



HERTSMERE BOROUGH COUNCIL

CCTV Partnership Joint Executive

Tuesday, 22 January 2019

Tabled Addendum to Item 5: Operations Report (Responses to questions raised at previous meeting)

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CCTV 4 October 2018

Operations Report – Questions

Audio recording – Start of Item – 6 minutes 14 seconds

1. What is ADPRO Fastrace 2

Answer provided: It is an operating system associated with the CCTV system
More detail required.

The Fastrace 2 is a broadband based Camera and Loud speaker system used almost exclusively in Schools. The new version allows us to paint out certain items which can create false alarms, but it is basically a motion detection alarm system. We utilise the free Schools 'Network For Learning' to provide this service. The Network for Learning is a free broadband network provided for all Schools across the country.

2. When considering the number of incidents, a large proportion were initiated by either the Police or Airwaves. Therefore, was the control room proactive or reactive and what role did ADPRO play in this.

Adpro is a Schools based CCTV Alarm, so very little Police involvement until and unless the alarm escalates. We find that approximately 50% of our incidents are generated by 'Airwaves' the Police Radio System and 50% proactive.

3. Was the increase in the number of cameras deployed, and other statistics included in the report, due to new contracts to the company, or purely an increase for the Partnership.

The increases in the report are as a consequence company growth. New cameras are currently commissioned via the company, not the partnership. The financial benefit of continuing this model should be reviewed as part of the governance review.

4. In respect of re-deployable cameras, please provide more information about Rapid Vision, such as who they are, what they do and why this has changed.

Rapid Vision cameras are a rugged cost effective camera we are using to replace our 'shoebox' cameras. We are currently sourcing these at a cost of 3 for £5,000.00 which is a sixth of the cost of the original cameras. These units are more reliable and the image quality better.

5. Concern was expressed regarding the number of activations at schools and that 250,000 activations with 39 incidents raised questions about what was happening and was this cost effective.

We have an issue with the older Adpro units that generate alarms from pedestrian walkways near to our sensors and both wildlife and tree movement. We are risk managing this by auditing high activation sites and deploying engineers to reposition sensors. This is on-going.

6. Concern was expressed that the lower number of incidents did not tally with the information being provided by the Police. Therefore, did this mean the system was effective in preventing incidents or had something else changed.
Answer provided:

The Police have changed the way they log incidents. We are quite clear in our interpretation of what qualifies as an incident. A detailed report on this will be provided at the next Joint Executive meeting.

7. Did we only supply evidence in DVD format, or in other formats in order to take advantage of high definition. We have invested in high definition cameras and courts now had the capability to view in other high definition formats so providing evidence on DVD only did not take advantage of those capabilities.

Answer provided: Currently provided on DVD. Other opportunities regarding how data might be transferred and shared had been explored.

We have specified the ability to stream HD video from our new control room to any location including the Police Stations, County Operations Rooms and Courts. The success of this will depend on the adoption of the system by the Courts and Police, but we are ensuring the new control room has that capability.

8. Would the new technology mentioned in question 7 be installed and utilised in the new control centre?

Answer provided: We would not wish to install equipment in the new control centre that was not in line with the ambitions of the Partnership regarding sharing information but we need to make sur this was something that could be done and how it could be done.

9. In respect of Control Room Performance and the statement that “this service has been used by solicitors in private complaints”, was RIPA Policy being referred to and adhered to.

Answer provided: Those kinds of viewing requests have to go through a particular approval protocol and third-party viewing went through these protocols.

10. Concern was expressed that the 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. This was not an inexpensive operation, that seemed to be driven by the Police. Did we keep statistics on the number of occasions non-attendance by the Police resulted in footage falling outside of the time limits in order to provide evidence to Police of the effect of non-attendance

Answer provided: These frustrations have been shared with the local Police Forces. The reasons given for non-attendance included that officers were not being available, due to being redeployed. The download suite had been provided for this purpose and it was frustrating when, despite repeated reminders, Offices did not attend to view the evidence and therefore the suite was not being fully utilised. This was something that, with the guidance of the Executive, further action could be discussed with the Police.

11. Had training been put in place to enable the Inspectors to be able to keep up with the modern technology and were there plans in place to provided the equipment and space required for the Inspectors

Answer provided: Discussions were taking place about not only about refresher training for Inspectors, but also how to recruit new Inspectors across the Districts as there was a need to increase the number of Inspectors coming into the control room. There was an opportunity, particularly with a new control room, for all of this to be built in as part of the induction programme for new Inspectors, particularly taking on board the need for new equipment to be available

Audio recording – End of Item – 28 minutes 14 seconds