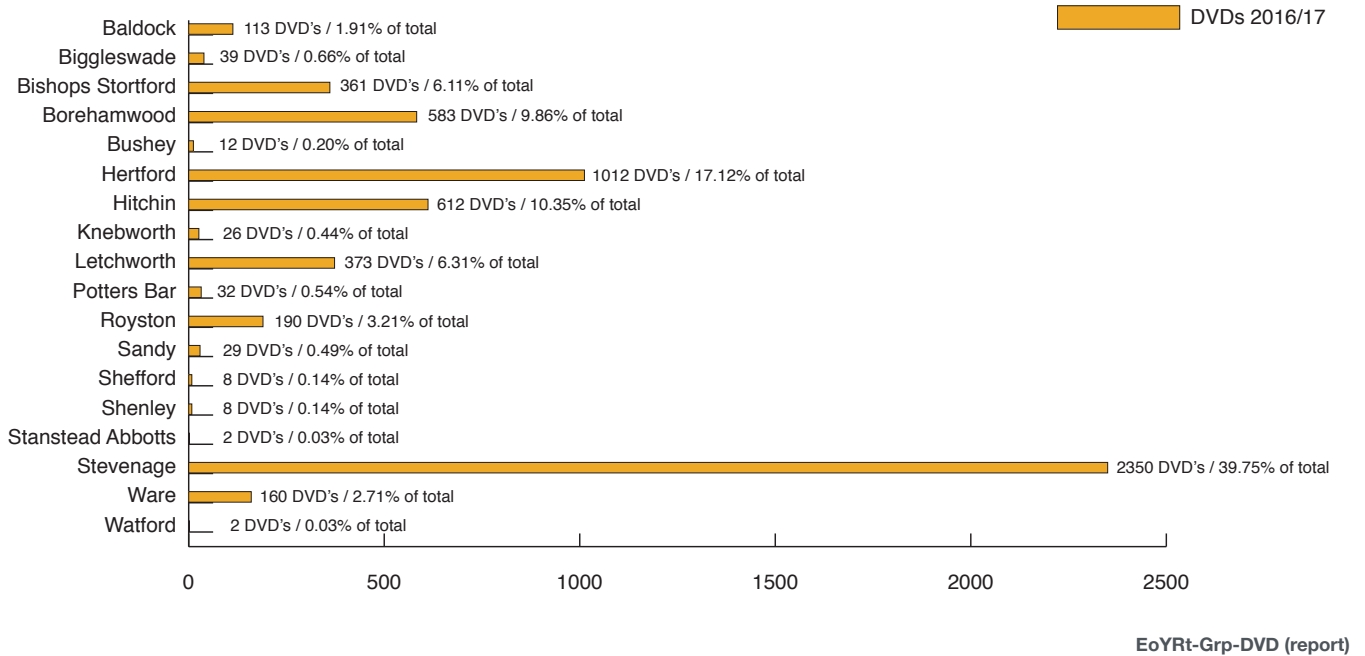
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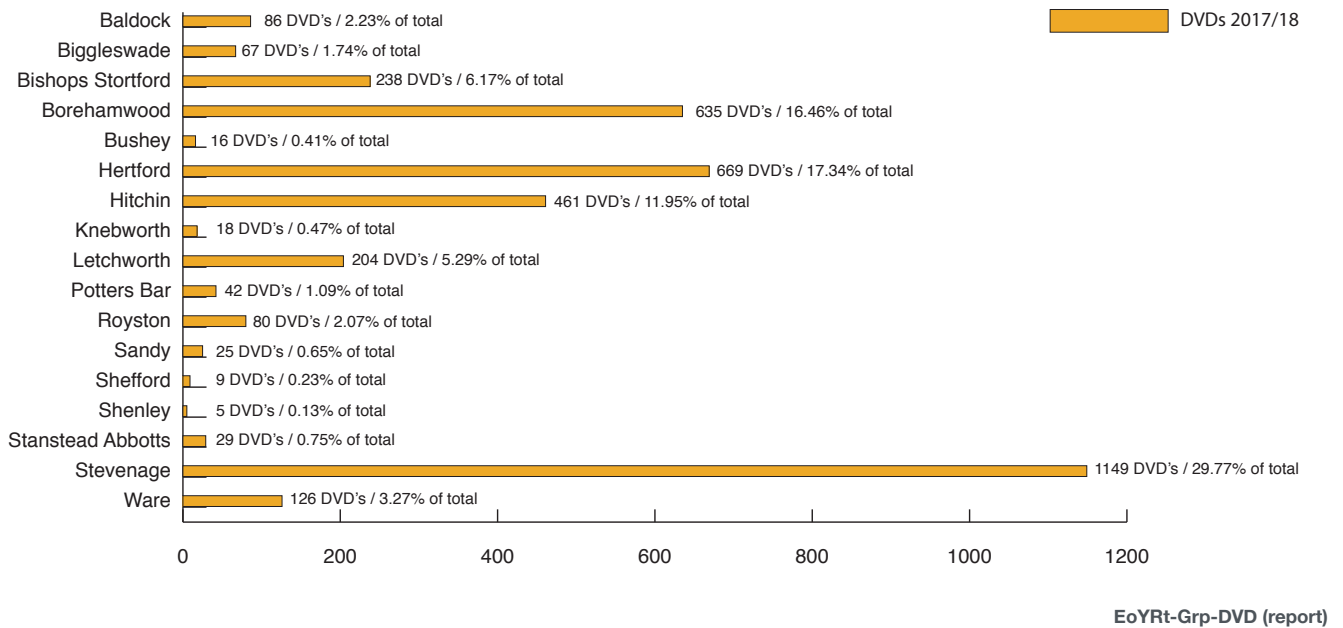
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Evidential DVDs Produced 2016/17



Evidential DVDs Produced 2017/18





1.0 INTRODUCTION

This report is prepared in accordance with Part 2, page 18, of the Code of Practice. This report covers the full year from April 2017 to March 2018.

Jane Clark, Melanie Matthews, David Upson, Michael Durrant, Edmond Tickner, Roger Moulden have served as Independent Inspectors throughout the year. We have six inspectors. *We could really do with three to four new inspectors.*

2.0 ACHIEVEMENTS

The Control Room has been inspected normally at least once per week except where Inspector illness has occurred. The duty roster has been replaced with one covering the current year. Visits attempt to cover days and time of day randomly. During random inspections, we are once again pleased to report that no misuse of the system has been seen and that the Control Room staffs continues to be both helpful and cooperative.

The major changes to the technology and to the Control Room appear to be working in a satisfactory manner. Although ADPRO software upgrade seems to be causing a few problems with the computer freezing so you have to reboot or cancel all together.

Payments to Independent Inspectors are without problems.

Parking disc procedures for day time visits work well. For evening visits parking in the loading bays in front of the building causes no problems.

The swipe cards issued to Inspectors are much appreciated and work well.

3.0 CODE OF PRACTICE

The Independent Inspection regime is covered by Part 2, page 18 of the Code of Practice. Inspectors are allocated to specific weeks throughout the year to ensure regular inspection visits. Inspectors continue to value the 'unannounced' aspect of their visits and continue to do this as much as possible. From the start of next year six Independent Inspectors will attempt to ensure that the Independent Inspection regime is secure. As far as we are aware the Code of Practice document remains unchanged apart from the list of cameras and ADPRO units.

4.0 RECOMMENDATIONS

4.1 We have not received any revised list of cameras with the past three years. It is noted that the lists are never dated or identified in any way which makes it difficult for Inspectors to know which the latest camera list is. Can such documents please be dated in future? It would be helpful if when a new list is created it is circulated to all Inspectors. Please can this be done via e-mail to each inspector?

4.2 Communication between Inspectors and Mike Read takes place via the special book in which detail, queries and problems are entered together with the detail of checks undertaken during an Inspection visit. This method of communication works well and is expected to continue.



4.3 No further training has been offered to Inspectors who are expected to keep in touch with considerably changed and enhanced systems by a once-a-year briefing. Additional training and/or more in-depth briefings are necessary to ensure complete and thorough checking.

4.4 Problems are still being encountered by the lack of equipment for the Inspectors to use during their visits. With more staff on site plus police and engineering personnel, this occasionally results in visits being wasted when equipment is not available for Inspectors to use. As a result it is recommended again that a desk and equipment is made available for Inspector usage.

5.0 OTHER MATTERS

No other matters were raised.



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