

CCTV PARTNERSHIP JOINT COMMITTEE
15 JANUARY 2020

***PART 1 – PUBLIC DOCUMENT**

CCTV Operations Managers Report of Control Room Performance for

October - December 2019

(Copy of email bullet points sent to Stevenage Police – Insp. Simon Tabert)

"The long awaited move is nearly upon us so I have put together some bullet points on how we hope to manage the move to Cavendish Road. I have put down below some bullet points that you will need to be aware of. Eurovia, our incumbent engineers, are managing the move and things can change as we are dealing with external companies, such as Virgin and BT, to ensure that this goes as smoothly as possible".

- *The fibre switch is scheduled to start on the week commencing the 13th of January 2020 this is anticipated to last for 7-10 days. During this time there will be sporadic up and down times for each camera across the estate.*
- *Only static town centre and neighbourhood cameras will be effected. (Camera that have been allocated with 3 digit numbers, Stevenage Cameras: 101-129,201-209,701-730 and 732) this will be a similar issue with North/East Herts, Hertsmere and Beds*
- *Requests for footage before that time will have to be made by the end of the week commencing the 13th of January. The footage during that week will be treated as lost. There may be some footage recorded but due to the nature of the fibre switch we cannot guarantee recordings for specific cameras. Hertsmere may be different due to the nature of their recording solution.*
- *Once we have moved to the new control room, expected on the week commencing the 20th of January 2020 there will be no access to the old footage before the 13th of January and the new recording solution should expect to start the week commencing the 20th of January.*
- *Training for the viewing officers will be given. Any officer that needs to be trained should request this before Christmas ideally so it can be scheduled in for January 2020. Whoever the static officer is will get trained as a matter of course.*
- *Footage for all remote sites and mobile cameras will still be available during this time and will not be affected by the fibre switch.*
- *The old control room will be fully manned during the switch. There is no plan to double man the control rooms due the nature of the move and the other services required which are still at the old control room during the fibre switch. We expect CCTV controllers to be moving over on the 20th of January depending on services available.*
- *Static Viewing Officers will be provided with the appropriate access control to the new control room, this will be organised to coincide with the CCTV operators access control setup.*
- *The Police IT will be providing a laptop to the static viewing officer for access to emails and police operational software. This will have access via the on-site broadband at the new control room.*

- *Police radios will be moving under a schedule that is currently unknown, the project manager is in conversation with the Airwave provider regarding this.*
- *Town link radios will be provided via a new digital solution and will be able to run in tandem with the old control room once the new fibre network is available on the 20th of January*
- *CCTV operators will be given basic training on the new command and control solution before the switch, ongoing training will be continued once the fibre switch is complete. There may be discrepancies in reporting during this time.*
- *The video feeds to the police FCRs in Welwyn Garden City and Bedfordshire will be provided via the new control room once the fibre switch is completed, the expected down time is expected to be minimal. (1-2 days)*
- *Phone numbers to the new control room will be changing and new numbers for the CCTV controller for each area will be provided to the corresponding FCR once they are available.*

(Sent on the 21st November as requested)

Operations Report

- **IT Switch off** – Completed on Saturday 16th November as scheduled and all successful.
- **Synetic Server** - Continues to cause issues and malfunctions. This server is in urgent need of replacement, however will become redundant post relocation. Whilst not under contract with Synetics we have received a good response to help maintain the server.
- **Ripa requests** – No requests during this period.
- **SIA Licences** – No further updates.
- **MOU** – I have not heard from HCC Legal as to a signed agreement. However we continue to work with Ringways and agree the procedures to ensure that both parties are happy to progress with installing mobile cameras.
- **Camera Replacement programme** – Spreadsheet attached as requested – Appendix 1

Incident Log

| | SBC | NHDC | EHDC | HERTSMERE |
|-----------|-----------|-----------|-----------|-----------|
| | INCIDENTS | INCIDENTS | INCIDENTS | INCIDENTS |
| Oct-19 | 90 | 40 | 60 | 37 |
| Oct-18 | 130 | 57 | 45 | 20 |
| Var | -40 | -17 | 15 | 17 |
| Nov-19 | 113 | 78 | 64 | 35 |
| Nov-18 | 117 | 64 | 49 | 25 |
| Var | -4 | 14 | 15 | 10 |
| Dec-19 | 88 | 53 | 62 | 32 |
| Dec-18 | 134 | 62 | 54 | 25 |
| Var | -46 | -9 | 8 | 7 |
| Total -19 | 291 | 171 | 186 | 104 |
| Total- 18 | 381 | 183 | 148 | 70 |
| Var | -90 | -12 | 38 | 34 |

Pictures taken on 16th November

