



MEETING : JOINT CCTV EXECUTIVE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : THURSDAY 27 OCTOBER 2016
TIME : 6.00 PM

MEMBERS

East Herts Council

Councillors G McAndrew, M Stevenson and G Williamson.

Hertsmere Borough Council

Councillors T Ash, P Choudhury and J Heywood.

North Herts Council

Councillors T Hone, T Hunter and L Needham.

Stevenage Borough Council

Councillors S Batson, R Henry and Mrs J Lloyd.

CONTACT OFFICER: PETER MANNINGS
01279 502174
peter.mannings@eastherts.gov.uk

DISCLOSABLE PECUNIARY INTERESTS

1. A Member, present at a meeting of the Authority, or any committee, sub-committee, joint committee or joint sub-committee of the Authority, with a Disclosable Pecuniary Interest (DPI) in any matter to be considered or being considered at a meeting:
 - must not participate in any discussion of the matter at the meeting;
 - must not participate in any vote taken on the matter at the meeting;
 - must disclose the interest to the meeting, whether registered or not, subject to the provisions of section 32 of the Localism Act 2011;
 - if the interest is not registered and is not the subject of a pending notification, must notify the Monitoring Officer of the interest within 28 days;
 - must leave the room while any discussion or voting takes place.
2. A DPI is an interest of a Member or their partner (which means spouse or civil partner, a person with whom they are living as husband or wife, or a person with whom they are living as if they were civil partners) within the descriptions as defined in the Localism Act 2011.
3. The Authority may grant a Member dispensation, but only in limited circumstances, to enable him/her to participate and vote on a matter in which they have a DPI.
4. It is a criminal offence to:
 - fail to disclose a disclosable pecuniary interest at a meeting if it is not on the register;
 - fail to notify the Monitoring Officer, within 28 days, of a DPI that is not on the register that a Member disclosed to a meeting;
 - participate in any discussion or vote on a matter in which a Member has a DPI;
 - knowingly or recklessly provide information that is false or misleading in notifying the Monitoring Officer of a DPI or in disclosing such interest to a meeting.

(Note: The criminal penalties available to a court are to impose a fine not exceeding level 5 on the standard scale and disqualification from being a councillor for up to 5 years.)

Audio/Visual Recording of meetings

Everyone is welcome to record meetings of the Council and its Committees using whatever, non-disruptive, methods you think are suitable, which may include social media of any kind, such as tweeting, blogging or Facebook. However, oral reporting or commentary is prohibited. If you have any questions about this please contact Democratic Services (members of the press should contact the Press Office). Please note that the Chairman of the meeting has the discretion to halt any recording for a number of reasons, including disruption caused by the filming or the nature of the business being conducted. Anyone filming a meeting should focus only on those actively participating and be sensitive to the rights of minors, vulnerable adults and those members of the public who have not consented to being filmed.

Audio/Visual Recording of meetings

Everyone is welcome to record meetings of the Council and its Committees using whatever, non-disruptive, methods you think are suitable, which may include social media of any kind, such as tweeting, blogging or Facebook. However, oral reporting or commentary is prohibited. If you have any questions about this please contact Democratic Services (members of the press should contact the Press Office). Please note that the Chairman of the meeting has the discretion to halt any recording for a number of reasons, including disruption caused by the filming or the nature of the business being conducted. Anyone filming a meeting should focus only on those actively participating and be sensitive to the rights of minors, vulnerable adults and those members of the public who have not consented to being filmed.

AGENDA

1. Appointment of Chairman

2. Apologies

To receive apologies for absence.

3. Chairman's Announcements

4. Declarations of Interest

To receive any Member(s)' Declaration(s) of Interest.

5. Minutes – 10 September 2015 (Pages 5 – 8).

To approve as a correct record the Minutes of the meeting held on 10 September 2015.

6. Annual Operations Report (Pages 9 – 32).

7. CCTV Code of Practice Amendments (Pages 33 – 68).

8. Ltd Company – Verbal Update

9. Date of next meeting

To agree a date for the next meeting.

10. Urgent Business

To consider such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration and is not likely to involve the disclosure of exempt information.

**EAST HERTS/HERTSMERE/NORTH HERTS/STEVENAGE
CCTV JOINT EXECUTIVE
MINUTES**

Date: Thursday 10 September 2015

Time: 18.00 hrs.

Place: Shimkent Room, Daneshill House, Stevenage, SG1 1HN

Present:

East Herts District Council: Councillors James Cartwright and Graham McAndrew,
Mari Stevenson

Hertsmere Borough Council: Councillors Pervez Choudhury and Jean Heywood

North Herts District Council: Councillors Tony Hunter and Mrs L A Needham

Stevenage Borough Council: Councillors Sherma Batson MBE DL CC,
Mrs Joan Lloyd and Ann Webb

Started: 18:00 hrs

Ended: 19:25 hrs

1. APPOINTMENT OF CHAIR FOR THE MEETING

The Group Leader CCTV and Parking Services opened the meeting and called for nominations to chair the meeting.

It was moved, seconded and **RESOLVED** that Councillor S Batson MBE DL CC be appointed Chair for the meeting.

Councillor S Batson in the Chair.

2. APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST

Apologies for absence were received from Councillors T Ash and T Hone.

There were no declarations of interest.

3. ANNUAL MANAGEMENT REPORT

The Operations Manager presented the Annual Management Report and updated Members on the number of recorded incidents and arrests for the period 1 April to 8 September 2015 against the same period in 2014.

Stevenage Borough Council had seen an increase of 194 incidents and 49 arrests; North Herts District Council had seen an increase of 127 incidents and 18 arrests; East Herts District Council had seen an increase of 57 incidents and a decrease of 27 arrests and Hertsmere Borough Council had seen an increase of 60 incidents and a reduction of 19 arrests.

It was noted that in Hitchin CCTV evidence had resulted in a review of the taxi marshal operation which was believed to be the principal driver behind the reduction in the number of arrests.

The Committee was advised that following the promotion of Borehamwood Football Club to the Vanarama National League concerns had been expressed that the area adjacent to the club's stadium had inadequate CCTV coverage. As other areas of the town were also considered to require further coverage the Operations Manager undertook to liaise with Councillor Needham to arrange a meeting with all relevant parties with a view to the provision of extra cameras in those areas.

Members asked a number of questions about the examples of casework provided to which the Officer undertook to respond.

Members identified a number of typographical errors in the report which the Officer undertook to correct prior to the publication of the Annual Report.

In reply to a question concerning liaison and cooperation with the Constabulary the Committee was advised that CCTV images could be 'patched' through to the police although it was not possible for the police to take direct control of the Council's cameras.

In reply to a further question it was confirmed that a Privacy Impact Assessment had been completed for every camera and that it was impossible for a camera to look into private premises. It was further confirmed that the operators had received no complaints regarding invasion of privacy allegations.

In reply to a question concerning the provision of financial data the Group Leader CCTV and Parking Services undertook to report the holding company's accounts and yearly report at the next meeting.

It was **RESOLVED** that the Management Report be approved subject to the correction of the typographical errors identified at the meeting.

Reason for Decision: As contained in the report.

Other Options Considered: As contained in the report.

4. CCTV CODE OF PRACTICE AMENDMENTS

The Group Leader CCTV and Parking Services advised the Committee that the Code of Practice had been updated to reflect recent changes in legislation and partnership structures.

In reply to a question it was confirmed that the Government's 12 guiding principles of

CCTV operation were adhered to and that every camera location had been fully assessed in line with the guidelines.

Members identified a number of typographical errors in the Code of Practice which the Operations Manager undertook to correct.

It was also noted that there were a number of inaccuracies in the descriptions of the locations of the cameras at Part 3 to the Code of Practice. Members were requested to notify the Operations Manager of any amendments they wished to make.

It was **RESOLVED** that the Code of Practice be approved subject to the correction of the typographical errors identified at the meeting.

Reason for Decision: As contained in the report.

Other Options Considered: As contained in the report.

5. PROJECTION – YEAR END

The Group Leader CCTV and Parking Services advised the Committee that plans for the future included an upgrade to the ADPRO system to eliminate false alarms, upgrading the deployable mobile units to 4G to improve image quality, an increase in the scope of operations and taking on more maintenance contracts.

It was **RESOLVED** that the update be noted.

6. URGENT PART 1 BUSINESS

East Herts District Council undertook to arrange and host the next meeting to be held in September/October 2016.

This page is intentionally left blank

Meeting: CCTV Joint Executive Committee

Portfolio Area: Community Safety

Date: 27th October 2016

ANNUAL OPERATIONS REPORT

NON-KEY DECISION

Author – Mike Read Extn: 2814
Contributors – Keith Moore Extn: 2277
Lead Officer – Keith Moore Extn: 2277
Contact Officer – Mike Read Extn: 2814

1 PURPOSE

To inform the executive committee of the progress and expansion of the Hertfordshire CCTV Partnership and consider both the annual 'Management' and 'Independent Inspector's' reports.

2 RECOMMENDATIONS

That the CCTV Executive Committee approve the Management and Inspector's Report SEE APPENDIX A.

3 BACKGROUND

The CCTV Executive Committee requires updates on the number of incidents and arrests during the 12 months preceding the Executive Committee and to inform members of up to date information on the CCTV Control Room, the monitoring and Maintenance Contracts. The committee also need to be assured that no breaches of the Data Protection Act, Pace, or the Code of Practice has occurred.

4 REASONS FOR RECOMMENDED COURSE OF ACTION AND OTHER OPTIONS

To keep the Executive Committee of up to date information on the Expansion of the Partnership.

To inform the CCTV Executive Committee of latest crime and arrests statistics.

To ensure good governance.

5 IMPLICATIONS

5.1 Financial Implications

There are no current Financial Implications.

5.2 Policy Implications

None.

BACKGROUND DOCUMENTS

- None.

APPENDICES

- Appendix A CCTV managers 12 monthly report of CCTV performance and Independent Inspector's Annual Report.



Hertfordshire CCTV Partnership

Annual Operations Report

2015/16

By **Michael Read**
Operations Manager

Contents

Introduction.....	3
Partnership Overview	3
System Developments	4
Communications Networks	5
Camera System Network in 2015/16	5
Table 1 - Cameras 2015/16.....	5
New Business.....	6
- Access Control	6
- Lone Workers	6
- Business Continuity Plan (EHDC).....	6
Out of Hours	6
Projected Growth.....	6
Projected Growth – Cont.....	7
Control Room Performance 2015/16	7
Improved Communication Links.....	8
Shop / Pub Watch	8
Independent Inspectors	8
CCTV Maintenance Contractor.....	8
Eurovia.....	8
CCTV Monitoring Contractor.....	9
Case Studies	9
Case Studies-Cont.....	10
APPENDIX 1 (Camera Network Details).....	11
Extent of Service	11
1. CCTV PTZ Town Centre and Neighbourhood Cameras	11
2. ANPR Cameras.....	11
3. Re-deployable Cameras.....	11
4. Schools	11
Schools Broadband	12
BT Broadband System	12
North Hertfordshire IP systems include	12
Bedfordshire County Council.....	12
APPENDIX 2 (Summary Improvements during 2015/16)	13
APPENDIX 3 (Control Room Statistics)	14
CCTV Cameras.....	14
ADPRO Cameras.....	14
Police Evidence.....	14
Public Requests	14
Out of Hours Calls.....	14
Incident and Arrest figures for 2014/15 and 2015/16.....	15
CENTRAL BEDFORDSHIRE COUNCIL	15
EAST HERTFORDSHIRE DISTRICT COUNCIL	15
HERTSMERE BOROUGH COUNCIL	15
NORTH HERTFORDSHIRE DISTRICT COUNCIL.....	15
STEVENAGE BOROUGH COUNCIL	16
STEVENAGE BOROUGH COUNCIL (Areas)	16
DVD Productions Figures	17
Evidential DVDs Produced 1 st April 2014 - 31 st March 2015	17
Evidential DVDs Produced 1 st April 2015 - 31 st March 2016	17
APPENDIX 4 (CCTV-IT)	18
APPENDIX 5 (Independent Inspectors Report).....	19
1.0 Introduction.....	19
2.0 Achievements.....	19
3.0 Code of Practice	19
4.0 Recommendations	19

Hertfordshire CCTV Partnership

2015/2016 Annual Report

Prepared by Michael Read CCTV Manager

Introduction

Hertfordshire CCTV system came into operation in 1996 and since then has been subject to a continuous process of extension and improvement. Its operation is strictly governed by a Code of Practice designed to protect the civil liberties of individuals as far as possible in the fight against crime. A new CCTV code of practice has recently been produced.

This report looks at all CCTV records held by Hertfordshire CCTV Partnership from incidents which were recorded in the year 2015/16. It provides us with a 12 month analysis period in which to evaluate the performance of the CCTV system.

Partnership Overview

The Hertfordshire CCTV Partnership comprises Stevenage Borough Council, North Hertfordshire District Council, East Hertfordshire District Council, and Hertsmere 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.

Partnership Clients:

Letchworth Heritage Foundation
 Jones Lang LaSalle - Stevenage Leisure Park
 Ampthill Town council
 Central Bedfordshire Council
 Hertfordshire County Council (Schools)
 Stevenage Borough Council (Out of Hours)
 Lone Workers (EHDC)
 Business Continuity Plan (EHDC)

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 528.

The number of allocable units to 29 (Previously 28) deployable cameras which are regularly deployed in areas which develop high levels of antisocial behaviour (ASB).

These units continue to be successful having removed ASB from a number of areas within East Herts, Stevenage Borough North Herts and Hertsmere. During 2015/16 these cameras have been invaluable generating 38 (Previously 35) pieces of evidential footage.

Recently the Home Office 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 in pursuit of

Partnership Overview – Cont.

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), for each camera's location and request for a new camera location was completed in June 2015 to ensure its legality and legitimacy by the CCTV Operations Manager. The PIA's will be reviewed annually.

In May 2012 the Protection of Freedoms Act was given Royal Assent. Under Section 30 of the 2012 Act it provides guidance on the appropriate and effective use of surveillance cameras. HCCTVP has conducted and completed the 12 Guiding Principles in accordance to the requirements in June 2015 which was duly awarded the Certificate of Compliance by the SCO.

System Developments

We continue to review a rolling replacement programme on our current cameras and have now upgraded 15 Static Cameras from 'Shoebox' to 'Red Vision' over the last 12 months as the old stocks were becoming obsolete.

The Red Vision PTZ 1080P model cameras are working well and are IP capable, full HD that run at 25 frames per second. Designed and manufactured in the UK the support with the maintenance contractors will be paramount to any issues for future development.

There has been a programme to upgrade and refurbish our digital recording system with increased recording rate. The programme will continue to fully upgrade the recording system within the control room by the end of 2016

The latest ADPRO Fastrace 2 was installed during 2014. To date 5 locations have moved onto this system and it is envisaged that more locations will follow suit by the end of the year. Whilst Fastrace 1, (Gold), is still in operation it is no longer supported by Xtrallis and spare parts are no longer available.

BORIS continues to record and regulate all our frontline operations and has been upgraded to enhance the developments within the partnership.

We have set up a new Web site www.hertfordshirecctv.co.uk. This is managed by the CCTV Operations Manager and is regularly updated with the latest monthly Management Reports.

Communications Networks

The control room continues to make good use of its three main communications 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's central control room (CCR)

This year has seen two Towns upgrading to digital shop/pub link radios, which are now currently being used in Hitchin, Letchworth and Stevenage. We currently have 251 users activated on the system. During the period 01/04/15-16 recorded events were initiated from the following sources:-

Event Initiated by	Events	% of Total	Police Attended	Resulting Arrests
ADPRO	63	1.4	18	2
Police Control	1693	37.7	1089	269
Controller	447	9.97	288	92
Airwaves	1238	27.6	1050	437
Other	89	1.98	48	39
Post Event	5	0.11	3	1
RIPA	0	0	0	0
Shop/Pub Link	937	20.87	651	379
Wellfield Court	14	0.31	7	0
Total	4486		3155	1219

As more towns make the move from an analogue to a digital service we will have to review our analogue hardware. This equipment is in daily use providing end users with reassurance of a prompt response.

Camera System Network in 2015/16

The following table shows the breakdown of cameras currently deployed across the estate. This includes schools and IP addressable cameras. I am currently reviewing the status of the shoe box cameras with a replacement programme in place. The cameras that are being replaced are beyond economical repair, as previously stated, and so far 15 Redvision cameras have been purchased and installed.

Table 1 - Cameras 2015/16

Camera Type	Totals
MICI	112
SHOE BOX	82
ADPRO CAMERAS (Static)	154
ADPRO CAMERAS (Pan Tilt and Zoom)	111
MOBILE ASB CAMERAS (Pan Tilt and Zoom)	29
DOMES	11
STATIC	14
REDVISION	15
Total	528

New Business

- Access Control

Wellfield Court, Stevenage is run by SBC Sheltered Housing. The control room allow access for OOH emergency services. The panic alarms are also monitored by the control room for any emergency panic attacks.

- Lone Workers

On the 26th of January 2015 HCCTVP control room undertook a new role in the form of safeguarding the welfare of Lone Workers in the East Herts area. Modifications were made to BORIS that enables the team to record a number of details about each lone worker and their movements during their work period. The system provides the team with an audible warning when each of the lone workers schedule work period is about to expire. 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 01-04-15 to 31-03-16 the CCTV team have monitored 84 separate events.

- Business Continuity Plan (EHDC)

HCCTVP receive phone calls from either 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 records all incidents and along with BORIS which advises the operators to escalate the situation to the appropriate members of staff.

Out of Hours

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. The number of calls received during the financial year between April 2015 to March 2016 was 3933 an average of 75 per week – down by 1 call from 2014/15.

Projected Growth

Schools will continue to be the plan for growth during the next 5 years and recent marketing literature will help towards achieving our goal. We are looking to expand our geographical area by connecting to the LGFL, (London Grid for Learning), giving us greater scope for the future for expansion. This however is in its early stages and more discussions are taking place.

We continue to expand our network with the Council run Car Parks. Hertford Town MSCP will be live as from the 1st April 2016 with a number of other car parks, such as St Georges MSCP, Stevenage, Letchworth MSCP and Jackson Square in Bishop Stortford are waiting for authorisation. South Mimms service station is at the early stages of discussions between the Police, the Council and the Owners to move over to the control room.

Projected Growth – Cont.

We have worked towards taking over the 'Maintenance Contracts' with our existing clients using our maintenance contractors, Eurovia. I can report that at the end of this financial year that we have now signed 19 contracts bringing in over £25k of extra income to the Company. We will continue to work with our existing clients throughout 2016 to transfer the remainder who have other maintenance contractors in place.

A town in Central Bedfordshire has enquired to 'come on board' looking to have 3 cameras installed and monitored by HCCTVP and we will work closely with the Town Council to help them in their decision.

Over the last two years efforts to get the Boulevard Shopping Centre in Borehamwood over to the control room have been made by Hertsmere Borough Council, the Police and HCCTVP. The current CCTV system in place at the shopping centre is both in effective and out of date. Recent quotes from HCCTVP have now been sent to the management company for upgrading their current equipment and linking to the control room, we await their decision.

Where further coverage is required we continue to work closely with the appropriate departments from the councils at an early stage to engage a better understanding of what is required for CCTV, such as costs to install. Two new sites in Hertford Town have recently been visited and await finalisation to ensure maximum protection from ASB.

We are looking to expand a number of Council Depots within Hertfordshire and will be looking to take over control of over 10 sites within the next year.

Control Room Performance 2015/16

During the last 12 months the evidential download suite has been manned by PCSO's or Police Officers that are on light duties, from Stevenage Police, and/or otherwise unable to perform in a front line role. Although this means that resident officers only stay with us for a relatively short period of time it does mean that the pool of trained officers available to carry out downloads has increased at a greater rate than normal. The control room now has a pool of 35 officers available to carry out police and public downloads. In the last financial year officers have downloaded 4,592 pieces of evidential footage.

In December 2012 control room supervisors took on the responsibility for handling public reviewing requests. To date we have processed a total of 473 (Previously 342) public requests. 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.

We continue to rely on BORIS to record, and standardise our handling of these requests and processes all communications between these clients and ourselves thus saving enormous amount of man power time.

Incident types continue to vary from day to day. In the 12 months from 1st April 2015 CCTV operators have monitored 4,498 **incidents** (Previously 3,819) 3,160 of which were attended by police officers (Previously 2,878) that ended in 997 **arrests** (Previously 957).

Further information relating to the above statistics is included at Appendix 3 of this report.

Improved Communication Links

Shop / Pub Watch

As part of the licensing regulations all Pubs are encouraged to be part of a town wide communications network. The partnership is actively involved with Shop and Pub Watch schemes in Stevenage (inc' the Leisure Park), Hertford, Hitchin, Letchworth, Bishops Stortford, Biggleswade, Borehamwood and Ware.

In order to stay in line with upgrades to some town radio equipment this year CCTV added two digital radios to its analogue system. As mentioned earlier these radios are currently in use in Stevenage and Hitchin.

The Shop/Pub-link radios have been involved in 937 (Previously 750) incidents, ranging from shoplift to drug or alcohol related offences 651 (Previously 561) of which the police attended resulting in 299 (Previously 248) arrests in the 12 months from 1st April 2015.

Independent Inspectors

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 2015/16 Inspectors 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 the 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.

Due to their personal situations three of our regular inspectors have now retired but two of these positions have already been filled. 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 5

CCTV Maintenance Contractor

Eurovia

During the second half of 2014 our maintenance contractors Quadrant Security Solutions expired. On the 1st of July 2014 our new provider Eurovia took over the role, having won the contract under the procurement measures that was put out to tender. After having Quadrant in place for such a long time and having such a large estate it was inevitable that over the first few months there would be one or two teething problems, but I am happy to report that things are looking promising.

The current contract requires one engineer three days per week.

CCTV Monitoring Contractor

The contracted security company, Broadland Security, has now completed 5 years monitoring within the CCTV Control Room. The 5 year contract relating to this work came into effect from January 2008 as part of a Procurement and Best Value process. In March 2015 Broadland were successful in winning the next 5 years.

Broadland staff comprises 1 full time manager, 13 full time staff.

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.

In 2015/16, CCTV operators have achieved some outstanding results leading to arrests including a high profile Rape. Whilst not losing sight of the ongoing drink and drug related incidents, high street thefts, and missing person's reports that make up the day to day events. We continue to work alongside with the Police and other local government agencies.

Case Studies

22nd of March 2016-Shop Theft

WH Smith, Hertford call the CCTV Control Room via the Shop-link Radio System to report a male and female had shoplifted some DVDs and are getting into Black Mercedes that is parked up outside Toni and Guy Hairdressers.

The Operator picked up the car on CCTV and patched the images through to Police County Control Room in Welwyn Garden City.

The cars number plates have been tampered with to make the registration look different to its actual number. The male is seen driving and female seen in the passenger side with the DVD's putting them into a bag.

The police controller who was monitoring the images from the Police Control Room Car directed a Police officer who is accompanied by a Police Community Support Officer to the car which is stopped on Fore Street near the roundabout with South Street.

The driver, who clearly did not want to be arrested decided to try and drive through PCSO and female officer but is stopped by a member of the public's car, which they drove to block the offenders car.

The Male and Female are arrested. The car is also seized under the proceeds of crime act.

4th March 2016-Drunk in Charge

A CCTV Controller in the Control Room monitored a group of 8 males in Market Place, Hitchin all of whom seemed drunk as they were play fighting and being a general drunken nuisance. Due to their behaviour they were followed about town by the CCTV Operator. The fun then turned to criminal activity as they all got into two cars in Sun Street, clearly the drivers were not fit to drive.

The police control room were informed and using the partnerships facilities the live feed from the camera was patched to the control room in Welwyn Garden City. Both cars were monitored driving down Sun St onto Bridge St.

One turned right at the roundabout but the other turned left and was monitored on the cameras driving along Queens St onto Hermitage Road then onto Bancroft.

Police were ready and were parked up on Bancroft and they followed the car onto Nightingale Road where they put their blues lights on and indicated for the car to stop.

The car's occupants took exception to being stopped by the police and proceeded to drive off from them, at speed and fail to stop for the police. The driver and two passengers then

Case Studies-Cont.

ran out of the vehicle in the area of Meadowbank, Hitchin. The CCTV Operators and police managed to locate all three occupants who were arrested, including the driver who was drunk.

The following checks discovered the car was not insured and the driver was already banned for driving. This shows that drunken antics caught on CCTV can lead to real offences that can endanger the public.

11th December 2015 – Rape

CCTV Operators saw two men having sex with an underage girl and worked closely with the police as officers arrived at the scene. One man was arrested while the other made off towards Park Place, where the operators kept the police informed of his whereabouts – he was later arrested after a struggle.

5th July 2015 – Attempted Suicide

A description of a man was given to the CCTV Control Team together with a registration number of a blue Mercedes van that he was seen driving away in. Controllers started an area search for the man, covering Letchworth, Baldock and Sandy. Every camera in these areas was used in the search and although initially neither the man nor his Mercedes van was seen, the controllers finally located the vehicle parked at an address in Baldock Lane, Letchworth.

Police and paramedics were dispatched and officers gained entry to the address and found the man hanging. They were able to cut the rope and get the man down before he lost his life. Paramedics attended, and when the man was taken to hospital, he was breathing and conscious.

In little more than 30 crucial minutes, controllers were able to locate the young man's whereabouts and act their part in the teamwork that was necessary to save his life, passing on that information to the police and paramedics for action on the spot.

APPENDIX 1 (Camera Network Details)

Extent of Service

1. CCTV PTZ Town Centre and Neighbourhood Cameras

In 2015/16 the number of CCTV cameras monitored by the Partnership Control Room was 576*. These include 395* fully functional pan, tilt, and zoom (PTZ) which are sited in Stevenage Town Centre, Stevenage Neighbourhoods, Hitchin Town Centre, Letchworth Town Centre, Royston Town Centre, Baldock Town Centre, Knebworth Town Centre, Hertford Town Centre, Bishops Cleeve, Stortford Town Centre, Ware Town Centre, Boreham Wood, Potters Bar, Bushy and for Central Bedfordshire Biggleswade, Ampthill, Sandy and Shefford.

2. ANPR Cameras

The Police in partnership with the CCTV Partnership use the CCTV system in conjunction with their Automatic Number Plate Recognition (ANPR) operations. The system has 8 Fixed ANPR Cameras. The last figures issued claimed that these cameras are registering between 20,000 and 30,000 hits per hour of these between 10 and 15 % are of Police interest. This system is now monitored by the Intelligence Unit at Welwyn Garden City.

3. Re-deployable Cameras

The use of re-deployable cameras connected to Stevenage Control Room continues to show the benefits of its flexibility and ease of movement from one location to another. 4G cameras are available with the availability of 4G no longer an issue with restricted coverage as technology moves on.

There are currently 29 re-deployable cameras in operation across the partnership.

4. 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.

The national grid for learning is linked to the majority of schools in Hertfordshire. During 2015 the control room has been monitoring 23 schools.

In April 2015 a new school came on board from Kings Langley, St.Pauls CofE primary school.

Schools Broadband

The system has now been connected to:

Parmiters School	High Elms Lane	Watford
Barclay School	Walkern Road	Stevenage
Barnwell School	Barnwell Road	Stevenage
Barnwell Middle	Collenswood road	Stevenage
Belswain School	Barnfield	Hemel Hempstead
Broadfields School	Windmill Road	Hemel Hempstead
Broxbourne School	High Street	Hoddesdon
Chessbrook Education Centre	Tolpits Lane	Watford
Churchfield School	Cheshunt Wash	Waltham Cross
Dame Alice Owens School	Dugdale Hill Lane	Potters Bar
Fearnhill School	Icknield Way	Letchworth
Highover Jmi School	Hitchin	Hitchin
Peartree School	Hydean Way	Stevenage
Rickmansworth School	Park Road	Rickmansworth
St Paul's C of E	Langleybury Lane	Kings Langley
St Albans Girls School	Sandridgebury Lane	St.Albans
St Joseph's Catholic Primary School	Ainsdale Road	South Oxley Watford
St.Michaels School	High Elms Lane	Watford
Swallowdell School	Blackthorn Road	Welwyn Garden City
Tannerswood School	Hazelwood Lane	Abbots Langley
Warrendell School	Gosforth Lane, South Oxhey	Watford
Woodside School	Goffs Oak	Goffs Oak
Divine Saviour School	Broomfield Rise	Abbots Langley

BT Broadband System

The control room has continued to look at new technology to address other requests for cameras. To date the following sites will be brought back into the control room on a similar system. These are:

	North Hertfordshire IP systems include
Fairlands Valley	Baldock Bowls Club
Ridlins Stadium	The Lairage Multi Storey Car Park
Weston road Cemetery	Hitchin Rugby Club
Almonds Lane Cemetery	Gaunts Way sports pavilion
Shephalbury Depot and Nursery	Ransoms Park Hitchin
Bandley Play Centre	Letchworth Multi Storey Car Park
Canyon Play Centre	Knights Templar Sport Centre
Pin Green Play Centre	
St Nicolas Play Centre	
Stevenage Golf Club	Bedfordshire County Council
Bushy Rose Garden	Dunstable HWRC (currently off-line)
Stevenage Museum	Biggleswade HWRC
Wellfield Court	Langford Village Hall

APPENDIX 2 (Summary Improvements during 2015/16)

1. Continued rolling replacement camera programme
2. Surveillance Code of Compliance Certificate awarded
3. New Codes of Practice
4. Fastrace 2 upgrades with clients
5. Maintenance contracts awarded to HCCTVP
6. St Pauls C of E school
7. Monitoring of EHDC Emergency Planning
8. Introduction of ABOT, (Automated Back Office Tasks).
9. New Web site
10. Monitoring Lone Workers on behalf of EHDC
11. Server upgrade
12. Increase of 20% incidents recorded within the CCTV operations
13. Increase in the number of Public Requests.

2015/16 has been a successful year for the Partnership in relation to Control Room performance and growth of the partnership.

There is enormous potential for the CCTV Control room to continue to diversify, expand and develop the services it offers during 2016/17.

APPENDIX 3 (Control Room Statistics)

Figures shown are for 12 month period between April and March 2013/14 2014/15

CCTV Cameras

Control Desk	Incidents 2014/15	Arrests 2014/15	Incidents 2015/16	Arrests 2015/16
Central Beds	150	30	158	28
East Hertfordshire	809	261	853	224
Hertsmere	365	101	461	71
North Hertfordshire	1,003	285	1,200	310
Stevenage	1,323	513	1,705	584
Totals	3,650	1,190	4,377	1,217

ADPRO Cameras

Control Desk	Incidents 2014/15	Arrests 2014/15	Incidents 2015/16	Arrests 2015/16
Central Beds	8	0	3	0
East Herts	2	1	1	0
Hertsmere	38	0	21	0
North Herts	38	0	19	1
Stevenage	37	1	33	1
Totals	123	2	77	2

Police Evidence

	2014/15	2014/15	2015/16	2015/16
DVDs	2,519	48/wk.	2,259	43/wk.
Footage sets	5,588	107/wk.	4,632	89/wk.

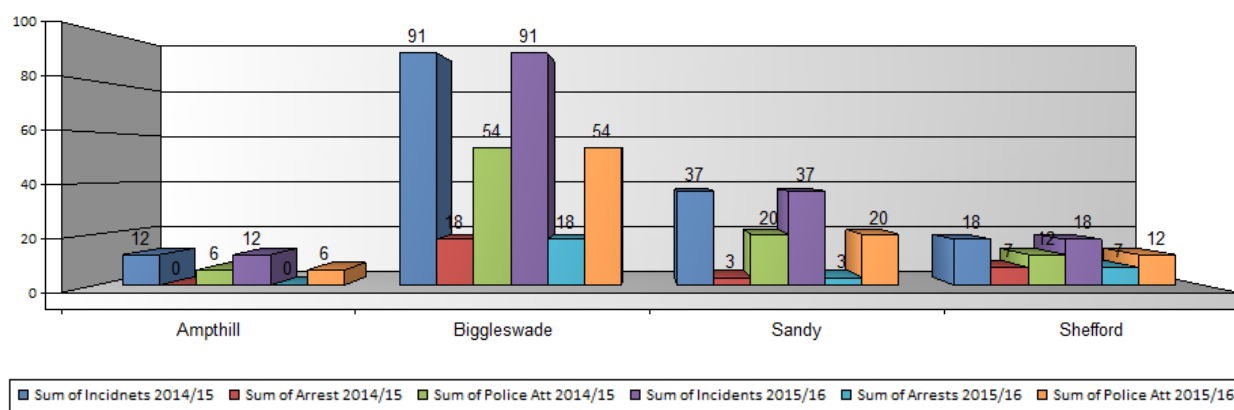
Public Requests

	2014/15	2014/15	2015/16	2015/16
Request Received	107	2/wk.	135	2.5/wk.

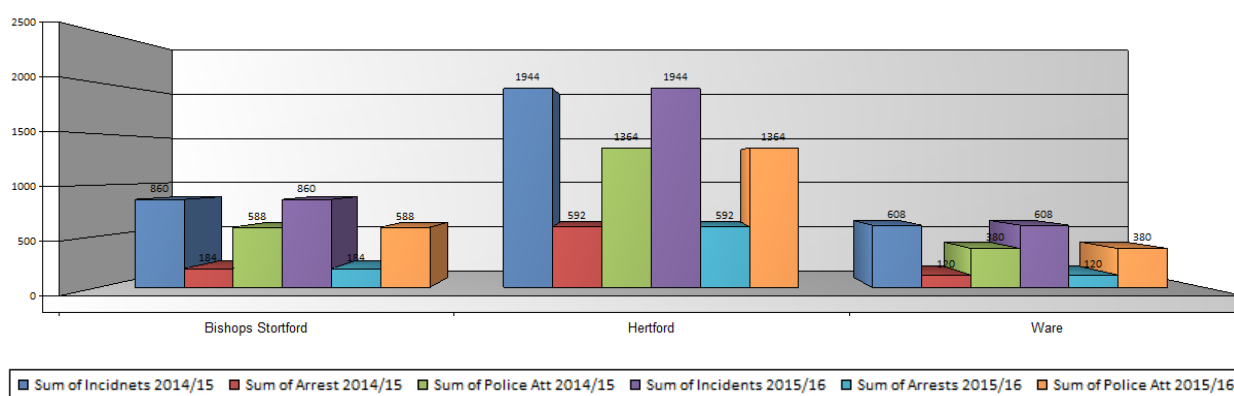
Out of Hours Calls

	2014/15	2014/15	2015/16	2015/16
Assistance Requests	3,934	75.6/wk.	3,933	75.6/wk.

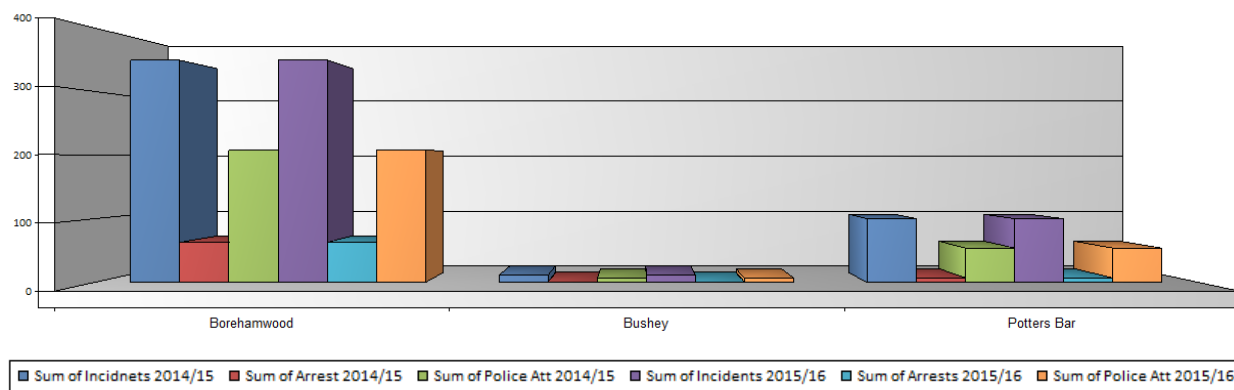
Incident and Arrest figures for 2014/15 and 2015/16 CENTRAL BEDFORDSHIRE COUNCIL



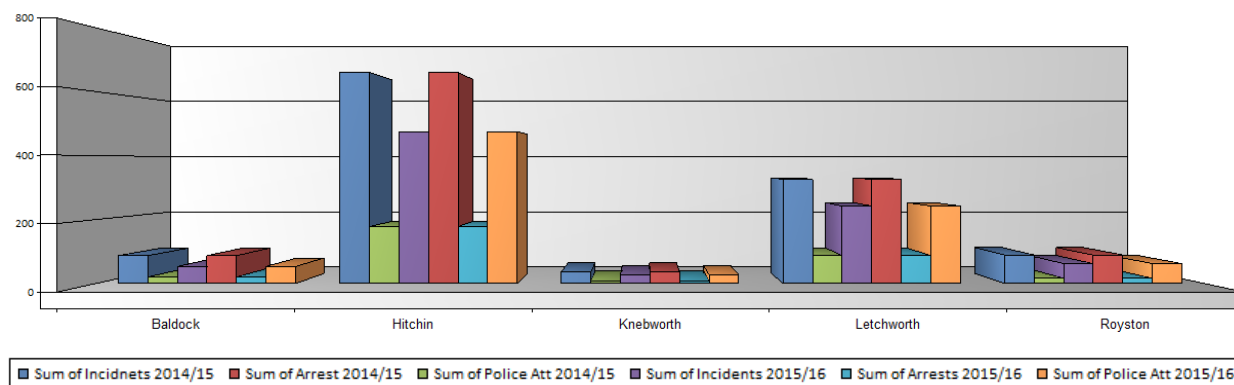
EAST HERTFORDSHIRE DISTRICT COUNCIL



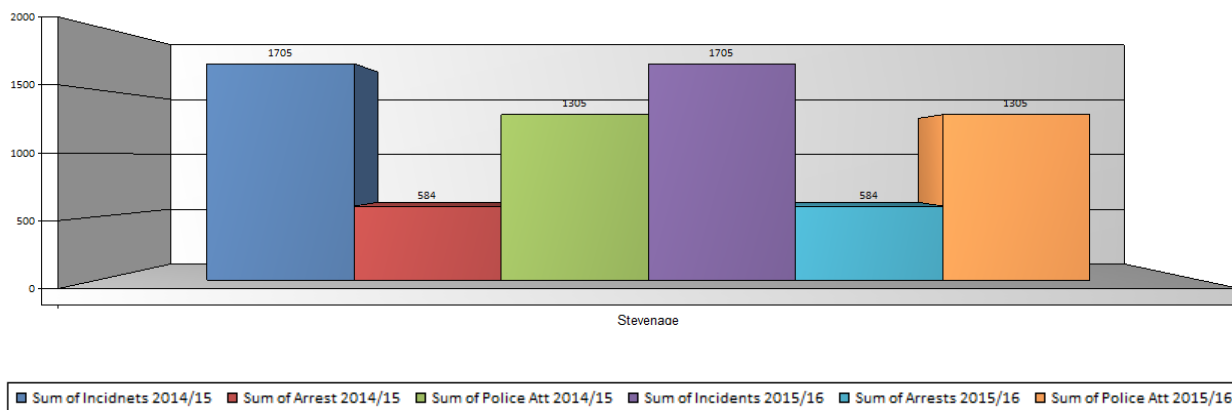
HERTSMERE BOROUGH COUNCIL



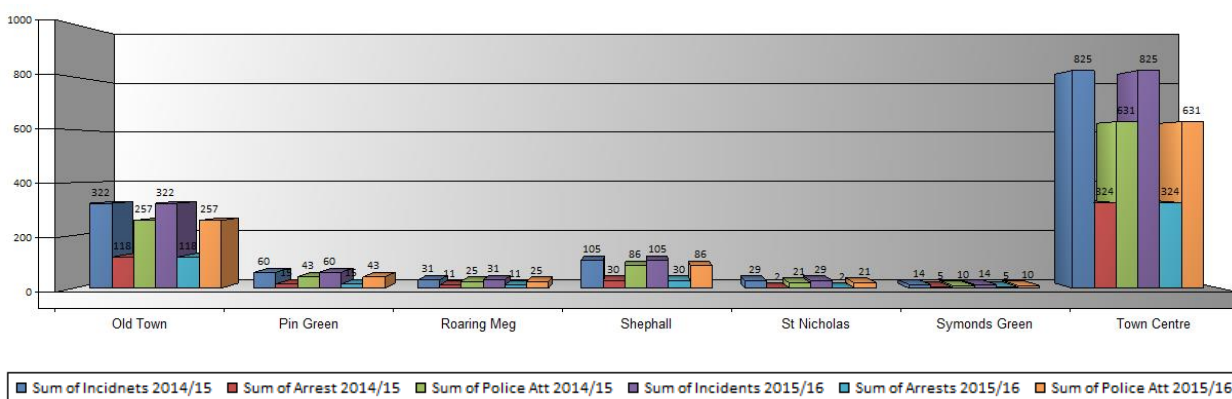
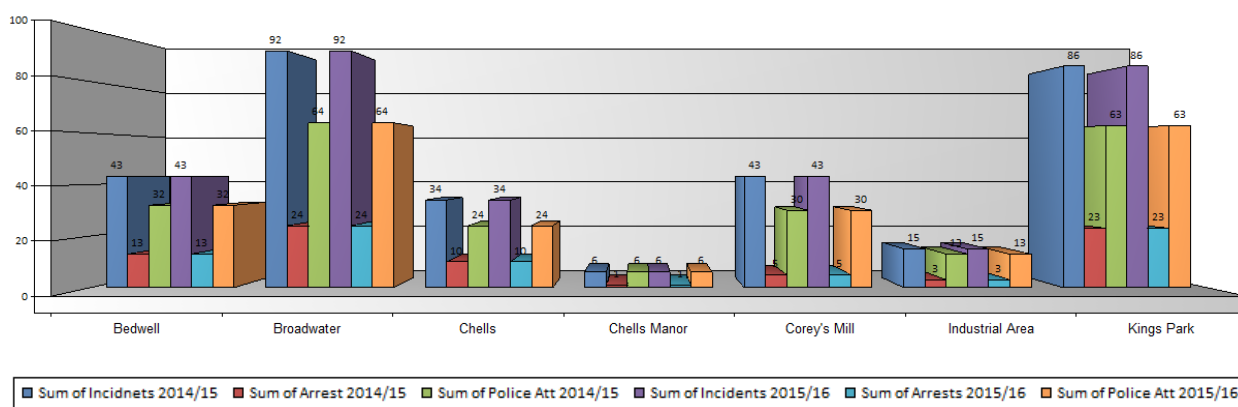
NORTH HERTFORDSHIRE DISTRICT COUNCIL



STEVENAGE BOROUGH COUNCIL

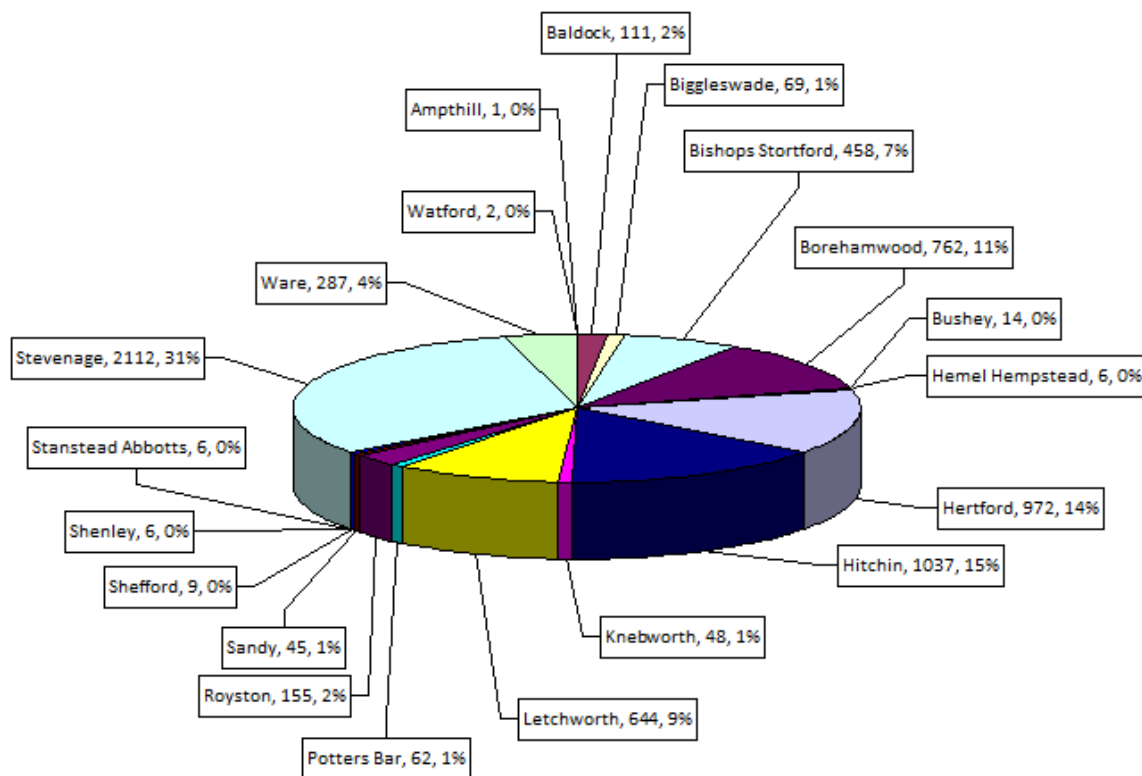


STEVENAGE BOROUGH COUNCIL (Areas)

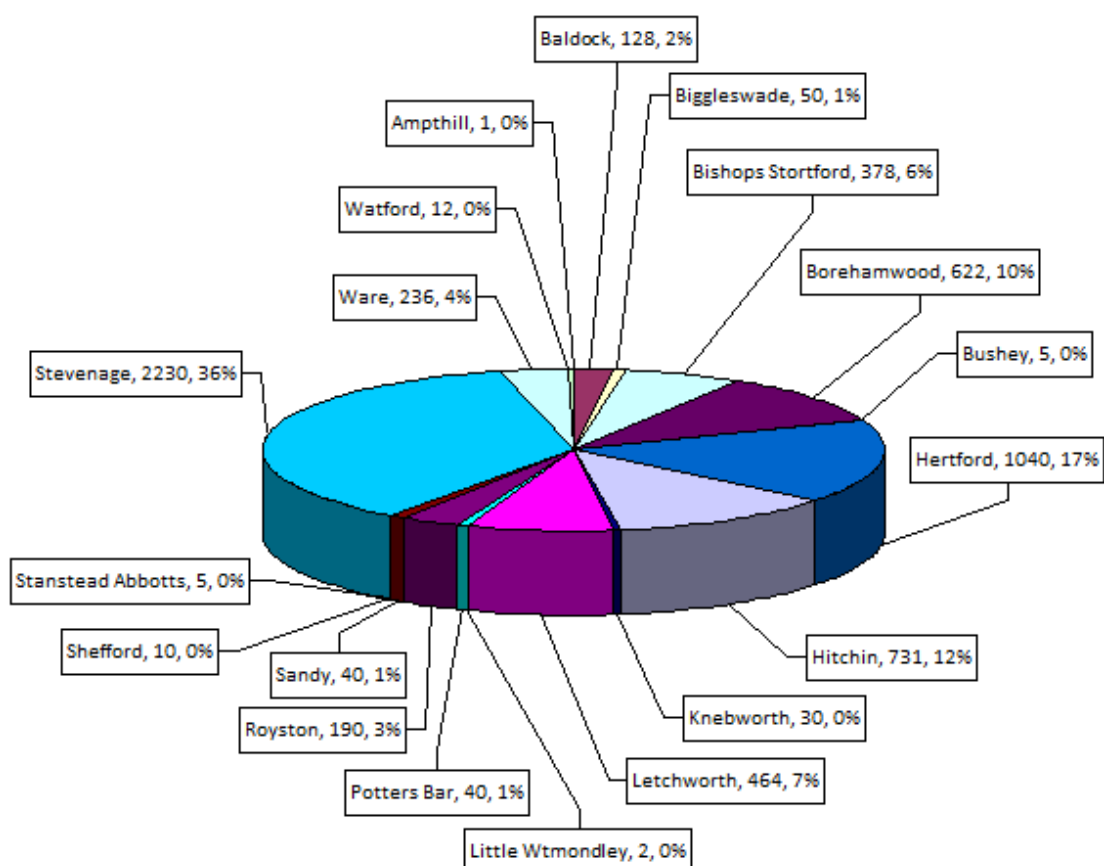


DVD Productions Figures

Evidential DVDs Produced 1st April 2014 - 31st March 2015



Evidential DVDs Produced 1st April 2015 - 31st March 2016



APPENDIX 4 (CCTV-IT)

The CCTV database continues to record and report on all aspects of the daily record keeping required within the department. Two major modifications to this bespoke system have been made to accommodate Lone Workers and the instigation of the East Herts emergency plan. The lone worker modification provides the CCTV monitoring team with audible reminders that a lone worker is due to check in with control and provides a step by step guide should escalation be required. The East Herts Emergency plan provides a record of all calls and an email notification of all interactions to the relevant parties'. A decision was made in 2015 to contract the maintenance of the database. The Web site is managed by the HCCTVP Manager but was developed by Mike Bourne from the control room staff.

ABOT (Automated Back Office Tasks) 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

BORIS is now responsible for:

- Reporting all equipment faults to their associated service providers and tracking faulty equipment's progress through the fault repair process.
- Informing equipment owners' of their equipment's operational, repair and contract status.
- Out of Hours issues logs, and statistics
- East Herts Lone Worker recording and monitoring
- East Herts Emergency Plan recording and instigation

APPENDIX 5 (Independent Inspectors Report)

Jane Clark

1.0 Introduction

This report is prepared in accordance with part 11 page 18 of the Code of Practice. This report covers the full year from April 2015 to March 2016. Jane Clark, Melanie Matthews, David Upson, Michael Durrant, Mr Gerry McCormick, have served as Independent Inspectors throughout the year. We are pleased to welcome three new inspectors during 2015/16 Mr Edmond Tickner, Mr Peter Elmer and Mr Roger Moulden. There are now eight 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 staff continue 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.

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 11, 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 eight 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 two years. It is noted that the lists are never dated or identified in any way which makes it difficult for Inspectors to know which list is the latest camera list. Can such documents please be dated in the 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.

This page is intentionally left blank

Meeting: CCTV Joint Executive Committee

Portfolio Area: Community Safety

Date: 27th October 2016

CCTV CODE OF PRACTICE AMENDMENTS

NON-KEY DECISION

Author – Mike Read Extn: 2814
Contributors – Keith Moore Extn: 2277
Lead Officer – keith Moore Extn: 2277
Contact Officer – Mike Read Extn: 2814

1 PURPOSE

To inform the executive committee of changes to the 'CCTV Code of Practice' and consider those amendments.

2 RECOMMENDATIONS

That the CCTV Executive Committee approve the Code of Practice and those amendments delineated in yellow. SEE APPENDIX A.

3 BACKGROUND

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 the legal requirement to operate CCTV in the UK and additionally local rules democratically governed to ensure proportionality and reasonableness. The updates on the 'CCTV Code of Practice' preceding the Executive Committee require their attention to ensure compliance.

4 REASONS FOR RECOMMENDED COURSE OF ACTION AND OTHER OPTIONS

To seek the approval of the Executive Committee of any amendments to the CCTV Code Of Practice.

The ensure the CCTV Executive Committee is confident that full compliance with the law is achieved.

To ensure good governance.

5 IMPLICATIONS

5.1 Financial Implications

There are no current Financial Implications.

5.2 Policy Implications

None.

BACKGROUND DOCUMENTS

- None.

APPENDICES

- Appendix A CCTV Code of Practice Amendments.

HERTFORDSHIRE CCTV PARTNERSHIP

CODE OF PRACTICE

PART 1

Introduction to the Code of Practice

and

The Purpose Statement

CCTV Code of Practice September 2016

CONTENTS

	<u>PAGE</u>
INTRODUCTION	
Code of Practice Mission Statement	3
Terms and Reference	
Definitions and Abbreviations	4/5
System Description and Technology	
Background	6
CCTV System and Equipment Ownership	7
Contractors	8
The Purpose Statement	9/10
Aims and Objectives	11
Permitted Uses of Public area CCTV Systems	12

INTRODUCTION

Code of Practice Mission Statement

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 in incidents of environmental crime.
- Improving the safety and security of residents, visitors and the business community.
- Facilitate the prosecution by providing evidence of offenders in both crime and public order offences.

TERMS AND REFERENCES

Definitions and Abbreviations

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 Manager' means the person responsible for the overall management of the CCTV system and to oversee the companies contracted to provide Control and Monitoring Room 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 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

'DPA' means the Data Protection Act 1998.

Definitions Cont.

‘EHDC’ means East Hertfordshire District Council

‘HBC’ means Hertsmere Borough Council.

‘HCCTVP’ means Hertfordshire CCTV Partnership

‘ICO’ means Information Commissioners Office.

‘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.

‘PTZ’ means Pan Tilt and Zoom referring to the type of CCTV Camera.

‘RIPA’ means Regulation of Investigatory Powers Act 2000

‘SBC’ means Stevenage Borough Council.

‘SCC’ means Surveillance Camera Commissioner.

‘The Joint Executive Board’ means the three elected members (portfolio holders) of each partner.

‘The Management Board’ means the appointed officers who oversees the operational aspect of the CCTV partnership.

SYSTEM DESCRIPTION AND TECHNOLOGY

Background

- The HCCTV Partnership operates a joint CCTV initiative aimed at reducing crime and fear of crime in principal public and business areas of their Districts. The central feature of this initiative is their decision to jointly implement a combined CCTV Control and Monitoring Room facility. The Control Room also provides an out of hour monitoring service for Schools in the Hertfordshire District.
- The CMR is located in Stevenage where pictures received from CCTV systems covering the town centres, retail and leisure parks, car parks and business areas of the Partners, and other areas within Hertfordshire and Central Bedfordshire are controlled, monitored and recorded.
- There is a dedicated CCTV transmission link to the Divisional Police Headquarters Control Room operating within the areas of CCTV coverage where live pictures and events can be monitored. Direct two way voice communication links, between the Divisional Police Control Room for the Hertfordshire, Bedfordshire and the HCCTVP Control Room.
- The CCTV CMR is permanently staffed 24 hours each day 365 days of each year by an independent BSIA accredited Security Company contracted to provide comprehensively specified CMR services.
- Day to day management, co-ordination and overseeing the security company will be undertaken by the CCTV Manager who is directly employed and funded by CCTV Initiative Partners. The CCTV Manager will be directly responsible to The Management Board who will, in turn, be responsible to the Executive Board.

- High Quality PTZ cameras are generally provided within the CCTV surveillance areas covered by this Code of Practice and, depending their location and purpose, these will be either on a pole or building mounted, high sensitivity, low light colour cameras with high quality lenses.
- The transmission of camera pictures to the CMR and the transmission of camera control signals are via fibre optic, hard wire links or wireless radio transmissions.
- CMR equipment consists of a main bank of TV wall monitors. Each of the CCTV Operators work stations has been fitted with dedicated TV monitors and a computer control system operated through touch screen visual display units, (VDU's), which incorporate back up keyboard and joystick control devices.
- For recording purposes the CMR is fitted with a digital recording system which, depending upon operational circumstances is capable of being used for the recording of both real time and time lapse pictures transmitted from CCTV system cameras.
- All cameras, monitors, VDU's and digital video recordings operate on a full colour reproduction basis as does the still camera picture reproduction equipment which has also been installed in the CMR.

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

CCTV Transmission System Servicing Contractors

BT Redcare
Virgin

The Purpose Statement

‘The Code of Practice is to regulate the operation of the Hertfordshire CCTVP public space CCTV systems operating within Hertfordshire and Bedfordshire and set 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’.

- The Code of Practice will be subject to regular reviews at least annually
- The Hertfordshire CCTVP 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.
- HCCTVP has an obligation to comply with the requirements of the DPA 1998 and the DPA - CCTV Codes of Practice 2008. The HCCTVP system is registered with the Office of the Data Protection Commissioner as a system with joint users and the CCTV Manager is nominated as the Data Controller as required under the Act.
- In addition, HCCTVP will comply with the Freedom of Information Act 2000, the RIPA 2000 and the Protection of Freedoms Act 2012.
- The Regulation of Investigatory Powers Act is to ensure that investigatory powers of the intelligence services, the Police and other enforcement agencies 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 CCTV Executive Board members and is contained in the CCTV Operational Procedures Manual.
- The Partnership recognises that the public authorities and those organisations carrying out the functions of a public service nature to observe the obligations imposed by the Human Rights Act 1998, and consider that the use of CCTV in the HCCTVP area of coverage is a necessary, proportionate and suitable tool to help reduce crime, the fear of crime and improve public safety.

The Purpose Statement cont.:-

- The CCTV Codes of Practice and observance of the Operational Procedures contained in the manual shall ensure that evidence is secured, retained, and made available as required to ensure there is absolute respect for everyone's right for a free trial.
- It is recognised that the HCCTVP system may be considered to infringe on the privacy of individuals. In compliance with the SCO 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' for each camera's location and request for a new camera location will be reviewed to ensure its legality and legitimacy by the CCTV Manager.
- In May 2012 the Protection of Freedoms Act was given Royal Assent. Under Section 30 of the 2012 Act it provides guidance on the appropriate and effective use of surveillance cameras. HCCTVP has conducted the 12 Guiding Principles in accordance to the requirements.
- Any request from an individual for the disclosure of personal data which he/she believes is recorded by virtue of the system will be directed to the Data Controller.
- The principles of Section 7 and 8 of the DPA 1998 should be followed in every request.
- In considering a request made under the provisions of Section 7 of the DPA 1998 reference may also be made to Section 29 of the DPA 1998.
- Each and every application will be assessed on its own merits and general 'blanket exemptions' will not be applied.

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 this 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 which will help detect crime.



HERTFORDSHIRE **CCTV** PARTNERSHIP LTD

Permitted Uses of Public CCTV Systems

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 and to assist the Police with the more 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 which can be used to ensure the safety of the general public.
- 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.

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.

HERTFORDSHIRE CCTV PARTNERSHIP

CODE OF PRACTICE

PART 2

Operational Principles

CCTV Code of Practice September 2016

CONTENTS

	<u>PAGE</u>
Compliance with the Code	15
Maintenance of the CCTV System	16
Control Room Operations and Management	16
Camera Positioning	17
Reporting and Evaluation	17
Independent Inspectors	18
Complaints	18
Breaches of the Code of Practice	19
Recorded Material	19/20
Photographs and Still Prints	20/21
Editing and Erasing	21
BORIS / ABOT	22

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 to sign in a Visitors Book upon arrival and sign out on departure and kept by the CMR Operators and management.
- 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 recording media 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.

Maintenance of the CCTV 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.

Control Room Operations & 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
- Throughout the period of the contract all operators will have a Security Industry Authority, SIA, licence and British Standard, (BS) ,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.

Camera Positioning

- Cameras will be sited in positions which are clearly visible to the public and local signs shall be prominently displayed in order to inform the public that CCTV is operating in accordance with the DPA.
- The siting of cameras will be subject to the agreement of the Local Authority and the Police.
- All HCCTVP cameras are subject to a PIA conducted by the CCTV Manager.
- Except for wide angle or long distance observation, views into residential premises and office accommodation shall be excluded from the field of vision of all cameras.

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 Stevenage Borough Council web site to show the number of recorded incidents by location, date, type, arrest etc.
- Each owner will be presented with a management report comprising of the number of incidents and faults recorded each quarter.

Independent Inspection

- 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 and report forms completed 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.

Complaints

- 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 shall initially be made to the CCTV Manager c/o Stevenage Borough Council, Daneshill House, Danestrete, Stevenage, Hertfordshire, SG1 1HN.

Breaches of the Code of Practice

- 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 is warranted and what remedial action/ changes may be required to prevent a recurrence.

Recorded Material

- Recorded material referred to in this Code shall be in the way of DVD, (Digital Versatile Disc).
- 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 and record material where it is necessary for the investigation and detection of a particular offence or offences 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.

Recorded Material Cont.

- 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 DPA 1998 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.
- Unused evidential evidence with recorded material will be classed the same as the Code of Practice for Evidential Material.

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 shall be strictly forbidden to take photographs of either live or playback incidents captured on the CCTV system.
- Still prints shall be considered as recorded material and all procedure, restrictions and controls relating to other recorded material detailed in this code.

Photographs, still prints and other information Cont.

- 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.

Editing and Erasing

- Editing of original recorded material is strictly forbidden.
- Editing of material copied onto a computer media may be permitted under the requirements of the DPA 1998 to preserve the identity of other individuals contained if an individual subject access enquiry is made under the Act. This may be permitted by a third party if the technology does not exist to carry out this requirement locally. A charge is permitted for this under the Act to cover the costs only.

Boris

- Boris is a bespoke Database that records, controls, manages and reports on all aspects of the CMR
- Only CMR operators are permitted to use, input and manage the database.
- CMR staff must record all significant incidents, equipment faults, the production of police evidence and public requests for data.
- Automated reports are produced for equipment owners, managers other interested parties within the HCCTVP.
- The Control Room Manager is responsible for the input and update of the database and its usage.
- All information is under the DPA 1998 and any information that has been submitted that has not had the permission of the Control Room Manager will be seen as a breach of the Code.

ABOT (Automated Back Office Tasks) 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



HERTFORDSHIRE
CCTV
PARTNERSHIP LTD

HERTFORDSHIRE CCTV PARTNERSHIP

CODE OF PRACTICE

PART 3

CCTV System Camera Coverage

Location Table

Stevenage

Town Centre:

- 101 Corner of Swingate and Danestrete
- 102 Danestrete - on top of council offices (roof mounted)
- 103 Town Square - in front of Wilkinsons
- 104 Park Place
- 105 Market Place
- 106 Lytton Way - corner of Leisure Centre (roof mounted)
- 107 Lytton Way - Railway North car park
- 108 Southgate car park - opposite Fire Station
- 109 Foot ramp from town to Stevenage Leisure Centre
- 110 Plaza- main entrance
- 111 Plaza- walkway (static camera)
- 112 Plaza- Danestrete junction opposite Matalan
- 113 Queensway North - opp Barclays Bank, above Poundland
- 114 Leisure Centre - walkway to Railway Station (static camera)
- 115 Leisure Centre - walkway to Town Centre (static camera)
- 116 Forum- south car park
- 117 Forum- service yard rear Tesco and BHS
- 118 Forum- north car park
- 120 Underpass - Market Place to Museum (static camera)

- 121 Underpass - Museum to the Market Place (static camera)
- 122 Outside of The Towers flats opposite Cash Converters
- 123 Six Hills Way - opposite Asda
- 124 Underpass - Asda old underpass (static camera)
- 125 Underpass - Asda new underpass (static camera)
- 126 Aldi car park - King George Playing Field
- 127 Underpass - Park Place to Town Centre Gardens (static camera)
- 128 Underpass – Town Centre Gardens to Park Place (static camera)
- 129 Town Centre Gardens
- 149 Council Depot - Staff Parking, Cavendish / Compton Road
- 150 Council Depot - Service Yard

Stevenage Leisure Park

- 171 Leisure Park – South Exit
- 172 Leisure Park – Security Hut
- 173 Leisure Park – Fence Line btwn security hut and steps
- 174 Leisure Park – Train Station Steps
- 175 Leisure Park – North end car park
- 176 Leisure Park – North exit road
- 177 Leisure Park – Front of Hollywood Bowl
- 178 Leisure Park – Taxi Rank
- 179 Leisure Park – Side of Prezzo's
- 180 Leisure Park – South exit road near KFC
- 181 Leisure Park – Service road south end
- 182 Leisure Park – Service road north end

Stevenage Old Town:

- 201 High Street North - outside Mulberry Tree P/H
- 202 High Street - above Waitrose
- 203 Middle Row - opposite Red Lion P/H
- 204 High Street South- outside Marquis of Lorne P/H
- 205 Basil Road car park
- 206 Primett Road junct. Drapers Way- Lorry Park
- 207 Middle Row- outside Standing Order P/H
- 208 Albert Street junct. Letchmore Road
- 209 Popple Way Shops

Stevenage Neighbourhoods:

- 701 Hyde- Shephall Way
- 702 Hyde- outside chip shop
- 703 Hyde- Oxley Road, rear of shops
- 704 Oval- outside Times Club
- 705 Oval- outside council offices
- 706 St. Nicholas- opposite St. Nicholas P/H
- 707 St. Nicholas- opposite community centre, rear of shops
- 708 Glebe- on Chells Way
- 709 Glebe- rear of shops
- 710 Bedwell- opposite The Poachers P/H
- 711 Bedwell- on Bedwell Crescent
- 712 Marymead- opposite shops
- 713 Marymead- Willows Link, rear of shops



HERTFORDSHIRE CCTV PARTNERSHIP LTD

- 714 Peartree- Valley Way junct. Hydean Way
- 715 Oval- rear car park
- 716 Filey Close- Tom Tiddlers P/H
- 717 Filey Close- Scarborough Ave shops
- 718 Glebe- Business Park
- 719 Glebe –rear car park
- 720 Mobbsbury Way- shops
- 721 Monkswood - Rockingham Way shops, Twin Foxes P/H
- 722 Chells Way- Squirrel P/H
- 723 Oaks Cross- Pied Piper p/h
- 724 Shephall Way- Burwell Road shops, March Hare P/H
- 725 Roebuck shops- Broadwater Avenue
- 726 Archer Road- King Pin shops
- 727 Almond Tree P/H
- 728 Emperors Head P/H- rear car park
- 729 Emperors Head P/H- Fairlands Way
- 730 Bedwell- rear of shops
- 732 Georges Way- Bowes Lyon and Swimming Pool
- 750 Junction 8 A1M- Coreys Mill (ANPR)
- 751 Junction 7 A1M- Glaxo Roundabout (ANPR)

North Herts

Hitchin Town Centre:

- 300 Bancroft North - corner of Fishponds Road
- 301 Bancroft car park - rear Sainsburys



HERTFORDSHIRE **CCTV** P A R T N E R S H I P L T D

302 Bancroft Middle
303 Bancroft - junct. Hermitage Road
304 Brand Street - junct High Street
305 Market Place – junct High Street
306 Market Place - outside Churchgate Shopping Centre
307 Hermitage Road top - bottom Windmill Hill
308 Queen Mother Theatre car park
309 Churchyard - near War memorial
310 Churchyard - outside Simmons Bakers
311 Sun Street
312 Bucklersbury - outside Red Hart P/H
313 Biggen Lane car park
314 St Marys car park - Queen Street
315 Portmill Lane car park
316 Hitchin Railway Station
317 Nightingale Road
822 Westmill - John Barker Place

Letchworth Town Centre:

401 Eastcheap - outside cinema
402 Broadway - opposite Broadway Hotel
403 Station Place - opposite Train Station
404 Station Road top - above job centre
405 Station Road middle - opp the Wynd
406 Station Road bottom - junct, Norton Way North
407 The Wynd - Openshaw way
408 Leys Avenue bottom
409 Leys Avenue top - above 3 Magnets P/H



HERTFORDSHIRE **CCTV** PARTNERSHIP LTD

- 410 Eastcheap - opposite walkthrough to Broadway
- 411 Broadway Gardens north
- 412 Broadway Gardens south
- 413 Gernon Road
- 414 Howard Memorial Hall - car park
- 415 Norton Way South - Howard Park
- 416 Civic Centre
- 417 Leys Avenue Top (corner eastcheap)
- 418 Leys Avenue Square (middle nr fountain)
- 419 Leys Avenue middle

Letchworth Business Park:

- 510 Leisure Centre
- 511 Leisure Centre car park

Letchworth Neighbourhoods:

- 820 Grange Estate - Southfields
- 821 Grange Estate - rear shops
- 823 Jackmans - Ivel Court shops
- 824 Jackmans - Radburn Way, opposite Ivel Court

Baldock Town Centre:

- 801 Mansfield Road - opposite police station
- 802 Thurnall Close - behind community centre
- 803 High Street - junct. Simpson Drive
- 804 High Street - junct. Hitchin Street



HERTFORDSHIRE **CCTV** PARTNERSHIP LTD

805 Whitehorse Street

806 Great North Road - Baldock Train Station

Royston Town Centre:

809 Railway Crossing

810 Lower King Street

811 Lower High Street

812 Upper High Street

813 Corn exchange - junct. A10

814 Market Hill - opposite Angel Pavement

815 Fish Hill

816 Council Offices car park

817 Railway Crossing

818 Railway Crossing

819 Railway Crossing

Knebworth:

850 Station Road - junct. London Road

851 London Road - junct. St Martins Road nr post office

East Herts

Hertford:

901 Old Cross - Library

902 Parliament Square - Blackbirds P/H - Deco Nightclub

- 903 Fore Street, Shire Hall - opposite Magistrates Court
- 904 Fore Street middle - opposite Post Office
- 905 Fore Street Junc. South Street
- 906 Bus Station - Opposite Lloyds Bank
- 907 Birchley Green Shopping Centre - junct. Market Street
- 908 Bull Plain - Salisbury Square
- 909 Maidenhead Street - junct. The Wash
- 910 St Andrew Street car park - Exit
- 911 St Andrew Street car park - Entrance
- 912 Hartham Car Park - top
- 913 Hartham Car Park - middle
- 914 Hartham Car Park - bottom
- 915 Flemming Crescent - Sele Farm
- 916 St Andrews Street
- 917 Railway Street - Hertford East Train Station
- 918 Parliament Square - Blackbirds

Bishop's Stortford Town Centre:

- 10 John Dyde Close
- 11 John Dyde Close
- 12 Anchor Street
- 13 Riverside
- 14 South Street bottom - junct. Station Road
- 15 South Street middle - outside M&S
- 16 South Street top – Junct. Church Street
- 17 Market Square - Potter Street

18 North Street - junct. High Street
19 North Street middle - opposite Lloyds Bank
21 Bridge Street - opposite Black Lion P/H

Ware Town Centre:

50 Roundabout Watton Road - Wadesmill Rd - Baldock Street
51 Baldock Street - junct. Priory Street
52 Tudor Square - West Street
53 High Street - opposite Church Street leading to Tesco
54 Star Street – Amwell End
55 Amwell End - Viaduct Road
56 Amwell End - Car Park

Stanstead Abbots:

30 Stan / Abbots – High Street Car Park

Hertsmere

Borehamwood:

650 Shenley Road / Theobald Street
651 Shenley Road / Furzehill Road
652 Shenley Road / The Point
653 Shenley Road / Halifax Bank
654 Shenley Road / Tesco
655 Civic Offices / Elstree Way
656 Skate Park / Aberford Park



HERTFORDSHIRE **CCTV** PARTNERSHIP LTD

657 Aberford Park
658 Aberford Park Community Centre
659 Manor Way
660 Manor Way / Arundel Drive
661 Meadow Way
662 Meadow Way / bowling green
663 Aycliffe / Buckton Road
664 Aycliffe Road / Baldock Way
665 Torworth Road
666 Leeming Road
667 Gateshead Road
668 Howard Drive

Bushey:

690 Harcourt Road

Potters Bar:

691 Darkes Lane
692 High Street
689 Furzefield Centre- skate park

Mid Beds

Biggleswade:

520 Asda Back of Crown Hotel
521 Market Place
522 Market Place and Bus Station
523 High Street-The White Hart PH
524 Bingo Hall and Aldi
526 St Andrew's Street junct High Street

Sandy:

551 Budgen's and Post Office
552 Market Square- Lord Roberts PH
553 Queens Head Rear- Belfry court c/p
557 Sunderland Road - skateboard park
558 Sunderland Road Pavilion

Shefford:

556 High Street