

STEVENAGE BOROUGH COUNCIL

**JOINT CCTV EXECUTIVE  
MINUTES**

Date: Thursday, 24 October 2024

Time: 6.00pm

Place: Council Chamber, Daneshill House, Danestrete, SG1 1HN

**Present:** Councillors: Conor McGrath (Chair), Lloyd Briscoe and Jackie Hollywell

**Start / End**      Start Time:    18:00  
**Time:**            End Time:        18:30

1      **ELECTION OF CHAIR**

It was moved, seconded and **RESOLVED** that Councillor Conor McGrath be elected to serve as Chair of the Joint CCTV Executive Committee for this meeting.

2      **APOLOGIES AND DECLARATIONS OF INTEREST**

Apologies for absence were received from:

**Hertsmere**

Cllr Paul Hodgson-Jones

**North Herts**

Cllr Val Bryant

Cllr Mick Debenham

**East Herts**

Cllr Mione Goldspink

Cllr Chris Wilson

Councillor Lloyd Briscoe Speaker 6 declared an interest, stating that they worked commercially for a private sector CCTV company but affirmed that this would not influence their comments during the meeting.

3      **MINUTES - 24 JUNE 2024**

It was **RESOLVED** that the minutes of the Joint CCTV Executive meeting held on 24 June 2024 be approved as a correct record and signed by the chair.

4      **CHAIR'S ANNOUNCEMENTS**

There were none.

5      **TERMS OF REFERENCE**

It was **RESOLVED** that the Terms of Reference for the Committee, as agreed by the Annual Council Meeting on 22 May 2024 be noted.

## 6 **CCTV OPERATIONS REPORT**

Stevenage Borough Council's CCTV Operations Manager provided the Executive with the CCTV operations update which covered the following key points:

### **Contractor Operations**

SSG continued to operate and monitor the CCTV control room under contract, with monthly meetings held to review operations. Minutes from those meetings were available for Executive review.

### **CCTV Upgrades and Installations**

- **Hertford Town Council:** Approved an upgrade to their CCTV cameras, currently in the equipment ordering and planning phase.
- **North Herts District Council:** Completed a CCTV refresh, with one update pending and a new location awaiting permissions.
- **East Herts:** Upgrades at Hertford Theatre had been scheduled for completion by this meeting date.
- **Stevenage Borough Council:** Phases one to three of CCTV housing installations completed, with one broadband connection outstanding at Ingelheim Court.

### **Control Room Operations**

The control room monitored over 1,568 cameras, offering both proactive and reactive surveillance. The police now used a digital asset management system for secure footage downloads.

### **Compliance and Audits**

- No Regulation of Investigatory Powers Act (RIPA) applications had been received since June 2024.
- The Code of Practice was updated in October 2024, with minimal changes.
- No Data Protection Act or GDPR breaches, nor complaints, had been reported since June 2024.
- A CCTV Shared Internal Audit Service audit was scheduled for November.

### **Data and Reporting**

A statistical overview for Quarter 2 was available, with detailed monthly reports accessible on [www.hertfordshirecctv.co.uk](http://www.hertfordshirecctv.co.uk). An equipment inventory and end-of-life forecast were maintained as a working document, submitted to the Officers' Board at each meeting.

The Chair thanked the CCTV Operations Manager for the update and invited Members to ask questions.

In response to a questions related to the Constabulary's use of a digital asset management system (DAM) to retrieve footage, the CCTV Control Room Manager advised the Executive that the DAM system was operational and facilitating uploads but acknowledged ongoing issues with the control room's police presence. The

control room had recently lost a full-time police officer presence, and arrangements were underway at the Constabulary to find a solution for reinstating the full-time presence.

It was **RESOLVED** that the CCTV Operations Report be noted.

## 7 **CCTV OFFICER MANAGEMENT BOARD REPORT**

Stevenage Borough Council's Procurement, Compliance and CCTV Manager and the CCTV Operations Manager presented the CCTV Officer Management Board Report, highlighting key financial updates for Q2:

### **Budget Overview**

The report included budgeted, actual, and estimated expenses, with any variances noted. Camera numbers, which might fluctuate, could impact financial outcomes, leading to potential year-end invoices or refunds.

### **Staffing Costs**

A vacant position was resulting in savings, one Officer was covering both business development and CCTV manager roles. Recruitment for a Business Support Officer was in progress, which, once filled, would still result in an overall saving.

### **Premises and Transport Cost**

Premises-related costs were within budget, while transport (primarily mileage claims) might see a slight overspend, though this was minor.

### **Supplies, Services, and Recharges**

Current contracts for supplies and services, as well as recharges, were expected to stay within budget.

### **Partner Cost Recovery**

Projections suggested an underspend by year-end, resulting in a refund to partners. Camera costs were allocated by camera share and adjusted based on any changes in camera numbers. Regular updates to the Officer Board allowed for monitoring and adjustment of budgets and forecasts.

### **Income**

The company's income was growing, with new contracts expected to increase revenues this financial year. Once those contracts were fully onboarded, a clearer picture would emerge at year-end, with positive growth anticipated.

The Chair thanked the Officers for their report.

It was **RESOLVED** that the CCTV Officers Management Board Report be noted.

## 8 **UPDATED CODE OF PRACTICE**

The Procurement, Compliance and CCTV Manager provided an overview of the updated operational Code of Practice, highlighting two minor revisions:

- The village of Orwell was removed as it was no longer part of the monitored CCTV network.
- A logo update was made on the front page to replace the outdated version.

It was **RESOLVED** that the updates to the Code of Practice be noted.

## 9 **QUARTER 2 STATISTICS FOR THE CCTV PARTNERSHIP**

The CCTV Control Room Manager presented the Q2 statistics for the CCTV Partnership noting significant increases in incidents and footage requests:

### **Incident Reporting**

The control room recorded 1,641 incidents in Q2, up from 1,350 the previous quarter. This trend reflected an increase of almost 300 incidents from the previous year (1,307). The control room was on track for its busiest year yet.

### **Footage Requests**

There was a notable rise in footage requests, with 371 requests in Q2 compared to around 250 the previous year. Those requests, from police and insurers, contributed positively to the partnership's income.

### **Communication Trends**

The partnership saw a substantial increase in police airwaves jobs, now at nearly 600 per quarter, up from 61 in previous years. This indicated an improvement in the collaboration between the police and control room. Additionally, there were 180 proactive incidents spotted by controllers.

The Chair thanked the CCTV Control Room Manager for the report and invited Members to ask questions.

In response to a question related to the licensing of wireless technology within the CCTV system, the CCTV Control Room Manager advised the Executive that all relevant permissions had been obtained from Ofcom.

Some Members expressed concerns over the absence of Q1 statistics in the report and iterated the need for consistent trend data across quarters and years. They highlighted that a consolidated report showing multi-year and quarterly trends was essential, as such data helps illustrate the CCTV system's performance over time. Members suggested that an accessible and visual summary could effectively support decision-making and potentially aid in attracting new customers by demonstrating the CCTV partnership's impact. The CCTV Control Room Manager responded that he could add a year-on-year trend page to the quarterly reports.

It was **RESOLVED** that the Q2 Statistics for the CCTV Partnership be noted.

## 10 **CCTV MAINTENANCE CONTRACT**

The Executive received a verbal update from the Procurement, Compliance and CCTV Manager and the CCTV Operations Manager regarding the CCTV Maintenance Contract, outlining the current status and proposed next steps:

### **Contract Combination**

It was explained that the CCTV maintenance contract would be combined with the operating system upgrade contract. This decision, made in consultation with the legal and procurement teams, was aimed at minimising risk and streamlining the process.

### **Current Contract Extension**

To ensure a smooth transition and avoid any service disruptions, the current maintenance contract would be extended. This extension was designed to overlap with the end of the current operating system support, allowing time for any necessary handovers.

### **Timeline**

The estimated timeline for this procurement process was shared, with an invitation to tender expected to be issued around 9 December 2024.

The new contract was anticipated to commence on either 1 April or 1 May 2025.

This timeline included a buffer period to facilitate a smooth handover if the contract was awarded to a new provider.

A Member raised a question regarding potential cost implications of the contract changes. In response the CCTV Control Room Manager noted that, while specific costs remain undetermined, they were actively engaging with the market to gather quotations. They reassured members that while exact figures were pending, there had been no indication of significant price increases based on past invoices and current engagements.

It was **RESOLVED** that the update on the CCTV Maintenance Contract be noted.

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## **SSG - CCTV CONTROL ROOM OPERATION CONTRACT**

The Procurement, Compliance and CCTV Manager provided an overview of the CCTV Control Room Operation Contract, focussed on its current status and strategic approach moving forward:

### **Current Contract and Value**

- The contract covered the employment of the CCTV Control Room Manager and the Control Room Team responsible for operating the CCTV systems.
- Originally awarded to SSG, who were relatively new to the market at the time, the contract came at a favourable price due to competitive bidding.
- The contract included an annual increase based on the Retail Price Index (RPI) minus 1%, ensuring ongoing value for money.

### **Future Procurement Plans**

- Given the terms of the current contract, which would likely be more cost-effective than re-tendering now, it was decided to extend the contract for an additional two years.
- The team planned to initiate the procurement process in approximately one year to prepare for a smooth transition at the end of the extended period.

It was **RESOLVED** that the update on the SSG – CCTV Control Room Operation Contract be noted.

12      **VERACITY OPERATING SYSTEM UPGRADES**

The Procurement, Compliance and CCTV Manager clarified that the Veracity Operating System Upgrades would now be combined with the maintenance contract to streamline the process. This approach aimed to improve efficiency by merging the two contracts, simplifying procurement and administration.

It was **RESOLVED** that the update on the Veracity Operating System Upgrades be noted.

13      **DATE OF NEXT MEETING**

It was **RESOLVED** that the next meeting should be held in late January or early February 2025.

14      **URGENT BUSINESS**

There was none.

**CHAIR**