

# Public Document Pack



## JOINT CCTV EXECUTIVE

Date: Friday, 4 October 2018  
Time: 6.00pm

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### AGENDA

#### **PART 1**

##### **1. AGENDA FOR MEETING**

This meeting was held at and clerked by North Hertfordshire District Council.

The agenda reports pack and supplementary agenda is attached.  
3 - 86

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# Public Document Pack Agenda Item 1

21 September 2018

Our Ref CCTV 04.10.18  
Your Ref.  
Contact. Hilary Dineen  
Direct Dial. (01462) 474353  
Email. hilary.dineen@north-herts.gov.uk

To: Members of the Committee: Councillor Pervez Choudhury, Councillor Julian Cunningham, Councillor Richard Henry, Councillor Jean Heywood, Councillor Jackie Holywell, Councillor Tony Hunter, Councillor Joan Lloyd, Councillor Graham McAndrew, Councillor Lynda Needham, Councillor Mari Stevenson, Councillor Peter Wayne and Councillor Geoffrey Williamson

You are invited to attend a

## **MEETING OF THE CCTV PARTNERSHIP JOINT EXECUTIVE**

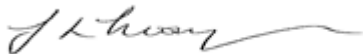
to be held in the

**COUNCIL CHAMBER, DISTRICT COUNCIL OFFICES, GERON  
ROAD, LETCHWORTH GARDEN CITY SG6 3JF**

On

**THURSDAY, 4TH OCTOBER, 2018 AT 6.00 PM**

Yours sincerely,



Jeanette Thompson  
Service Director – Legal and Community

## **Agenda** **Part I**

<b>Item</b>	<b>Page</b>
<b>1. ELECTION OF A CHAIRMAN</b> To elect a Chairman for the meeting.	
<b>2. APOLOGIES FOR ABSENCE</b>	
<b>3. MINUTES - 29 MARCH 2018</b> To take as read and approve as a true record the minutes of the meeting of this Committee held on the 29 March 2018.	(Pages 1 - 4)
<b>4. CHAIRMAN'S ANNOUNCEMENTS</b> 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 and are required to notify the Chairman 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 which requires they leave the room under Paragraph 7.4 of the Code of Conduct, can speak on the item, but must leave the room before the debate and vote.	
<b>5. CCTV CODE OF PRACTICE AMENDMENTS</b> To inform the CCTV Joint Executive of proposed changes to the 'CCTV Code of Practice' and for these proposed changes to be considered and approved.	(Pages 5 - 8)
<b>6. OPERATIONS REPORT</b> To inform the executive committee of the progress of the Hertfordshire CCTV Partnership during 2017/8 and to consider the annual Management & Independent Inspector's reports as part of the Annual Operations Report.	(Pages 9 - 32)
<b>7. CCTV OFFICER MANAGEMENT BOARD</b> This report describes the work undertaken by the CCTV Officer Management Board, which has focused on the location of the CCTV control room and the Governance Review.	(Pages 33 - 36)
<b>8. GOVERNANCE ARRANGEMENTS FOR THE HERTFORDSHIRE CCTV PARTNERSHIP</b> To consider the recommendations of the SIAS Audit Report and subsequent planned actions.	(Pages 37 - 54)
<b>9. URGENT BUSINESS</b> To consider any business not recorded on the Agenda which, in the opinion of the Chairman, is urgent.	

**10. DATE OF NEXT MEETING**

To agree the date (and time and venue) of the next meeting of the Joint Executive.

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## STEVENAGE BOROUGH COUNCIL

### JOINT CCTV EXECUTIVE MINUTES

Date: Thursday, 29 March 2018

Time: 6.00pm

Place: Shimkent Room - Daneshill House, Danestrete

**Present:** Councillors: East Herts DC – G McAndrew and G Williamson  
Hertsmere BC – P Choudry and J Heywood  
North Herts DC – J Cunningham, T Hunter and L Needham  
Stevenage BC – R Henry, J Hollywell (elected to Chair the meeting)  
and Mrs J Lloyd.

Start Time: 6.00 p.m.

End Time: 7.40 p.m.

#### 1 **APPOINTMENT OF CHAIR**

The Joint Committee was asked for nominations for a Councillor to Chair the meeting.

It was moved, seconded and **RESOLVED** that Councillor J Hollywell be appointed Chair for the meeting.

Councillor J Hollywell in the Chair

#### 2 **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillor P Wayne (Hertsmere Borough Council) and M Stevenson (East Hertfordshire District Council).

#### 3 **DECLARATIONS OF INTEREST**

There were no declarations of interest.

#### 4 **MINUTES OF THE PREVIOUS MEETING**

It was **RESOLVED** that the Minutes of the meeting of the Joint Executive Committee held on 19 February 2018 be approved as a correct record for signature by the Chair.

#### 5 **PRESENTATION ON SG1 AND THE IMPLICATIONS FOR THE CCTV CONTROL ROOM**

The Committee received a presentation from the Stevenage Regeneration Team that outlined the plans for the SG1 Development following the appointment of MACE

as the Stevenage Regeneration Delivery Partner in February 2018.

The scheme submitted by the preferred development partner, MACE, had timetabled the demolition of Swingate House (the location of the CCTV Control Room) in the first phase of work. It was therefore necessary to relocate the Control Room. The cost of the relocation would be met by Stevenage Borough Council (SBC)

Relocation in alternative SBC owned buildings and privately owned accommodation had been considered but it was noted that partner authorities might wish for other site options to be considered.

It was suggested that whilst Herts Constabulary had indicated that there was insufficient space to relate the control room at the Stevenage Police Station, the Headquarters in Welwyn might be a possible alternative. Officers agreed to make relevant enquiries.

Officers outlined what they believed to be the technical requirements in terms of relocation but following a number of questions from Members it was accepted that detailed technical advice was required to fully understand what options could be realistically considered including relocation outside of Stevenage.

Members expressed concern that to successfully relocate the control room with minimum downtime and disruption, a 12 month timetable was ambitious. Officers explained that the detailed contract with MACE had not yet been signed and so there could be flexibility with the timelines.

In response to questions raised by Members as to why the Joint CCTV Executive had not been consulted at an earlier stage regarding the relocation, Officers explained that the timetable was dependent upon which developer's bid was successful. The detailed proposals from some of the bidders had the demolition of Swingate House timetabled for 2021, therefore it was only when MACE were confirmed as the preferred bidder, was the 2019 demolition date confirmed. Whilst the decision as to the preferred bidder had not been taken until the end of January, Officers apologised that the Joint Executive had not been consulted at an earlier stage.

Members were of the view that this had been very unsatisfactory and had led to serious concerns regarding the operation of the Partnership. However, it was accepted that the proposed governance review would address these issues.

In response to a Member's question Officers stated that if the costs of relocation of the Control Room was more than the £1 million budget secured SBC would seek to ensure that there was sufficient capital allocation for the work to proceed.

It was concluded that any further consideration regarding the relocation of the Control Room was dependent upon technical information regarding the specifications for connectivity, capacity, broadband speed etc. Therefore external technical advice would be sought with the report then circulated to all Members. Detailed discussions should take place at the Officer Management Board who would



also consider the report in relation to options for relocation put forward by Partners and a protocol for the decision making for the relocation.

Officers again apologised for the turn of events and stated that they would work with partners to resolve the situation as swiftly as possible.

It was **RESOLVED** that an external consultant's report be commissioned as soon as possible into the technical requirements for the successful relocation of the Control Room from Swingate House. This report to be circulated to all Members, with initial discussion on the report being undertaken by the CCTV Officer Management Board who will also consider options for relocation put forward by Partners in the light of the technical advice.

*Reasons for Decision: To ensure that the relevant technical advice is available when considering the relocation of the Control Room.*

*Other Options Considered: None*

## 6 **HERTFORDSHIRE CCTV PARTNERSHIP GOVERNANCE REVIEW**

The Committee considered an officer report that outlined proposals for a governance review following the questions raised by Members at the last meeting.

Members were of the view that given the discussion on the previous item a comprehensive governance review was more than overdue.

It was accepted that since its creation in 1996, with Stevenage and North Herts as the original partners, it had been successful and had grown with East Herts and Hertsmere becoming full partners. However, there had been little change to the governance of the partnership.

The Joint Committee considered that the review should include both sides of the initiative, public realm and commercial contracts with a cost benefit analysis regarding the division of responsibility between the Partnership and the Company. Officers indicated that on behalf of the Partnership, the Board of the Company would be officially approached to request that they participate.

Officers indicated that the Shared Internal Audit Service (SIAS) was to be approached to scope the review in conjunction with the Officer Management Board and a proposed scope would then be submitted to the Executive for comments via email

At this juncture Members took the opportunity to thank the officers for the responses provided to the questions raised following the last meeting. It was considered that this had proved a good starting point to move forward.

It was **RESOLVED**:

1. That approval is given to a governance review of the Hertfordshire CCTV Partnership and CCTV Company.

2. That approval is given for the audit of current governance arrangements to commence in April 2018.

*Reason for Decision: To resolve the issues raised in relation to the governance of the Partnership and the Company.*

*Other Options Considered: None.*

7 **URGENT BUSINESS**

None

8 **DATE OF NEXT MEETING**

A Member drew attention to the Joint Committee's Constitution that stated that Partner Authorities should take in turn responsibility for hosting/chairing the Joint Executive.

Accordingly it was noted that the next meeting was to be hosted/chaired by North Herts District Council in June 2018.

**CHAIR**

**CCTV PARTNERSHIP JOINT EXECUTIVE  
4 OCTOBER 2018**

**\*PART 1 – PUBLIC DOCUMENT**

**TITLE OF REPORT: CCTV CODE OF PRACTICE AMENDMENTS**

REPORT OF THE GROUP LEADER FOR CCTV, STEVENAGE BOROUGH COUNCIL

COUNCIL PRIORITY PROSPER AND PROTECT / RESPONSIVE AND EFFICIENT

**1. EXECUTIVE SUMMARY**

- 1.1 To inform the CCTV Joint Executive of proposed changes to the 'CCTV Code of Practice' and for these proposed changes to be considered and approved.

**2. RECOMMENDATIONS**

- 2.1 That the CCTV Executive Committee approve the amendments to the Code of Practice shown in yellow in the attached Appendix A .

**3. REASONS FOR RECOMMENDATIONS**

- 3.1 The Joint Executive is asked to approve the changes to ensure that Hertfordshire CCTV Partnership is fully compliant with the legal requirements pertaining to the operation of public realm CCTV.

In particular the changes proposed relate to compliance with General Data Protection Regulations (GDPR) 2018.

**4. ALTERNATIVE OPTIONS CONSIDERED**

- 4.1 None considered, as the Joint Executive have responsibility for strategic and policy issues relating to the Partnership.

**5. CONSULTATION WITH RELEVANT MEMBERS AND EXTERNAL ORGANISATIONS**

- 5.1 None required.

## **6. FORWARD PLAN**

- 6.1 This report does not contain a recommendation on a key decision and has not been referred to in the Forward Plan.

## **7. RELEVANT CONSIDERATIONS**

- 7.1 The CCTV Executive Committee is required to approve the Code of Practice to ensure good governance and legal compliance. The 'CCTV Code of Practice' encompasses all of the legal requirements to operate CCTV in the UK. Any amendments to the Code of Practice are approved at the meeting of the CCTV Joint Executive.

## **8. LEGAL IMPLICATIONS**

- 8.1 The Code of Practice complies with regulations related to public CCTV networks.

## **9. FINANCIAL IMPLICATIONS**

- 9.1 There are no financial Implications relating to the proposed changes. Failure to comply with GDPR could result in a significant fine or legal proceedings against the partnership.

## **10. RISK IMPLICATIONS**

- 10.1 As detailed in section 9, there are significant risks in non-compliance with GDPR. The proposed changes help to ensure compliance and therefore manage those risks.

## **11. EQUALITIES IMPLICATIONS**

- 11.1 In line with the Public Sector Equality Duty, public bodies must, in the exercise of their functions, give due regard to the need to eliminate discrimination, harassment, victimisation, to advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not.

- 11.2 There are no equalities implications arising from this report.

## **12. SOCIAL VALUE IMPLICATIONS**

- 12.1 The Social Value Act and "go local" policy do not apply to this report.

## **13. HUMAN RESOURCE IMPLICATIONS**

- 13.1 There are no direct HR implications arising from this report.

## **14. APPENDICES**

- 14.1 Appendix A - CCTV Code of Practice Amendments – This appendix is to follow

**15. CONTACT OFFICERS**

- 15.1 Keith Moore, Group Leader for CCTV  
[keith.moore@stevenage.gov.uk](mailto:keith.moore@stevenage.gov.uk); Tel: 01438 242277
- 15.2 Mike Read, CCTV Manager  
[mike.read@steveange.gov.uk](mailto:mike.read@steveange.gov.uk), Tel: 01438 242814

**16. BACKGROUND PAPERS**

- 16.1 None

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**CCTV PARTNERSHIP JOINT EXECUTIVE  
4 OCTOBER 2018**

**\*PART 1 – PUBLIC DOCUMENT**

**TITLE OF REPORT: ANNUAL OPERATIONS REPORT**

REPORT OF THE GROUP LEADER FOR CCTV, STEVENAGE BOROUGH COUNCIL

COUNCIL PRIORITY PROSPER AND PROTECT / RESPONSIVE AND EFFICIENT

**1. EXECUTIVE SUMMARY**

- 1.1 To inform the executive committee of the progress of the Hertfordshire CCTV Partnership during 2017/8 and to consider the annual Management & Independent Inspector's reports as part of the Annual Operations Report.

**2. RECOMMENDATIONS**

- 2.1 That the CCTV Joint Executive approves the 2017/18 Annual Operations Report.

**3. REASONS FOR RECOMMENDATIONS**

- 3.1 The Annual Operations Report provides an overview of Hertfordshire CCTV Performance over a 12 month period and provides the necessary quality assurance around the operation of a CCTV Network.

**4. ALTERNATIVE OPTIONS CONSIDERED**

- 4.1 None considered, as the Joint Executive have responsibility for strategic and policy issues relating to the Partnership.

**5. CONSULTATION WITH RELEVANT MEMBERS AND EXTERNAL ORGANISATIONS**

- 5.1 None required.

**6. FORWARD PLAN**

- 6.1 This report does not contain a recommendation on a key decision and has not been referred to in the Forward Plan.

**7. RELEVANT CONSIDERATIONS**

- 7.1 An annual report is prepared for the CCTV Partnership outlining the performance of the CCTV Control Room, including the related number of incidents and arrests across the partnership and the overall operation of the Partnership during a 12 month period. The report also includes an Annual Inspectors Report to provide assurances around compliance and the CCTV Code of Practice.

**8. LEGAL IMPLICATIONS**

- 8.1 The terms of reference of the Joint Executive include receiving and approving the Independent Inspectors' annual report.

**9. FINANCIAL IMPLICATIONS**

- 10.1 There are no direct financial implications arising from this report.

**10. RISK IMPLICATIONS**

- 10.1 The annual report includes assurances around compliance and the CCTV Code of Practice. These assurances contribute towards the management of risk.

**11. EQUALITIES IMPLICATIONS**

- 11.1 In line with the Public Sector Equality Duty, public bodies must, in the exercise of their functions, give due regard to the need to eliminate discrimination, harassment, victimisation, to advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not.
- 11.2 There are no equalities implications arising from this report.

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- 12.1 The Social Value Act and "go local" policy do not apply to this report.

**13. HUMAN RESOURCE IMPLICATIONS**

- 13.1 There are no direct HR implications arising from this report.

**14. APPENDICES**

- 14.1 Appendix A- Annual Operations Report 2017/18.



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[keith.moore@stevenage.gov.uk](mailto:keith.moore@stevenage.gov.uk)  
Tel: 01438 242277

15.2 Mike Read, CCTV Manager  
[mike.read@steveange.gov.uk](mailto:mike.read@steveange.gov.uk)  
Tel: 01438 242814

**16. BACKGROUND PAPERS**

16.1 None

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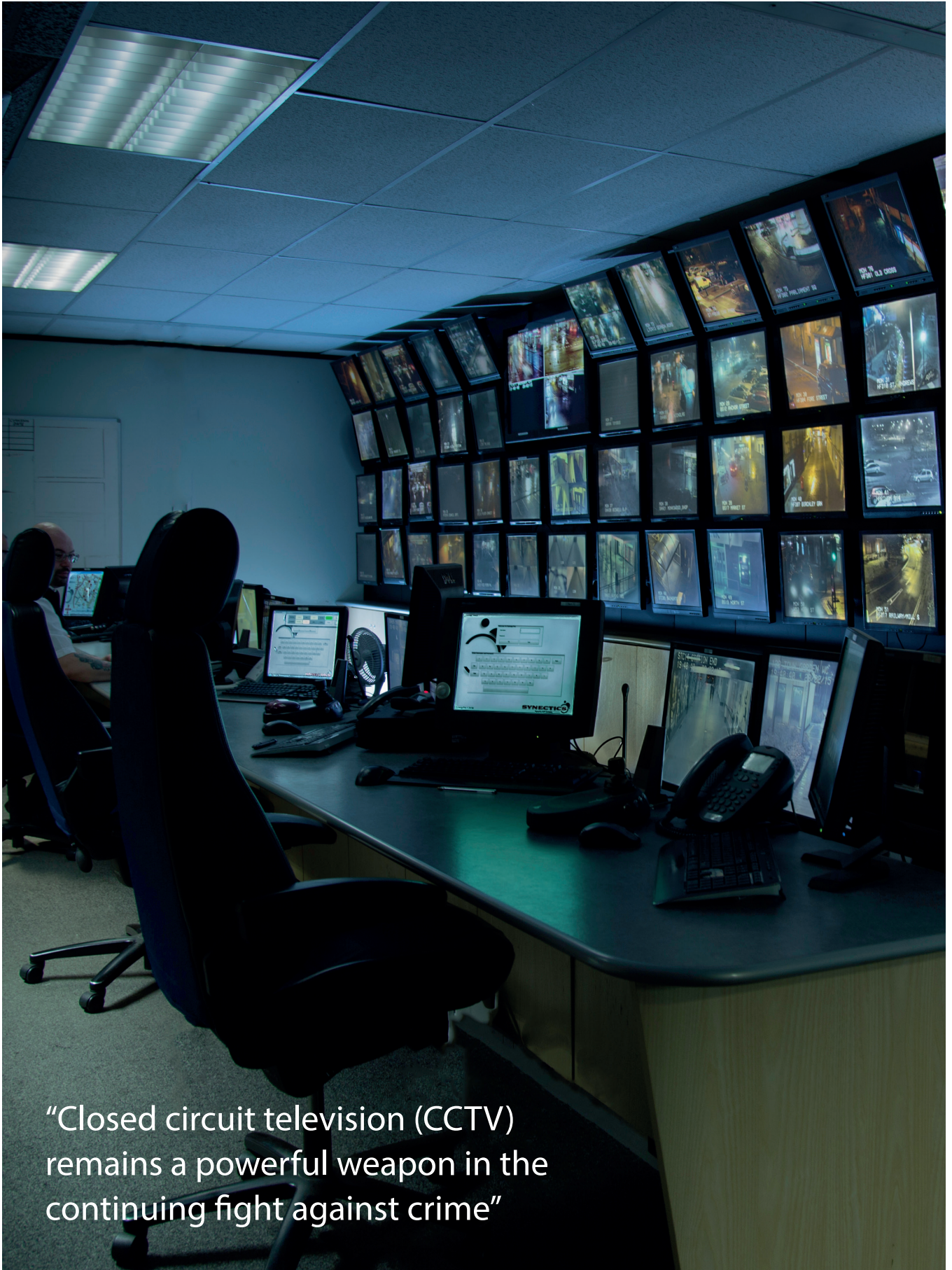


# Annual Operations Report

## 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](http://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](http://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 Hertsmeare 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
DOME	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
<b>Total for this year</b>	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
<b>Total for this year</b>	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

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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

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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

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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

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### 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

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### 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

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### 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

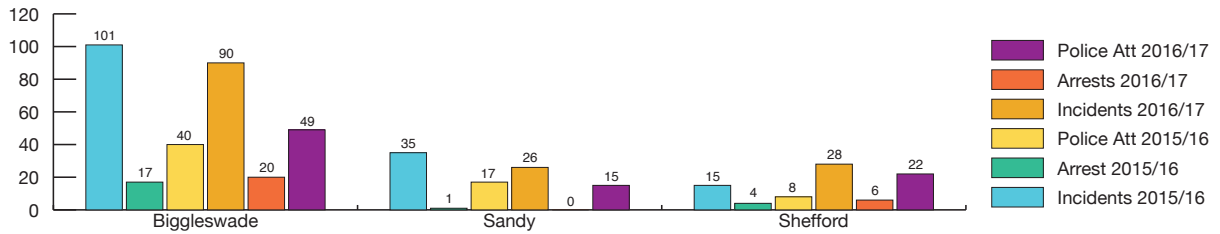
OUT OF HOURS CALLS	2016/2017		2017/2018	
REQUESTS RECEIVED	2711	52/WK	2681	52.5/WK

EoYRt-Apx3-OohC



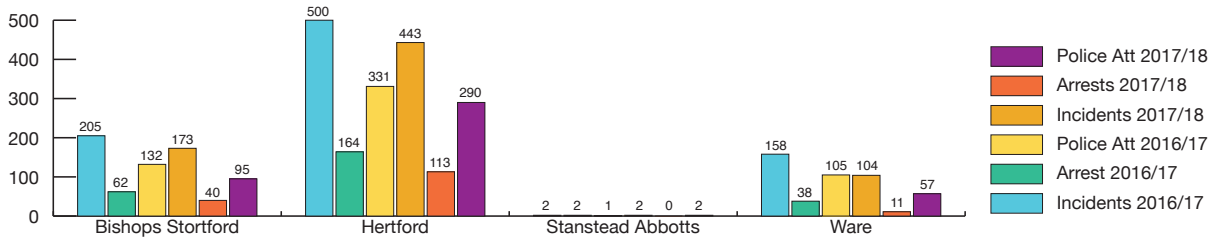


### Central Bedfordshire District Council



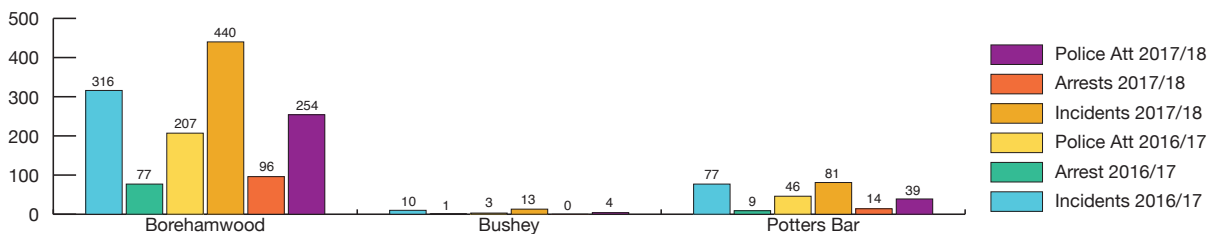
EoYRt-Gph-CB

### East Hertfordshire District Council



EoYRt-Gph-EH

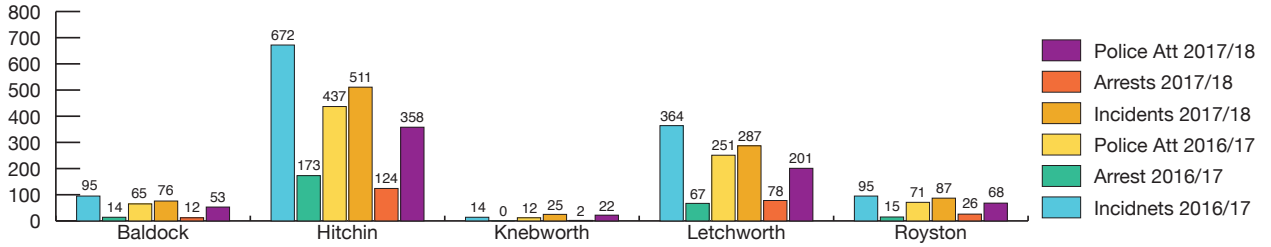
### Hertsmere



EoYRt-Gph-HM

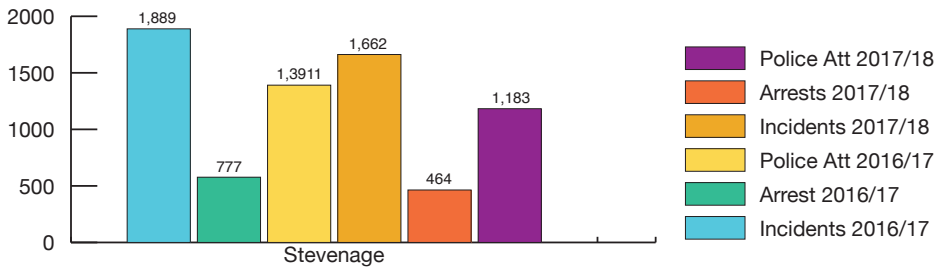


### North Hertfordshire District Council



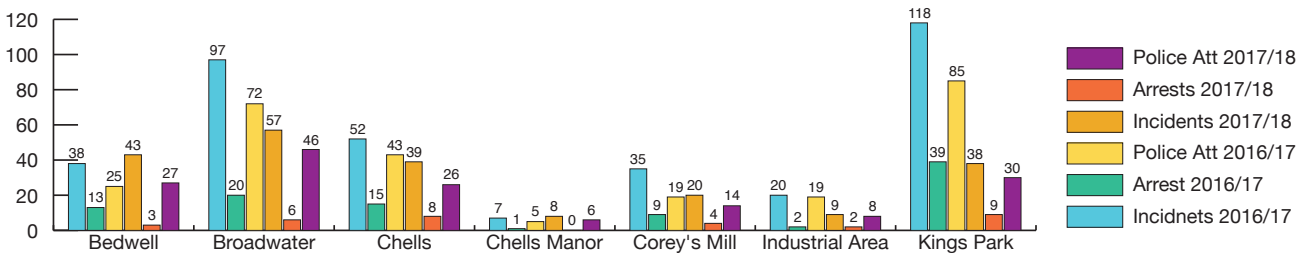
EoYRt-Gph-NH

### Stevenage Borough Council

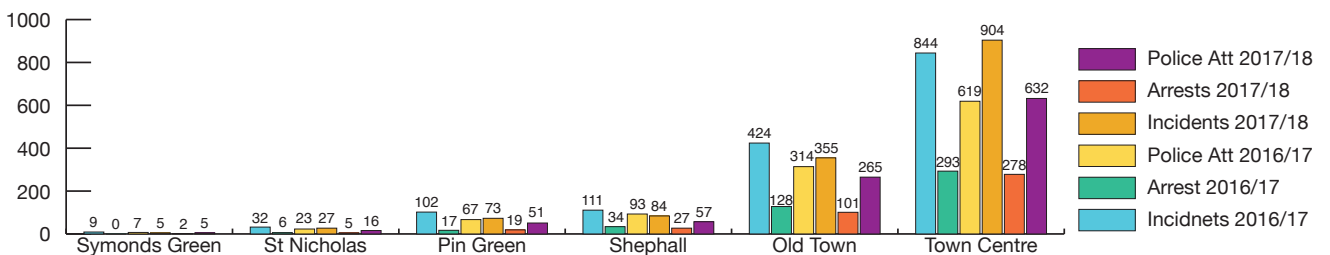


EoYRt-Gph-SA

### Stevenage Borough Council (Areas)



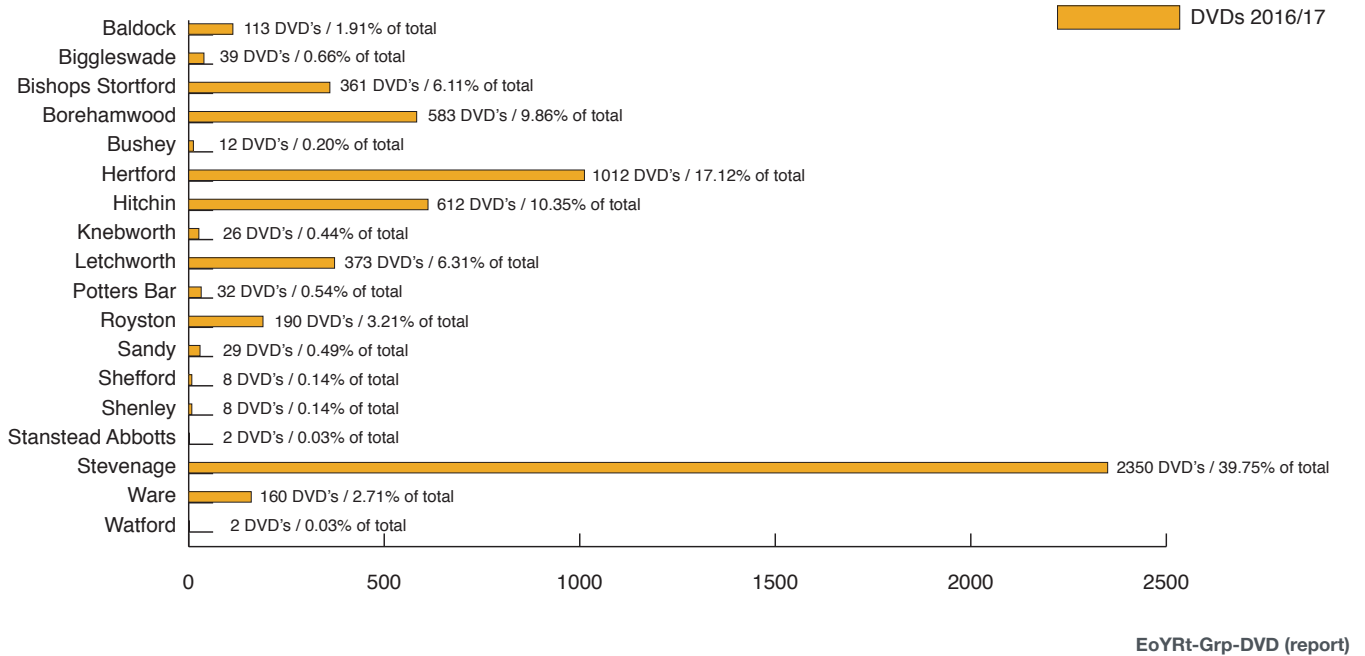
EoYRt-Gph-SAc



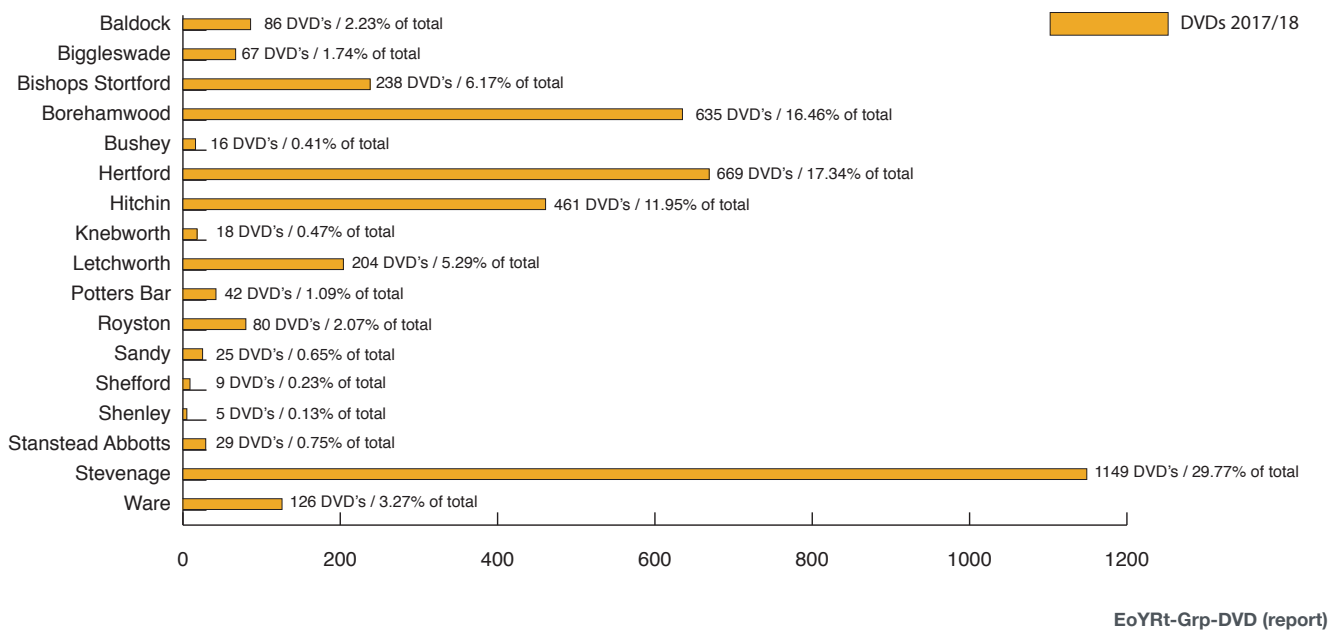
EoYRt-Gph-SAd



## 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.



**Hertfordshire CCTV Partnership Ltd.**

C/O Stevenage Borough Council,  
Daneshill House  
Danestrete,  
Stevenage,  
Hertfordshire,  
UK,  
SG1 1HN

**Phone:** 01438 242814

**Email:** [enquire@hertfordshirecctv.co.uk](mailto:enquire@hertfordshirecctv.co.uk)

**CCTV PARTNERSHIP JOINT EXECUTIVE  
4 OCTOBER 2018**

**\*PART 1 – PUBLIC DOCUMENT**

**TITLE OF REPORT: CCTV OFFICER MANAGEMENT BOARD**

REPORT OF: CCTV OFFICER MANAGEMENT BOARD

COUNCIL PRIORITY : PROSPER AND PROTECT / RESPONSIVE AND EFFICIENT

**1. EXECUTIVE SUMMARY**

- 1.1 This report describes the work undertaken by the CCTV Officer Management Board, which has focused on the location of the CCTV control room and the Governance Review.

**2. RECOMMENDATIONS**

- 2.1 That the Joint Executive notes the work undertaken by the Officer Management Board.

**3. REASONS FOR RECOMMENDATIONS**

- 3.1 The CCTV Officer Management Board was originally established to oversee operational aspects of the Joint CCTV Partnership. This then enables relevant information to be provided to the CCTV Joint Executive.

**4. ALTERNATIVE OPTIONS CONSIDERED**

- 4.1 In terms of the specific work undertaken by the Officer Management Board, the alternative options considered are detailed in section 8.

**5. CONSULTATION WITH RELEVANT MEMBERS AND EXTERNAL ORGANISATIONS**

- 5.1 Where relevant the Chairperson of the CCTV company has been invited to attend Officer Management Board meetings.

## **6. FORWARD PLAN**

- 6.1 This report does not contain a recommendation on a key decision and has not been referred to in the Forward Plan.

## **7. BACKGROUND**

- 7.1 The CCTV Officer Management Board was originally established to oversee operational aspects of the Joint CCTV Partnership. Upon launching the CCTV Governance Review in April it was clear that the CCTV Officer Management Board had not met formally for a period of time and membership was unclear. To drive the delivery of the governance review and actions emerging from the last Joint Executive the Board was resurrected to include the following officers from the 4 councils:

- East Herts: Jonathan Geall – Head of Housing and Health
- Hertsmere: Valerie Kane- Community Safety Manager
- North Herts: Ian Couper- Director of Resources
- Stevenage: Rob Gregory- Assistant Director Communities and Neighbourhoods

## **8. RELEVANT CONSIDERATIONS**

- 8.1 The Officer Management Board has met three times since April and has worked closely on re-location options, commissioned and reviewed the initial SIAS audit as part of the governance review. It will meet quarterly moving forwards, with a particular initial focus on driving the recommendations of the governance review and the longer-term opportunities for CCTV arrangements moving forwards.
- 8.2 The March meeting of the CCTV Joint Executive resolved that an external consultant's report be commissioned into the technical requirements for the successful relocation of the control room at Swingate House. This was circulated to all members following initial consideration by the CCTV Officer Management Board.
- 8.3 The report clarified a number of technical points in relation to the specification for suitable premises based on the configuration of the existing CCTV network and the current fibre-link termination point at Swingate House. The report and a control room brief outlining high-level criteria to consider alternative options and premises was circulated to partners in July. No further locations were subsequently proposed to be considered.



- 8.4 At its subsequent meeting the Officer Management Board recommended that the control room be relocated to Cavendish Road, Stevenage to ensure the continuity of service. The recommendation was based upon the cost and disruption to the partnership and that there were no further options put forward to consider. Given the challenges in securing a date for a further Joint Executive and the imminent demolition of Swingate House, officer board members consulted with their respective Joint Executive members ahead of the October executive meeting to ensure they were in agreement with this approach. A further concern was raised about ongoing service charges for the move to Cavendish House. It was clarified by Stevenage that any service charges would remain the same as at Swingate House. No further concerns were raised.
- 8.5 Following the concerns raised at the Joint Executive in March, it is recognised that had these conversations started sooner the partnership could have considered a more detailed options appraisal about the longer-term technical requirements of a network. It was agreed that the relocation to Cavendish Road, Stevenage would not prevent the partnership from considering technical requirements for the CCTV Partnership over the longer-term.
- 8.6 Following the resolution of a Governance Review the Officer Management Board developed a scoping document for an initial audit to be undertaken by SIAS into the overall governance of current CCTV arrangements including the CCTV Partnership and the Company.
- 8.7 A draft report was completed in June. The Officer Management Board met in July to seek further clarification and to formulate management responses. The final report was issued in August. This is covered in more detail in a separate report on the agenda of this meeting.

## **9. LEGAL IMPLICATIONS**

- 9.1 The Governance Review will further consider legal implications relating to the partnership and the company.

## **10. FINANCIAL IMPLICATIONS**

- 10.1 The cost of relocation of the CCTV control room to Cavendish house will be borne by Stevenage Borough Council as part of the SG1 scheme. Future financial implications for the Joint Executive to consider may emerge from the ongoing Governance Review.

## **11. RISK IMPLICATIONS**

- 11.1 The timetable for the safe transfer of operations to a new control room at Cavendish Road is achievable within the timeframe, with a specialist contractor due to be procured to manage the works. The Officer Management Board will monitor these risks closely over the coming months to avoid any disruption to service.

## **12. EQUALITIES IMPLICATIONS**

- 12.1 In line with the Public Sector Equality Duty, public bodies must, in the exercise of their functions, give due regard to the need to eliminate discrimination, harassment, victimisation, to advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not.
- 12.2 There are no equalities implications arising from this report.

## **13. SOCIAL VALUE IMPLICATIONS**

- 13.1 The Social Value Act and “go local” policy do not apply to this report.

## **14. HUMAN RESOURCE IMPLICATIONS**

- 14.1 There are no direct HR implications arising from this report.

## **15. APPENDICES**

- 15.1 None

## **16. CONTACT OFFICERS**

- 16.1 Ian Couper, Service Director- Resources  
[ian.couper@north-herts.gov.uk](mailto:ian.couper@north-herts.gov.uk); ext 4243

## **17. BACKGROUND PAPERS**

- 17.1 None

**CCTV PARTNERSHIP JOINT EXECUTIVE  
4 OCTOBER 2018**

**\*PART 1 – PUBLIC DOCUMENT**

**TITLE OF REPORT: GOVERNANCE ARRANGEMENTS FOR THE HERTFORDSHIRE  
CCTV PARTNERSHIP**

REPORT OF THE CCTV OFFICER MANAGEMENT BOARD

COUNCIL PRIORITY : PROSPER AND PROTECT / RESPONSIVE AND EFFICIENT

**1. EXECUTIVE SUMMARY**

- 1.1 At its meeting on 29 March 2018, the Joint Executive resolved that there should be an audit of current governance arrangements in relation to the CCTV Partnership and CCTV Company. This audit was undertaken and a final report was issued in August 2018 (attached as appendix A). This audit identified a number of recommendations and these have been responded to with planned actions.

**2. RECOMMENDATIONS**

- 2.1 That the Joint Executive note and comment on the attached audit report.
- 2.2 That the Joint Executive note that the Officer Management Board will continue to undertake more detailed governance review work, and that some of this is likely to impact on the CCTV company.

**3. REASONS FOR RECOMMENDATIONS**

- 3.1 The Joint Executive have identified a number of concerns with the governance arrangements for the CCTV partnership and CCTV company. It was considered that the best way for these to be fully identified was to commission the Shared Internal Audit Service (SIAS) to undertake a governance review audit. The results of this are therefore being presented to the Joint Executive.

**4. ALTERNATIVE OPTIONS CONSIDERED**

- 4.1 None considered, as the Joint Executive have responsibility for strategic and policy issues relating to the Partnership.

## **5. CONSULTATION WITH RELEVANT MEMBERS AND EXTERNAL ORGANISATIONS**

- 5.1 The Chairperson of the CCTV company was consulted and agreed to the governance review taking place.

## **6. FORWARD PLAN**

- 6.1 This report does not contain a recommendation on a key decision and has not been referred to in the Forward Plan.

## **7. BACKGROUND**

- 7.1 The Joint Executive have identified a number of concerns with the governance arrangements for the CCTV partnership and CCTV company. At its meeting on 29 March 2018, the Joint Executive resolved that there should be an audit of current governance arrangements in relation to the CCTV Partnership and CCTV Company. Stevenage Borough Council added it to their SIAS audit plan with an allocation of 10 days. To reflect that there were also implications across the partnership and to extend the scope, each of the other partners also contributed a further 2 days each to the audit. This took the allocation up to 16 days.
- 7.2 Each of the partners was involved in scoping the audit.

## **8. RELEVANT CONSIDERATIONS**

- 8.1 The SIAS Final Internal Audit Report on 'Governance Arrangements for the Hertfordshire CCTV Partnership' is provided as Appendix A. This adopts the standard format for SIAS report in that it identifies the scope of the audit, findings from the work that they have carried out and recommendations made. Management are then asked to respond to these recommendations. In this case the management response has been provided by the Stevenage Borough Council Assistant Director for Communities and Neighbourhoods in consultation with partner representatives from the Officer Management Board.
- 8.2 The SIAS Audit report is intended to form the starting point of the Governance Review. As well as responding to the recommendations made, the Officer Management Board also intend to undertake more detailed work where it is required. Some of this work is likely to have an impact on the CCTV company, and the Chairperson will be consulted on this.

## **9. LEGAL IMPLICATIONS**

- 9.1 The terms of reference for the CCTV Joint Executive include responsibility for strategic and policy issues relating to the Partnership.

## **10. FINANCIAL IMPLICATIONS**

- 10.1 There are no direct financial implications arising from this report.

## **11. RISK IMPLICATIONS**

- 11.1 The SIAS report has identified a number of risks and actions required to help mitigate against those risks.

## **12. EQUALITIES IMPLICATIONS**

- 12.1 In line with the Public Sector Equality Duty, public bodies must, in the exercise of their functions, give due regard to the need to eliminate discrimination, harassment, victimisation, to advance equality of opportunity and foster good relations between those who share a protected characteristic and those who do not.
- 12.2 There are no equalities implications arising from this report.

## **13. SOCIAL VALUE IMPLICATIONS**

- 13.1 The Social Value Act and “go local” policy do not apply to this report.

## **14. HUMAN RESOURCE IMPLICATIONS**

- 14.1 There are no direct HR implications arising from this report.

## **15. APPENDICES**

- 15.1 Appendix A- SIAS Final Internal Audit Report- Governance Arrangements for the Hertfordshire CCTV Partnership

## **16. CONTACT OFFICERS**

- 16.1 Ian Couper, Service Director- Resources  
[ian.couper@north-herts.gov.uk](mailto:ian.couper@north-herts.gov.uk); ext 4243

## **17. BACKGROUND PAPERS**

- 17.1 None

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## **Final Internal Audit Report**

# **Stevenage Borough Council – Governance Arrangements for the Hertfordshire CCTV Partnership**

**August 2018**

<b>Issued to:</b>	Rob Gregory – SBC Assistant Director, Communities & Neighbourhoods
<b>Copied to:</b>	Clare Fletcher – SBC Assistant Director, Finance & Estates Mary Cormack – SBC Lead Legal Officer Isabel Brittain – Head of Strategic Finance & Property, East Herts Council Valerie Kane – Community Safety Manager, Hertsmere Borough Council Ian Couper – Head of Finance, Performance & Asset Management, North Herts District Council
<b>Report Status:</b>	Final
<b>Reference:</b>	S248/18/001
<b>Overall Assurance:</b>	Limited

**INDEX**

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2. Assurance by Risk Area	4
Appendix A - Management Action Plan	5
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## 1. EXECUTIVE SUMMARY

### Introduction

- 1.1 Internal Audit provides Stevenage Borough Council ('the Council') with an independent and objective opinion on the organisation's governance arrangements, encompassing internal control and risk management, by completing an annual risk-based audit plan. This audit forms part of the Council's approved 2018/19 Audit Plan.
- 1.2 The Council is the lead authority for the Hertfordshire CCTV Partnership which includes East Herts Council, Hertsmere Borough Council and North Herts District Council. The original Partnership was set up in 1999 between Stevenage Borough Council and North Herts District Council to jointly manage CCTV cameras in public spaces within their administrative areas. East Herts Council and Hertsmere Borough Council subsequently joined the Partnership.
- 1.3 A separate private limited company was established in 2014 to facilitate a number of commercial contracts. The company is owned by the four Partners in proportion to the number of public cameras they manage in their respective administrative areas.
- 1.4 The purpose of this review was to provide assurance to the Council and Partners regarding the governance and financial management arrangements that are currently in place for the Hertfordshire CCTV Partnership, including oversight of the limited company. This is intended as a high level internal audit of the governance arrangements and is not a full governance review.

### Overall Audit Opinion

- 1.5 The Hertfordshire CCTV Partnership has proven to be a useful vehicle for the joint management of the CCTV service. However, we have identified a number of weaknesses in the overall governance control framework. We have therefore made nine recommendations to help address the above and potentially inform a wider governance review.
- 1.6 Based on the work performed during this audit, we can provide overall **limited assurance** that there are effective controls in operation for those elements of the risk management processes covered by this review. These are detailed in the Assurance by Risk Area Table in section 2 below.
- 1.7 For definitions of our assurance levels, please see Appendix B.

### Summary of Recommendations

- 1.8 In support of our overall opinion, we have identified nine key areas that should be addressed as a high priority and, as necessary, considered as part of a wider full governance review of the CCTV Partnership. We can summarise these nine key areas as follows:

- Confirmation of the governance framework and the roles and responsibilities
- Establishment of a current Partnership Agreement
- Review of the terms of the Company Shareholders' Agreement
- Review/establishment of all Terms of Reference
- Review of Partner Authority Constitutions
- Establishment of a current five year Business Plan (18/19-22/23)
- Review of financial management
- Review of performance monitoring
- Review of the calculation and application of charges to Partner Authorities

1.9 Please see Management Action Plan at Appendix A for further detail.

### **Annual Governance Statement**

1.10 This report provides limited levels of assurance to support the Annual Governance Statement.

## **2. ASSURANCE BY RISK AREA**

2.1 Our specific objectives in undertaking this work, as per the Terms of Reference, were to provide the Council with assurance on the adequacy and effectiveness of internal controls, processes and records in place to mitigate risks in the following areas:

<b>Risk Area</b>	<b>No</b>	<b>Limited</b>	<b>Satisfactory</b>	<b>Good</b>
Governance and financial management arrangements of the four Partners in the Partnership				
Governance and financial management arrangements of the limited company				
Governance and financial relationship between the Partnership and the limited company				
<b>Overall</b>				

2.2 See definitions for the above assurance levels at Appendix B.

No.	Finding / Associated Risk	Priority	Recommendation	Management Response	Target Date
1.	<p><b>Governance framework:</b></p> <p>Whilst there is an overall framework for the governance of the CCTV Partnership, there is not full corporate clarity and understanding regarding the management and reporting structures or the respective roles and responsibilities.</p> <p><u>Associated Risk</u></p> <p>Where there is lack of corporate clarity and understanding about requirements and expectations, or lack of identification and ownership of responsibilities, it may lead to gaps, inconsistencies and communication failings in relation to the leadership, management, reporting and monitoring of the overall Partnership. This may result in a lack of transparency, potential reputational damage and possible financial loss to the Partner Authorities.</p>	High	We recommend that the governance framework for the overall CCTV Partnership is reviewed and confirmed as being fit for purpose, or changed as necessary, and is clearly understood by all parties, including the respective roles and responsibilities of the relevant Members and Officers.	<p><b>Responsibility:</b></p> <p>CCTV Joint Executive and Company Board of Directors.</p> <p><b>Actions:</b></p> <p>We will draft a governance framework for the overall CCTV arrangements to include:</p> <ul style="list-style-type: none"> <li>• Governance for Hertfordshire CCTV Partnership</li> <li>• Governance for Hertfordshire CCTV Partnership Ltd.</li> <li>• Governance lines between the Partnership and the Company</li> <li>• Member roles and responsibilities</li> <li>• Officer roles and responsibilities</li> </ul> <p>These will be consulted on and agreed by the CCTV Joint Executive and the Company Board of Directors.</p>	1 December 2018

No.	Finding / Associated Risk	Priority	Recommendation	Management Response	Target Date
2.	<p><b>Partnership Agreement:</b></p> <p>There is no fully executed Partnership Agreement in place that includes all four of the current CCTV Partner Authorities.</p> <p><u>Associated Risk</u></p> <p>Where there is lack of corporate clarity and understanding about requirements and expectations, or lack of identification and ownership of responsibilities, it may lead to gaps, inconsistencies and communication failings in relation to the leadership, management, reporting and monitoring of the overall Partnership. This may result in a lack of transparency, potential reputational damage and possible financial loss to the Partner Authorities.</p>	High	We recommend that an appropriate new Partnership Agreement between the current four CCTV Partner Authorities is drawn up and executed. It should clearly include the specific roles and responsibilities of the Partner Authorities. It should also clearly state the relationship the Partner Authorities have with Hertfordshire CCTV Partnership Ltd. and the function of that company in respect of the overall CCTV Partnership.	<p><b>Responsibility:</b></p> <p>CCTV Officer Management Board.</p> <p><b>Actions:</b></p> <p>We will prepare an updated CCTV Partnership Agreement drafted through the CCTV Officer Management Board to be signed by all four Partner Authorities.</p>	31 March 2019
3.	<p><b>Shareholders' Agreement for Hertfordshire CCTV Partnership Ltd:</b></p> <p>Whilst there is a current Shareholders' Agreement in place for the Company (executed as at 7 September 2015 by the four Partner Authorities), there is a lack of compliance with some of the terms, e.g. 2.1 states that Shareholders'</p>	High	We recommend that the current Shareholders' Agreement for the Company is reviewed to ascertain if it remains fit for purpose and, if so, that the terms are fully complied with.	<p><b>Responsibility:</b></p> <p>Company Board of Directors.</p> <p><b>Actions:</b></p> <p>The Company Directors' will</p>	31 March 2019

No.	Finding / Associated Risk	Priority	Recommendation	Management Response	Target Date
Page 83	<p>will not fund the Company with public funds; 5.2 states that a Business Plan will be prepared each year and include a five year medium term financial strategy projection; 7.1 states that Shareholders will be provided with final audited annual accounts by 15 June each year.</p> <p><u>Associated Risk</u></p> <p>Where there is lack of clarity and understanding about corporate requirements and expectations, or lack of identification and ownership of responsibilities, it may lead to gaps, inconsistencies and communication failings in relation to the leadership, management, reporting and monitoring of the overall Partnership. This may result in a lack of transparency, potential reputational damage and possible financial loss to the Partner Authorities.</p>			consider this recommendation through their Shareholder Representatives in light of future considerations relating to the future of Hertfordshire CCTV Partnership Ltd.	
4.	<p><b>Terms of Reference:</b></p> <p>There is no Terms of Reference in place for the CCTV Joint Executive that includes all four of the current CCTV Partner Authorities. Neither is there any Terms of Reference for the CCTV Officer Management Board.</p>	High	We recommend that appropriate revised / new Terms of Reference for the CCTV Joint Executive and the CCTV Officer Management Board are drawn up and formally agreed.	<p><b>Responsibility:</b></p> <p>CCTV Joint Executive and CCTV Officer Management Board.</p> <p><b>Actions:</b></p>	31 March 2019

No.	Finding / Associated Risk	Priority	Recommendation	Management Response	Target Date
Page 88 of 95	<u>Associated Risk</u> Where there is lack of corporate clarity and understanding about requirements and expectations, or lack of identification and ownership of responsibilities, it may lead to gaps, inconsistencies and communication failings in relation to the leadership, management, reporting and monitoring of the overall Partnership. This may result in a lack of transparency, potential reputational damage and possible financial loss to the Partner Authorities.			Terms of Reference will be updated for the CCTV Joint Executive and a Terms of Reference will be created for the CCTV Officer Management Board.	
	<b>Constitutions:</b> The extracts from the Constitutions of the four Partner Authorities obtained and examined did not completely, accurately or consistently reflect the Terms of Reference and current Member/Officer representation in respect of the CCTV Joint Executive and the CCTV Officer Management Board. <u>Associated Risk</u> Where there is lack of corporate clarity	High	We recommend that, once agreed, the revised/new Terms of Reference for the CCTV Joint Executive and the CCTV Officer Management Board are revised / added in the Constitutions for each of the four Partner Authorities, together with the updated Member/Officer representation for both groups.	<b>Responsibility:</b> Each of the four Partner Authorities.  <b>Actions:</b> New Terms of Reference will be submitted for formal incorporation into constitutional arrangements for the four Partner Authorities.	31 July 2019

No.	Finding / Associated Risk	Priority	Recommendation	Management Response	Target Date
	<p>and understanding about requirements and expectations, or lack of identification and ownership of responsibilities, it may lead to gaps, inconsistencies and communication failings in relation to the leadership, management, reporting and monitoring of the overall Partnership. This may result in a lack of transparency, potential reputational damage and possible financial loss to the Partner Authorities.</p>				
<p>Page 89</p>	<p><b>Business Plan:</b></p> <p>Whilst an initial five year Financial Business Plan for the overall CCTV Partnership was drawn up following the formation and inclusion of Hertfordshire CCTV Partnership Ltd. In 2014, it has not been formally reviewed or refreshed since then. Also, it does not include any non-financial aims and targets.</p> <p><u>Associated Risk</u></p> <p>Where there is lack of corporate clarity and understanding about requirements and expectations, or lack of identification and ownership of responsibilities, it may lead to gaps, inconsistencies and communication</p>	<p>High</p>	<p>We recommend that a new five year Business Plan for the overall CCTV Partnership is drawn up and agreed. As a minimum, the plan should be monitored on a monthly basis in terms of achievements against projections and it should be the subject of a full review and refresh annually to cover the next five years ahead on a rolling basis. Besides financial projections, it should include non-financial aims and targets that should be monitored, reviewed and refreshed on the same basis.</p>	<p><b>Responsibility:</b></p> <p>CCTV Joint Executive and Company Board of Directors.</p> <p><b>Actions:</b></p> <p>We will develop a new five year rolling Business Plan (with monthly monitoring and full annual reviews) for the overall Hertfordshire CCTV Partnership based on decisions about the future direction of Hertfordshire CCTV Partnership Ltd.</p>	<p>31 March 2019</p>





No.	Finding / Associated Risk	Priority	Recommendation	Management Response	Target Date
	failings in relation to the leadership, management, reporting and monitoring of the overall Partnership. This may result in a lack of transparency, potential reputational damage and possible financial loss to the Partner Authorities.				
7.  Page 56	<p><b>Financial management:</b></p> <p>Accounting records for the original Partnership were maintained by the Group Accountant (GA) for SBC as the Lead Authority. Following the formation of Hertfordshire CCTV Partnership Ltd, the GA has been further relied on by the Managing Director of the company (who is also the SBC Lead Officer for the four Partner Authorities) to assist with the necessary accounting services and financial responsibilities in relation to the company that are not currently being provided by the external Accountants. However, there has not been formal inclusion of these responsibilities in the GA role.</p> <p><u>Associated Risk</u></p> <p>Where there is lack of corporate clarity and understanding about requirements and expectations, or lack of</p>	High	We recommend that the role and responsibilities of the SBC Group Accountant in respect of the overall CCTV Partnership are reviewed, evaluated and formerly confirmed. Consideration should be given to increased use of the external Accountants with regard to the accounting requirements of Hertfordshire CCTV Partnership Ltd.	<p><b>Responsibility:</b></p> <p>CCTV Officer Management Board, Company Board of Directors and SBC Assistant Director, Finance &amp; Estates.</p> <p><b>Actions:</b></p> <p>The role of the SBC Group Accountant in relation to the overall Partnership will be clarified in the revised Partnership Agreement.</p> <p>The Company Directors will consider the accountancy needs of the Company and source appropriately.</p>	31 March 2019



No.	Finding / Associated Risk	Priority	Recommendation	Management Response	Target Date
	<p>identification and ownership of responsibilities, it may lead to gaps, inconsistencies and communication failings in relation to the leadership, management, reporting and monitoring of the overall Partnership. This may result in a lack of transparency, potential reputational damage and possible financial loss to the Partner Authorities.</p>				
<p>8.</p> <p>Page 57</p>	<p><b>Reporting and monitoring:</b></p> <p>The current reporting arrangements for the overall Partnership, including Hertfordshire CCTV Partnership Ltd, are not clearly defined and are not effectively working in practice to meet the expectations of all Partner Authorities.</p> <p><u>Associated Risk</u></p> <p>Where there is lack of corporate clarity and understanding about requirements and expectations, or lack of identification and ownership of responsibilities, it may lead to gaps, inconsistencies and communication failings in relation to the leadership, management, reporting and monitoring of the overall Partnership. This may</p>	<p>High</p>	<p>We recommend that all reporting arrangements for the Partner Authorities are formally reassessed, agreed and documented to ensure there is complete clarity and transparency of expectations and understanding across all interested parties regarding the need, responsibility, frequency, timing, content, format and distribution of each report required.</p>	<p><b>Responsibility:</b></p> <p>CCTV Joint Executive, CCTV Officer Management Board and Company Board of Directors as appropriate.</p> <p><b>Actions:</b></p> <p>Authority reporting arrangements to be included as part of a revised Partnership Agreement, Shareholder Agreement and Terms of Reference as necessary.</p>	<p>31 March 2019</p>

No.	Finding / Associated Risk	Priority	Recommendation	Management Response	Target Date
	result in a lack of transparency, potential reputational damage and possible financial loss to the Partner Authorities.				
9.	<p><b>Charges:</b></p> <p>Responsibility for the current charging arrangements is unclear which has led to an issue in respect of the communication and timeliness of calculations and billing.</p> <p><u>Associated Risk</u></p> <p>Where there is lack of corporate clarity and understanding about requirements and expectations, or lack of identification and ownership of responsibilities, it may lead to gaps, inconsistencies and communication failings in relation to the leadership, management, reporting and monitoring of the overall Partnership. This may result in a lack of transparency, potential reputational damage and possible financial loss to the Partner Authorities.</p>	High	We recommend that there is a review of how charges are being calculated and billed to the Partner Authorities, clarification of who is responsible for this and agreement of the timing.	<p><b>Responsibility:</b></p> <p>SBC Assistant Director, Finance &amp; Estates.</p> <p><b>Actions:</b></p> <p>A schedule of charges to be prepared for the Partnership. The schedule will identify recharges applied to the Partnership, including; staffing, overheads, IT, etc.</p> <p>The schedule will also include recharges applied to Hertfordshire CCTV Partnership Ltd.</p> <p>A quarterly finance report to be prepared for the CCTV Officer Management Board, to include year-end financial projections for the Partnership.</p>	1 November 2018

Assurance Level	Definition
Good	The design and operation of the internal control framework is effective, thereby ensuring that the key risks in scope are being well managed and core objectives will likely be achieved. There are minor reportable audit findings.
Satisfactory	The internal control framework is largely working well in managing the key risks in scope, with some audit findings related to the current arrangements.
Limited	The system of internal control is only partially effective, with important audit findings in key areas. Improvement in the design and/or operation of the control environment is necessary to gain assurance risks are being managed to an acceptable level, and core objectives will be achieved.
No	The system of internal control has serious gaps, and controls are not effective in managing the key risks in scope. It is highly unlikely that core objectives will be met without urgent management intervention.

Priority Level			Definition
Corporate	Critical		Audit findings which, in the present state, represent a serious risk to the organisation as a whole, i.e. reputation, financial resources and / or compliance with regulations. Management action to implement the appropriate controls is required immediately.
Service	High		Audit findings indicate a serious weakness or breakdown in control environment, which, if untreated by management intervention, is highly likely to put achievement of core service objectives at risk. Remedial action is required urgently.
	Medium		Audit findings which, if not treated by appropriate management action, are likely to put achievement of some of the core service objectives at risk. Remedial action is required in a timely manner.
	Low / Advisory		Audit findings indicate opportunities to implement good or best practice, which, if adopted, will enhance the control environment. The appropriate solution should be implemented as soon as is practically possible.

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**NORTH HERTFORDSHIRE DISTRICT COUNCIL**

**CCTV PARTNERSHIP JOINT EXECUTIVE**

**THURSDAY, 4TH OCTOBER, 2018**

**SUPPLEMENTARY AGENDA**

Please find attached supplementary papers relating to the above meeting, as follows:

**Agenda No    Item**

5.            **CCTV CODE OF PRACTICE AMENDMENTS (Pages 1 - 24)**

To inform the CCTV Joint Executive of proposed changes to the 'CCTV Code of Practice' and for these proposed changes to be considered and approved.

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**HERTFORDSHIRE**  
**CCTV**  
PARTNERSHIP

# **HERTFORDSHIRE CCTV PARTNERSHIP**

## **OPERATIONAL CODE OF PRACTICE**

CCTV Code of Practice June 2018



# **HERTFORDSHIRE CCTV PARTNERSHIP**

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**HERTFORDSHIRE**  
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# HERTFORDSHIRE CCTV PARTNERSHIP

## 1. INTRODUCTION

Hertfordshire CCTV Partnership has installed a comprehensive CCTV IT surveillance system is run by SBC, NHDC, EHDC and HBC which covers key locations , namely town centre areas and associated car parks, play centres, sheltered and supported housing in Stevenage, Hitchin, Letchworth, Baldock, Royston, Knebworth, Hertford, Bishop Stortford, Ware, Stanstead Abbots, Borehamwood, Bushey, Potters Bar, Biggleswade, Sandy and Shefford.

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 and 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.

Facilitate the prosecution providing evidence of offenders in both crime and public order offences.

The CCTV Control Room monitors and controls the system 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.



## HERTFORDSHIRE CCTV PARTNERSHIP

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,



# HERTFORDSHIRE CCTV PARTNERSHIP

## 2. TERMS AND REFERENCES

In this Code of Practice the following expressions shall have the meanings hereby assigned to the:-

**'ABOT'** means Automated Back Office Tasks

**'BORIS'** means the Back Office Recording Incident System database.

**'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.



## HERTFORDSHIRE CCTV PARTNERSHIP

**'Data Subject'** means an individual making a Data Subject Access Request

**'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.



# HERTFORDSHIRE CCTV PARTNERSHIP

## 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 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.



## **HERTFORDSHIRE CCTV PARTNERSHIP**

### **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

### **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 take into account 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.



## HERTFORDSHIRE CCTV PARTNERSHIP

### 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 to 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](http://www.hertfordshirecctv.co.uk).

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

### 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.





## **HERTFORDSHIRE CCTV PARTNERSHIP**

### **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:-

- Number of incidents per camera / town / desk
- Number of arrests per camera / town
- Comparison to previous years data
- Engineers fault report
- Engineers fault history for a specific camera



## HERTFORDSHIRE CCTV PARTNERSHIP

### 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 on BORIS 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**



# HERTFORDSHIRE CCTV PARTNERSHIP

## 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

Broadland Guarding Services Ltd  
Delta House  
Vulcan Road North  
Norwich  
Norfolk  
NR6 6AQ

### CCTV System Equipment Servicing Contractor

Eurovia Infrastructure Limited  
Albion House  
Springfield Road  
Horsham  
West Sussex  
RH12 2RW



## **HERTFORDSHIRE CCTV PARTNERSHIP**

### **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.
- 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 on the HCCTVP database, BORIS.

CCTV operators will keep a record on BORIS of 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.



## HERTFORDSHIRE CCTV PARTNERSHIP

Each owner will be presented with a management report comprising of the number of incidents and faults recorded each quarter.

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.



## HERTFORDSHIRE CCTV PARTNERSHIP

- 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.

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.



## HERTFORDSHIRE CCTV PARTNERSHIP

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.

## 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



## **HERTFORDSHIRE CCTV PARTNERSHIP**

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.

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.





## HERTFORDSHIRE CCTV PARTNERSHIP

### 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](mailto: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 complaints file will be subject to the conditions and provisions of the Data Protection legislation.



## HERTFORDSHIRE CCTV PARTNERSHIP

### 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.

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.



## **HERTFORDSHIRE CCTV PARTNERSHIP**

### **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.

### **26. BORIS**

Boris is a bespoke Database that records, controls, manages and reports on all aspects of the CMR

Automated reports are produced for equipment owners, managers and other interested parties within the HCCTVP.

All information is subject to the GDPR 2018 and any information that has been submitted that has not had the permission of the CCTV Operations Manager will be seen as a breach of the Code.



## **HERTFORDSHIRE** **CCTV** PARTNERSHIP

### **27. ABOT (Automated Back Office Tasks)**

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



**HERTFORDSHIRE**  
**CCTV**  
PARTNERSHIP

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