

Appendix A

Joint Executive Meeting 25 September 2019

CCTV Operations Managers Report of Control Room Performance for

April - June 2019

Control Room

The Control Room now operates over 600 cameras – and continues to grow and develop.

Part of the Control Room Operators role is to monitor 38 remote sites that are alarmed back to the control room, such as Schools, Council owned buildings and Play centres.

Currently we have a system using the 'ADPRO' 'Fastrace 1 and 2'. The key features allow the control room operators to monitor alarms triggered by movement that activates the PIR's, (Passive Infrared Sensors). Each PIR is linked to either one or more cameras. The operator's receive the alarms on their PC's and then review the image(s) that have activated the alarms.

During April to June the control room operators monitored 52,177 alarms. Each alarm will, have been reviewed by the control room. Operators called the Police 4 times. The Operators have the technology to use Tannoys to talk back to the site and ask people to move off from the site. These were used 11 times.

CCTV Operators are supported in their duties by our radio communication system giving those direct links to Police Officers, Pub Watch, Shop Watch, Taxi Marshalls, and Street Wardens. This helps to ensure a rapid response which can be made to any incident. There are over 200 radios used within the Partnership which includes 9 Towns. When the control room moves to the new site a new advance digital system enhancing performance will be installed.

The Police also have a system called 'Live-View' which allows officers on the ground to watch our live video feed on hand held devices. On request any footage that can be seen by our cameras can be transferred to officers on the ground.

We have had one **RIPA**, (Regulation of Investigatory Powers Act 2000), request during this period from Stevenage Police, which is ongoing. A RIPA is where an Officer requires the CCTV to be used for SURVEILLANCE and INVESTIGATIONS of individuals. To allow Officers to use our system for this purpose a document requires a Superintendent or higher to be signed and submitted to the Data Controller before the permission is granted.

Issues raised from the previous meeting

SIA Licences – HCCTVP is a member of the ‘CCTV User Group’ and they have been in discussions with the regulator SIA.

The CCTV User Group have now looked at the following options:-

1. LGA applying for an exemption on behalf of our member authorities
2. PSIA agreeing that only officers responsible for running the service require a licence
3. Option 2 plus the Head or Director or Lead Member or Chief Executive only requiring to be licenced.

Section 4(1) of the Act provides for the Secretary of State (SoS) to make regulations to prescribe circumstances in which persons will be exempt from the requirement to have a licence to undertake licensable conduct. The SoS can only do this where it is satisfied that there are circumstances in which activities of licensable conduct are undertaken by people to whom “suitable alternative arrangements” will apply **and** the SoS is satisfied that “as a consequence” it is unnecessary for people undertaking those activities to be required to be licensed.

Suitable alternative arrangements is defined in **Section 4(3)** as arrangements that the SoS or, as the case may be, the SIA are satisfied that “equivalent, for all practical purposes so far as the protection of the public is concerned, to those applying to persons applying for and granted licences.”

In discussions about a framework for exemptions the Minister and Home Office have confirmed they consider that the alternative arrangements have to be compared with the arrangements that are in use by the SIA for those applying for licences. That requires an examination of the arrangements applicable to those who are the nearest comparators to the group in question.

It would appear that to apply for an exemption councils will need to have an alternative arrangement in place which is comparable to the PSIA requirements

Exemption Tests

Section 4 of the Act provides a clear test and threshold that suitable alternative arrangements are or will be in place. Applications for exemptions must be considered in light of this and the Government's Better Regulation agenda. Under current licensing criteria, Home Office Ministers have approved that the following or equivalent should be in place:

- a. trained to a nationally accredited standard and that this training should cover conflict management for security guards;
- b. subject to suitable vetting; and
- c. suitably regulated and monitored.

We are awaiting the response from the SIA and will report to the Officer Management Board on any further developments..

Deployment of Mobile Cameras

Herts County Council/Runways along with HCCTVP have now put together a Memorandum of Understanding to allow the Partnership to deploy their mobile cameras on HCC columns. This will help us to install these cameras in a timely fashion. Currently this is with HCC Legal to be signed off.

Server Issues

During early September the Synetics Server failed limiting functionality of cameras ability to pan and move. This reflects the age of the server, which was installed as part of the original control room set up. Fortunately spare parts were sourced and the system is fully functional. The server will no longer be required for the new control room, so the risks of this repeating will be mitigated by the move.

Incidents recorded in April – June 2019

“By definition the term INCIDENTS are where an event albeit live or an occurrence, such as a Missing Persons search, that has been requested where an operator has taken over the control of a camera or cameras. The data is stored for 28 days of which if there are no requests for any downloads it will then be overwritten.”

	SBC	NHDC	EHDC	HERTSMERE
	INCIDENTS	INCIDENTS	INCIDENTS	INCIDENTS
Apr-19	130	70	47	30
Apr-18	149	60	65	33
var	-19	10	-18	-3
May-19	107	54	40	25
May-18	113	53	51	43
var	-6	1	-11	-18
Jun-19	122	53	59	28
Jun-18	122	61	43	30
var	0	-8	16	-2
Total -19	359	177	146	83
Total- 18	384	174	159	106
Var	-25	3	-13	-23

In Total we have recorded 765 incidents during the three monthly period within the Partnership compared with 823 the previous year. Detailed district analysis can be undertaken for CCTV partners and also viewed on our web www.hertfordshirecctv.co.uk

Case Studies

Date: 04th April - 17:11pm - Cameras 123,122,108,112,103,102 and 711 –

Location: Asda Underpass, Stevenage. - Crime: Assault/Robbery/Offensive Weapon.

Force Control Room requested a search of the underpass by Asda in Stevenage for a male with a Samurai Sword. Male description was given. Area searched using the above numbered cameras but no trace of the individual. Controller later noticed a male matching the description at the bus station. FCR informed. He got on the No.6 bus and Police units followed until the firearms officers could attend. The male got off the bus in Bedwell Crescent and was stopped by the Police. The sword was plastic and he was let go.

Date 12th April – 17:31pm – Cameras 103,104,113,116,118 and 128 –

Location:- Stevenage Town Centre – Crime: Wanted Male

Hertfordshire and Bedfordshire Police allow the control room to have intel placed on their Desktop PC's. The Intel can be anything from Missing to Wanted persons with pictures of individuals with their details that are on display 24/7. On this occasion Intel came up of a wanted individual when the operator noticed him in the town centre. FCR were informed and Police arrested the individual by the swimming pool car park.

Date 25th April – 13:45pm – Cameras 908 and 909.

Location: - Maidenhead Street, Hertford. Crime: Wanted

Controller picked up two known males in Hertford town centre walking in and out of shops and leaving quickly. One of the males was seen to remove an item from under his jacket and remove the foil. PCSO's updated through the town link radio of the description of both males. The second male is wanted by Police for two offences. Police arrive on scene and one male is arrested for being wanted.

Date 23rd May – 23:32pm – Cameras 54 and 53 – Location – Ware Town Centre. Crime: Offensive Weapon

An operator received a call from East Herts Police via radio airwaves requesting cameras in the High Street, Ware, to search for some males on bicycles that are said to be carrying machetes. The controller carried out a search and located the males near to the Waterside PH. The operator contacted the Police who attended. The males made off but the controller kept the cameras on them thus keeping the Police up to date video coverage. The males were eventually caught and both were arrested.

New Control Room pictures



The Control Room installation is complete and awaiting IT switch over. This will be undertaken at a point to minimise any disruption to IT services and the CCTV Control Room Operation.