

**Meeting** CCTV Joint Executive

**Portfolio Area** Community Safety, Communities and Equalities

**Date** 21<sup>st</sup> March 2022



## **CCTV OPERATIONS AND PERFORMANCE REPORT**

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### **1 PURPOSE**

- 1.1 To outline the performance and work of the CCTV Control Room to date and the emerging priorities for 2022/23 .

### **2 RECOMMENDATIONS**

- 2.1 The Joint Executive is asked to:
- 2.2 Note the performance of the CCTV partnership to date and note the outcomes as documented, together with the priorities for the CCTV Action Plan 2022/23.
- 2.3 Approve the implementation of a new performance dashboard, subject to feedback.

### **3 BACKGROUND**

- 3.1 An overview of CCTV Operations is reported to the Joint Executive as part of the agreed reporting cycle for CCTV Governance. During 2021/22 a review of

operational performance has been driven recognising emerging local and national agendas and the importance of producing strong performance data for partner councils. As a consequence the following operational objectives have been agreed:

1. Intelligence - To have a better understanding of the requirements and needs of partners in respect of the use of CCTV and how it relates to tackling crime and ASB.
  2. Expand the Partnership - To meet with other districts to discuss their CCTV requirements and expand the partnership.
  3. Communications - To communicate with partners, members of the public and governing bodies to reassure safety in and around the areas/locations covered by our CCTV provision.
- 3.2 The CCTV Control Room has been at the heart of respective councils community safety measures and maintains a critical operational link with Hertfordshire Police who remain the biggest user of the service.
- 3.3 CCTV has been used across the partnership to safeguard vulnerable residents and visitors to the County. Safeguarding which includes our Night Time Economy will continue to be highlighted as an area that CCTV is used to support our communities, residents and visitors. The Control Room will continue to work in partnership with the police and other partners to ensure we have a joined up approach to tackling crime and ASB and helping the community to feel safe.
- 3.4 In order to continue to improve CCTV Operations a number of activities have been taken forward in recent months. These are outlined in the following paragraphs.
- 3.5 An operational action plan has been identified to ensure partner requirements are progressed in a timely way and managed accordingly. The action plan will provide details about how the priorities will be addressed by the CCTV partnership. It records actions that are conducted through partnership working, which are documented through the quarterly CCTV Partnership Officers Board meeting.
- 3.6 The action plan is a 'live' document and is to be assessed regularly by the CCTV Partnership Officers Board. The key focus is that actions are SMART and can realistically be achieved within the time and resourcing boundaries available. The plan is currently in its draft stage and is scheduled for completion by April.
- 3.7 Over 2021/22 the Control Room has responded to partner requirements such as the incorporation of cameras funded through Stevenage's Housing Revenue Account and Hertsmere's successful bid to the Home Office Safer Streets fund.
- 3.8 Officers have also been liaising with police colleagues regarding the Digital Asset Management System project which is a cloud-based link between the Police Downloading suite and the Force Control Room. The police have nominated a lead for the project. The biggest advantage will be that the system will cut out some of the demand of transporting optical drives from the base to Police Stations.

- 3.9 The Partnership has not received any applications for RIPAs since the last report to the Joint Executive in November but we have been made aware of RIPA applications that have been requested by partnership local authorities. There have also been a number of requests for mobile CCTV cameras across the partnership areas. All of the requests have been carried out in line with the Code of Practice and are subject to internal audit checks.
- 3.10 There have been no Data Protection Act/GDPR breaches or complaints. The partnership has appointed 4 further Data Controllers; previously the partnership only had 1 Data Controller. Having more Data Controllers will ensure greater resilience regarding urgent viewing requests. .
- 3.11 A customer feedback process has been established and a satisfaction survey has been formatted and will be completed with partners and members of the public who speak to the operatives in the Control Room. The feedback will be used to identify areas for future improvement. The form will also include a question inviting the opportunity to be considered as a CCTV Inspector.
- 3.12 The CCTV Inspector programme has been a core component of the Hertfordshire CCTV Partnership since its establishment and invites resident volunteers to undergo appropriate vetting and training to undertake spot checks on CCTV operations and compliance in line with the Code of Practice. The programme ceased during the pandemic and the service will now undertake a recruitment drive to attract new Inspectors.
- 3.13 The CCTV team have completed training around GDPR, safeguarding, domestic abuse awareness, hate crime and PREVENT during 2021/22.
- 3.14 A revised performance dashboard has been prepared to enable district partners to better assess incident and crime trends. This is presented for Joint Executive Members to consider (Appendix A). More detailed data by district can be provided to individual partners as required.

#### **4 REASONS FOR RECOMMENDED COURSE OF ACTION AND OTHER OPTIONS**

- 4.1 The Code of Practice requires that the Joint Executive receives reports on any breaches to the code of practice, including those relating to GDPR/ Data Protection. The Code also requires the reporting of RIPA requests to the committee. There have been no issues in these areas since the last Joint Executive meeting.
- 4.2 The Officer Management Board maintain operational oversight over the CCTV Operations and continue to meet quarterly to ensure the actions and activities identified in this report are delivered effectively.
- 4.3 The report is presented to the Joint Executive Committee to provide an operational update on activities relating to the CCTV Operations and in order to gain feedback on the proposed performance dashboard (Appendix A).

## **5 IMPLICATIONS**

### **5.1 Financial Implications**

5.2 There are no financial implications arising from this report.

### **5.3 Legal Implications**

5.4 There are no legal implication arising from this report and the report is delivered in line with the CCTV Code of Practice.

### **5.5 Risk Implications**

5.6 Operational risks relating to reliance on one data controller for CCTV have been further mitigated by training other members of the Stevenage Community Safety team

5.7 .An up-to-date CCTV Code of Practice ensures risks are appropriately reduced through robust operational governance.

5.8 An internal operational audit has been programmed for quarter 3 2022/23.

### **5.9 Community Safety Implications**

5.10 The provision of CCTV across the respective council areas is in response to duties in relation to community safety and reassurance. Individual councils determine appropriate community safety measures for their areas in partnership with the Police and other agencies through Responsible Authority Groups in each district.

#### **Equalities and Diversity Implications**

5.11 Respective council's duties under the Equality Act 2010 will continue to be discharged through the provision of CCTV through the CCTV Partnership.

#### **Information Technology Implications**

5.12 There are no IT implications for the CCTV Control Room in the implementation of the Police's Data Asset Management System..

## Background documents

**1.1 All documents that have been used in compiling this report, that may be available to the public, i.e. they do not contain exempt information, should be listed here:**

### Appendices

A Performance Dashboard Powerpoint