



Public Document Pack

Jeff Hughes
*Head of Democratic and Legal
Support Services*

MEETING : EAST HERTS/HERTSMERE/NORTH
HERTS/STEVENAGE CCTV JOINT EXECUTIVE
VENUE : SHIMKENT ROOM, DANESHILL HOUSE,
STEVENAGE, SG1 1HN
DATE : THURSDAY 10 SEPTEMBER 2015
TIME : 6.00 PM

Members:

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

Hertsmere Borough Council: Councillors Thomas Ash, Pervez Choudhury, Jean Heywood.

North Herts District Council: Councillors T W Hone, Tony Hunter, Mrs L A Needham.

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

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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.

AGENDA:

1. Appointment of Chair for the Meeting
2. Apologies for Absence and Declarations of Interest
3. Annual Monitoring Report (Pages 5 – 24).

To consider the Annual Monitoring Report to be presented by Mike Read, CCTV Operations Manager.

Report and Appendix attached.

4. CCTC Code of Practice Amendments (Pages 25 – 62).

To consider a report on the CCTV Code of Practice amendments to be presented by Keith Moore, Group Leader CCTV and Parking Services and Mike Read, CCTV Operations Manager.

Report and Appendix attached.

5. Projection – Year End

To consider a verbal report on the Year End projected figures from Keith Moore, Group Leader CCTV and Parking Services.

6. Urgent Part 1 Business

To consider any Part 1 business accepted by the Chair as urgent.

Meeting: CCTV Joint Executive Committee

Portfolio Area: Community Safety

Date: 10 SEPTEMBER 2015

Agenda Item:

3

ANNUAL MANAGEMENT REPORT

NON-KEY DECISION

| | | |
|-------------------|-------------|--------------|
| Author – | Mike Read | Ext.No. 2814 |
| Contributors – | Keith Moore | Ext.No. 2277 |
| Lead Officer – | Keith Moore | Ext.No. 2277 |
| Contact Officer – | Mike Read | Ext.No. 2814 |

1. PURPOSE

- 1.1 To inform the Executive Committee of the progress and expansion of the Hertfordshire CCTV Partnership.

2. RECOMMENDATIONS

- 2.1 That the Management Report as shown at Appendix A be approved.

3. BACKGROUND

- 3.1 The CCTV Executive Committee requires updates on the number of incidents and arrests during the 12 months preceding the meeting together with up to date information on the CCTV Control Room, the monitoring and Maintenance Contracts

4. REASONS FOR RECOMMENDED COURSE OF ACTION AND OTHER OPTIONS

- 4.1 To keep the Executive Committee of up to date information on the Expansion of the Partnership.
- 4.2 To inform the CCTV Executive Committee of latest crime and arrests statistics.
- 4.3 To inform the CCTV Executive Committee of the formation in April 2015 of a Limited Liability Company to operate the 'for profit' element of the CCTV network.

5 IMPLICATIONS

5.1 Financial Implications

There are no current Financial Implications arising directly from this report.

BACKGROUND DOCUMENTS

- None

APPENDICES

- Appendix A - CCTV Manager's 12 monthly report of CCTV performance

Hertfordshire CCTV Partnership Annual Report

By **Michael Read**
Operations Manager

2014/15

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Hertfordshire CCTV Partnership

2014/2015 Annual Report

Prepared by Michael Read CCTV Manager

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 a location in Stevenage and provides 24 hours CCTV coverage 365 days a year across the county.

Partnership Clients:

Letchworth Heritage Foundation
 Roaring Meg Retail Park
 Stevenage Leisure Park
 Ampthill Town council
 Central Bedfordshire District Council
 The Plaza Development Stevenage
 Hertfordshire District Council (Schools)
 Stevenage Borough Council (Out of Hours)

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 537 which is an increase of 15 over the 522 in 2014.

[EoyRt-Cam01](#)

Three of our Rapid Response Mobile units have become beyond economical repair bringing the number of allocable units to 28 deployable cameras which are regularly deployed in areas which develop high levels of antisocial behaviour (ASB).

[EoyRt-Cam02](#)

These units continue to be successful having removed ASB from a number of areas within East Herts, Stevenage Borough North Herts and Hertsmere. During 2014/15 these cameras have been invaluable generating 35 pieces of evidential footage.

[EoyRt-Cam03](#)

Control Room Improvements

Expansion

Our main database "BORIS" now records and regulates all of our frontline operations and is supported by a new bespoke database application called ABOT (Automated Back Office Tasks). As its name indicates ABOT carries out all the repetitive house-keeping tasks required by this busy environment, daily reports which are sent to CCTV and council managers. There are monthly reports that are sent to the council for publication on the internet providing councillors and members of the public with access to monitored crime incident and arrest data for the preceding months.

Earlier this year further investment in IT required an upgrade to MS Office 2010 keeping us in-line with the council's latest upgrade.

Further development of these invaluable tools is expected during the next 12 months.

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.

Communications Networks

The control room continues to make good use of its three main communications systems alerting controller 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 the addition of two digital shop/pub link radios, which are currently being used in Hitchin and Stevenage. User numbers have continued to fluctuate as retail and licensed premises come and go. Across Stevenage, East Herts, North Herts and Hertsmere we currently have 251 users activated on the system. During the period 01/04/14-15 recorded event were initiated from the following sources:

| Event Initiated by | Events | % of Total | Police Attended | Resulting Arrests |
|--------------------|-------------|------------|-----------------|-------------------|
| ADPRO | 126 | 3.2 | 28 | 2 |
| Police Control | 1412 | 36.7 | 1019 | 314 |
| Controller | 411 | 10.8 | 301 | 128 |
| Airwaves | 1054 | 27.6 | 920 | 429 |
| Other | 58 | 1.5 | 41 | 23 |
| Post Event | 6 | 0.2 | 6 | 1 |
| RIPA | 1 | 0.02 | 1 | 2 |
| Shop/Pub Link | 750 | 19.6 | 561 | 307 |
| Wellfield Court | 1 | 0.02 | 1 | 0 |
| Total | 3819 | | 2878 | 1206 |

EoyRt-IAComms

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.

Extent of the Camera System Network in 2014/15

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 replace are beyond economical repair and so far 13 Redvision cameras have been purchased and installed.

Table 1 - Cameras 2014/15

| Camera Type | Totals |
|---|---------------|
| MICKEY | 114 |
| SHOE BOX | 83 |
| ADPRO CAMERAS (Static) | 169 |
| ADPRO CAMERAS (Pan Tilt and Zoom) | 138 |
| MOBILE ASB CAMERAS (Pan Tilt and Zoom) | 34 |
| DOME | 12 |
| STATIC | 14 |
| REDVISION | 13 |
| Total | 577 |

EoyRt-Cam04

The images from all cameras are continuously recorded and monitored at the Stevenage Control Room which is staffed on a 24 hours a day, 365 days a year basis.

Projected Growth

This has been a challenging time for everyone concerned with the current economic climate and austerity measures in place; however the strategy for the Hertfordshire CCTVP is one of growth.

On the 4th November 2014 the HCCTVP became a PLC with Keith Moore confirmed as Chief Executive. The company began trading on the 1st April 2015.

I have just been in negotiations with East Herts Borough Council, to continue the great reputation of providing an OOH service that the control room has, and have agreed to take on the Lone Workers line and Business Continuity Plans for the Borough Council and went live in January 2015.

East Herts Council have just increased their deployable cameras by three and will soon be utilising these by the end of the year of 2014.

I have also worked towards taking on 'Maintenance Contracts' with our existing customer and clients and have had some success in converting them and will continue to expand over the next couple of years.

To date we have had enquiries from Arlesey Town Council, Bedfordshire to install and monitor 3 cameras, Little Wymondley, Redbrick Property Management, Stevenage with regards to installing and monitoring Fastrace 2's including one new school in Watford and the MSCP in Hertford. All of which are in the early stages and hopefully by the end of the year should be on board.

Control Room Performance 2014/15

During the last 12 month the evidential download suite has been manned by officers that are on light duties 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 27 officers available to carry out police and public downloads. In the last financial year officers have download 5,478 pieces of evidential footage.

EoyRt-CRP01

In December 2012 control room supervisors took on the responsibility for handling public reviewing requests. Since my appointment as Operations Manager, I have taken on the responsibilities of Data Controller relieving Keith Moore of this position.

When it was decided that CCTV staff would take an active part in processing these requests, there was an expectation that the number of calls would be approximately one or two a month. This very quickly grew to 12 a month in the first year and has stayed at this figure. To date we have processed a total of 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. [EoyRt-CRP02](#)

We continue to rely on BORIS to record, and standardise our handling of these requests and processes all communications between these clients and ourselves.

Incident types continue to vary from day to day. In the 12 months from 1st April 2014 CCTV operators have monitored 3,819 **incidents** (Previously 3,668) 2,878 of which were attended by police officers (Previously 2,861) that ended in 957 **arrests** (Previously 967). [EoyRt-CRP03](#)

Although arrests have dropped by 10 the CCTV monitored events are showing a small increase on the previous year, It would therefore seem fair to assume a similar level of increase during 2015/16.

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 Pub Watch schemes in Stevenage (inc' the Leisure Park), Hertford, Hitchin, Letchworth, Bishops Stortford 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 750 incidents, ranging from shoplift to drug or alcohol related offences, 561 of which the police attended resulting in 248 arrests in the 12 months from 1st April 2014. [EoyRt-CRP04](#)

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 2014/15 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 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

Broadlands Security

The contracted security company, Broadlands 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.

Broadlands staff comprises 1 full time manager, 13 full time staff and 1 part time team member.

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 with very impressive results.

In 2014/15 CCTV operators have achieved some outstanding results leading to arrests including high profile Robbery and not losing site of the ongoing drink and drug related incidents, high street thefts, and missing person's reports that make up the day to day events. Working in partnership with the Police and other local government agencies has resulted in the arrest and successful conviction of a number of prolific offenders.

APPENDIX 1 (Camera Network Details)

Extent of Service

1. CCTV PTZ Town Centre and Neighbourhood Cameras

In 2014/15 the number of CCTV cameras monitored by the Partnership Control Room is 578*. These include 382* 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 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 28 re-deployable cameras in operation across the partnership. Council heads are now looking to replace most of their stock at some point and hopefully in 2015 they will be reviewing costs to replace. East Herts have purchased three extra cameras, 4G, and are now reporting 5 cameras in total.

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 2014 the control room has been monitoring 23 schools.

It is the schools which I will be placing most of my efforts for the foreseeable future ensuring the schools are kept up to date with any changes in technology – such as ADPRO Fastrace 2 and also looking to increase the number of schools to be monitored.

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

*Figures include ADPRO cameras

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 |
| Shepherds School | Shepherds Lane | Rickmansworth |
| 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 2014/15)

1. Two digital Radios (Stevenage, Hitchin)
2. New Server (CPC1800)
3. 4 New 42 inch Screens
4. ADPRO Fast Trace 2
5. 2 New full time members of Staff
6. Introduction of ABOT
7. Changed Engineering Company

2014/15 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 2015/16.

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 2013/14 | Arrests 2013/14 | Incidents 2014/15 | Arrests 2014/15 |
|---------------------|----------------------|--------------------|----------------------|--------------------|
| Central Beds | 164 | 24 | 150 | 30 |
| East Hertfordshire | 742 | 279 | 809 | 261 |
| Hertsmere | 312 | 68 | 365 | 101 |
| North Hertfordshire | 830 | 276 | 1003 | 285 |
| Stevenage | 1450 | 561 | 1323 | 513 |
| Totals | 3498 | 1484 | 3650 | 1190 |

EoyRt-Apx3-CCTV

ADPRO Cameras

| Control Desk | Incidents 2013/14 | Arrests 2013/14 | Incidents 2014/15 | Arrests 2014/15 |
|---------------|----------------------|--------------------|----------------------|--------------------|
| Central Beds | 18 | 4 | 8 | 0 |
| East Herts | 1 | 0 | 2 | 1 |
| Hertsmere | 32 | 2 | 38 | 0 |
| North Herts | 46 | 2 | 38 | 0 |
| Stevenage | 36 | 0 | 37 | 1 |
| Totals | 133 | 8 | 123 | 2 |

EoyRt-Apx3-ADPRO

Police Evidence

| | 2013/14 | 2013/14 | 2014/15 | 2014/15 |
|--------------|---------|---------|---------|---------|
| DVDs | 2,642 | 50/wk. | 2,519 | 48/wk. |
| Footage sets | 2,682 | 51/wk. | 5,588 | 107/wk. |

EoyRt-Apx3-PolEaB

Public Requests

| | 2013/14 | 2013/14 | 2014/15 | 2014/15 |
|------------------|---------|---------|---------|---------|
| Request Received | 146 | 2.8/wk. | 107 | 2/wk |

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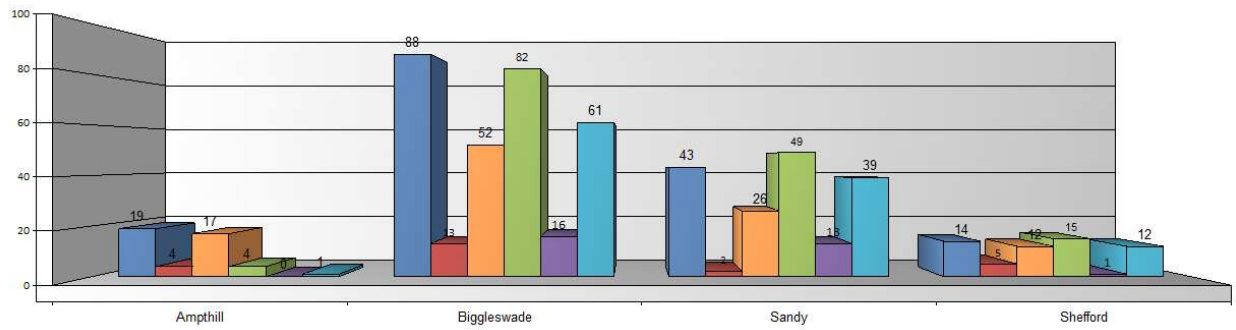
Out of Hours Calls

| | 2013/14 | 2013/14 | 2014/15 | 2014/15 |
|---------------------|---------|---------|---------|---------|
| Assistance Requests | 4,202 | 80/wk. | 3,934 | 75.5/wk |

EoyRt-Apx3-OoHc

Incident and Arrest figures for 2013/14 and 2014/15

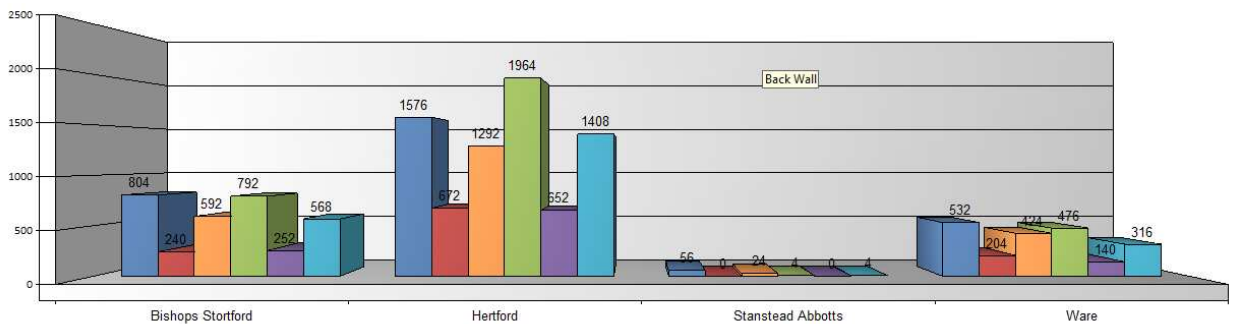
CENTRAL BEDFORDSHIRE DISTRICT COUNCIL



EoyRt-Gph-CB

■ Sum of Incidents 2013/14 ■ Sum of Arrest 2013/14 ■ Sum of Police Att 2013/14 ■ Sum of Incidents 2014/15 ■ Sum of Arrests 2014/15 ■ Sum of Police Att 2014/15

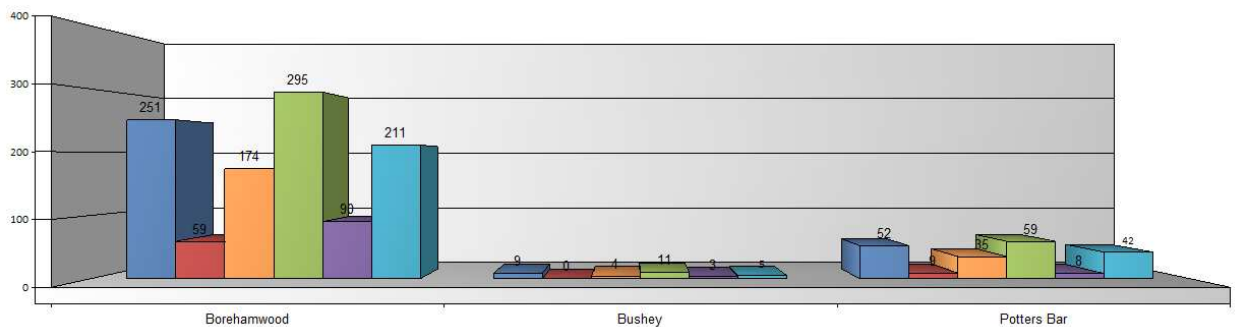
EAST HERTFORDSHIRE DISTRICT COUNCIL



EoyRt-Gph-EH

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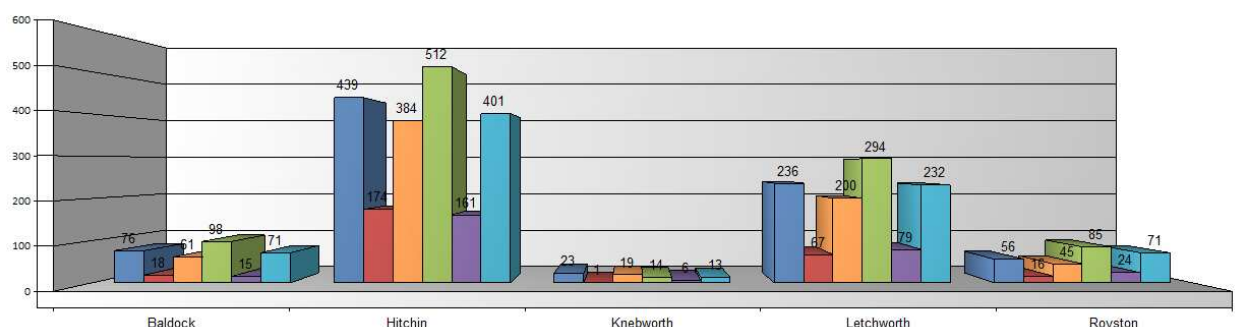
HERTSMERE



EoyRt-Gph-HM

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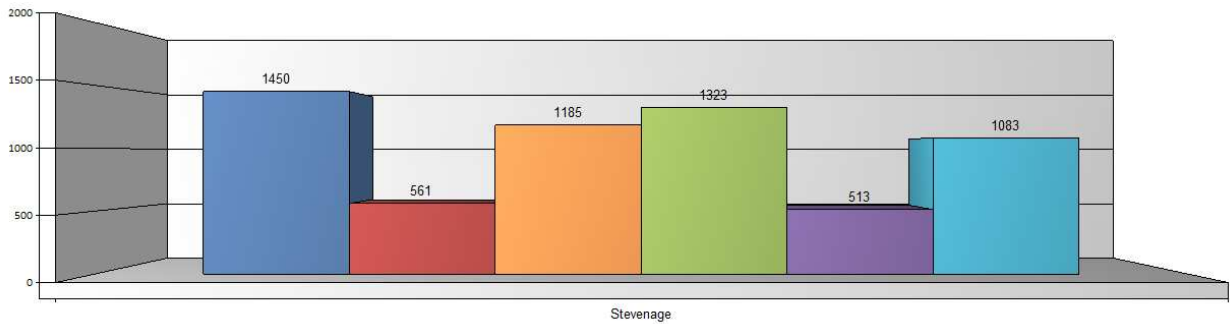
NORTH HERTFORDSHIRE DISTRICT COUNCIL



EoyRt-Gph-NH

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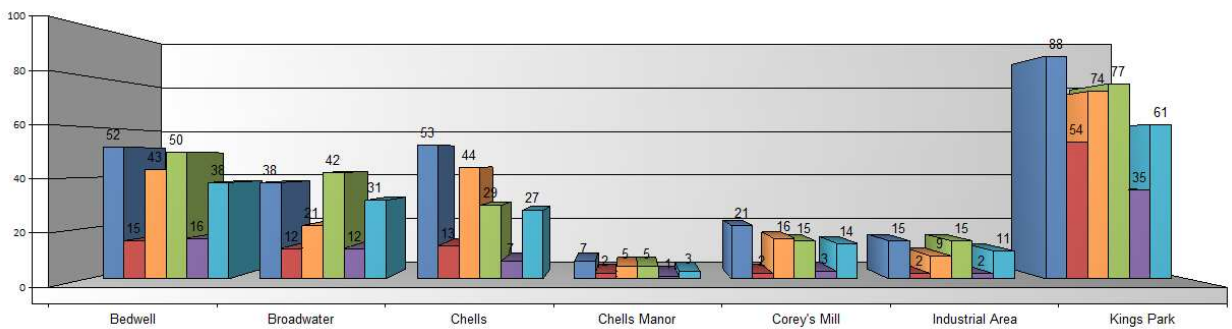
STEVENAGE BOROUGH COUNCIL



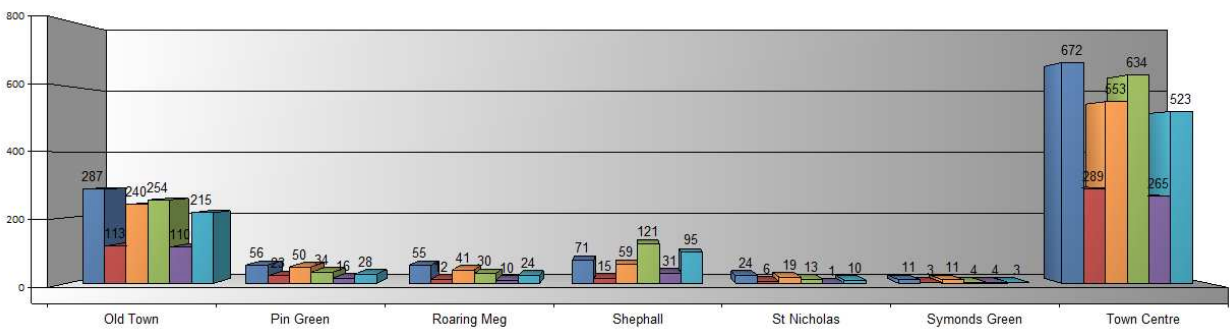
EoyRt-Gph-SA



STEVENAGE BOROUGH COUNCIL (Areas)



EoyRt-Gph-SAc

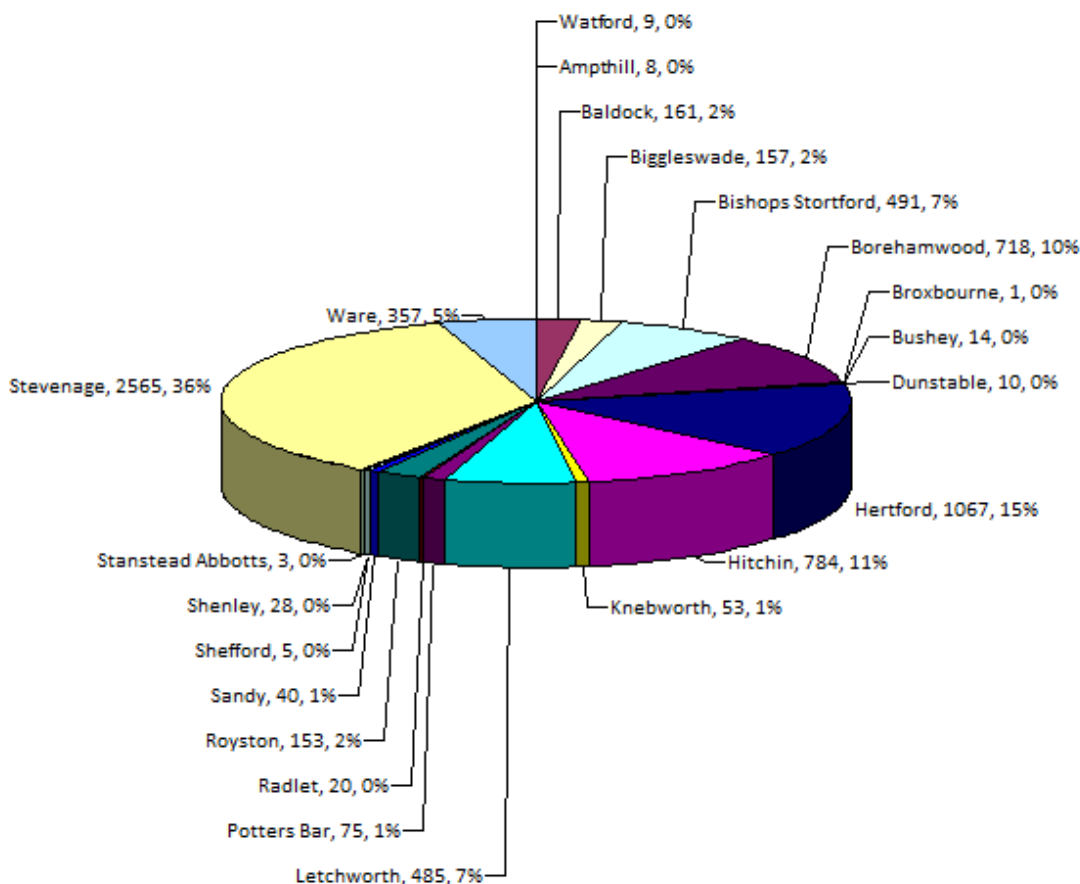


EoyRt-Gph-SAd



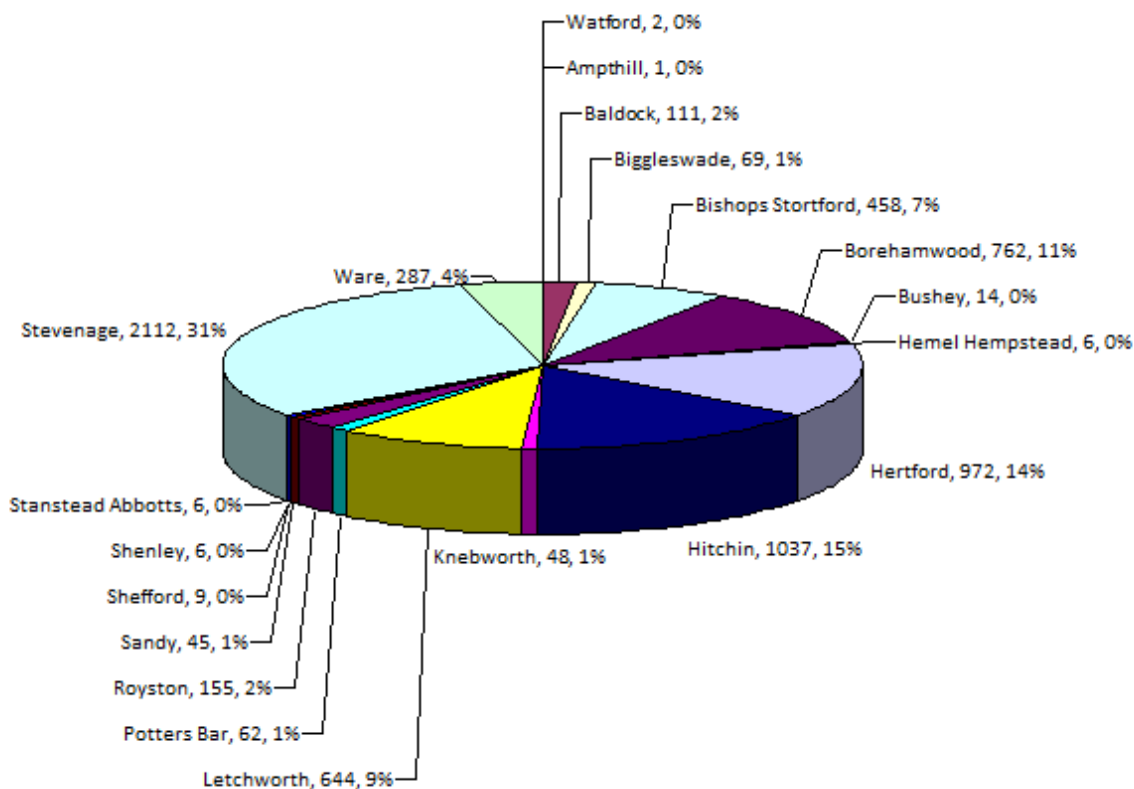
DVD Prodcutions Figures

Evidential DVDs Produced 1st April 2013 - 31st March 2014



EoyRt-Grp-DVD (report)

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



APPENDIX 4 (CCTV-IT)

Over the last 12 months there have been a number of changes to our IT configuration. At the start of the year we found that BORIS (our database) had outgrown its temporary home, we therefore added a dedicated server (CPC1800). In the middle of the year due to an intermittent fault which was affecting our network connection speed, we had to replace our network switch; also the long awaited merger of the old fault database and BORIS took place.

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.

APPENDIX 5 (Independent Inspectors Report)

Jane Clark

1.0 Introduction

This report is prepared in accordance with paragraph 5.3.5 of part III of the Code of Practice. This report covers the full year from April 2014 to March 2015. 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 2014/15 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 section 5.3 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 nine 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.

Agenda Item:

4

Meeting: CCTV Joint Executive Committee

Portfolio Area: Community Safety

Date: 10 SEPTEMBER 2015

CCTV PARTNERSHIP CODE OF PRACTICE AMENDMENTS

NON-KEY DECISION

| | | |
|-------------------|-------------|--------------|
| Author – | Mike Read | Ext.No. 2814 |
| Contributors – | Keith Moore | Ext.No. 2277 |
| Lead Officer – | Keith Moore | Ext.No. 2277 |
| Contact Officer – | Mike Read | Ext.No. 2814 |

1. PURPOSE

- 1.1 To inform the Executive Committee of amendments to the Code of Practice and to explain new legislation and the purpose behind changes to the regulatory environment.

2. RECOMMENDATIONS

- 2.1 That the revised CCTV Code of Practice as outlined at Appendix A to this report be approved.

3. BACKGROUND

- 3.1 The CCTV Executive Committee requires that the CCTV Code of Practice enshrines the values laid out when the ‘partnership’ was formed, and that it is current with all new legislations relating to CCTV operation.

4. REASONS FOR RECOMMENDED COURSE OF ACTION AND OTHER OPTIONS

- 4.1 To keep the Executive Committee of up to date with the legislative changes brought in in the past two or so years.
- 4.2 To inform the CCTV Executive Committee of any procedural or technical changes needed to comply.

5. IMPLICATIONS

5.1 Financial Implications

There are no current Financial Implications directly arising from the recommendation in this report.

BACKGROUND DOCUMENTS

- None

APPENDICES

- Appendix A – Revised CCTV Code of Practice



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HERTFORDSHIRE CCTV PARTNERSHIP

CODE OF PRACTICE

PART 1

Introduction to the Code of Practice

&

The Purpose Statement

CCTV Code of Practice September 2015



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HERTFORDSHIRE CCTV PARTNERSHIP LTD

INTRODUCTION

Code of Practice Mission Statement

Hertfordshire CCTV Partnership 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.



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TERMS AND REFERENCES

Definitions and Abbreviations

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

'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.



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Definitions Cont.

'EHDC' means East Herts District Council

'HBC' means Hertsmere Borough Council.

'HCCTVP' means Hertfordshire CCTV Partnership

'ICO' means Information Commissions Office.

'NHDC' means North Herts Borough 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 Commission.

'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.



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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.



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CCTV System Equipment

- 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.



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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
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



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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.



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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.



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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.



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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.



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CODE OF PRACTICE

PART 2

Operational Principles

CCTV Code of Practice September 2015



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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.



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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.



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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.



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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.



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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 CD, (Compact 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.



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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.



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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.



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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.



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CODE OF PRACTICE

PART 3

CCTV System Camera Coverage

Location Table

CCTV Code of Practice September 2015



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| Camera No. | Town | Location of Equipment |
|------------|-------------|--|
| 572 | Amphill | Woburn Street |
| 571 | Amphill | Church Street |
| 574 | Amphill | Dunstable Street |
| 573 | Amphill | Russett's Plantation |
| | | |
| 804 | Baldock | High Street - Junc Hitchin Street |
| 805 | Baldock | Whitehorse Street |
| 803 | Baldock | High Street - Junc. Simpson Drive |
| 802 | Baldock | Thurnall Close - behind community centre |
| 801 | Baldock | Mansfield Road - opposite police station |
| 806 | Baldock | Great North Road - Baldock Train Station |
| | | |
| 526 | Biggleswade | St Andrews Street |
| 522 | Biggleswade | The Crown Hotel & The New Inn |
| 521 | Biggleswade | THRESHERS |
| 523 | Biggleswade | The White Hart |
| 527 | Biggleswade | SHORTMEAD ST |
| 524 | Biggleswade | Bingo Hall & Fairfield Care Products |
| 520 | Biggleswade | ASDA and Rear of The Crown Hotel |
| 525 | Biggleswade | Car Park |



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| Camera No. | Town | Location of Equipment |
|------------|-------------------|--|
| 13 | Bishops Stortford | Riverside |
| 14 | Bishops Stortford | South Street - Bottom Junc. Station Road |
| 12 | Bishops Stortford | Anchor Lane - Zest- Bacchus Nightclub |
| 11 | Bishops Stortford | John Dyde |
| 10 | Bishops Stortford | John Dyde |
| 16 | Bishops Stortford | South Street - opposite Woolworths |
| 21 | Bishops Stortford | Bridge Street - Opposite Black Lion P/H |
| 19 | Bishops Stortford | North Street - Opposite Lloyds Bank |
| 18 | Bishops Stortford | North Street - Junc. High Street |
| 17 | Bishops Stortford | Market Square - Potter Street |
| 15 | Bishops Stortford | South Street - Outside M&S |
| 653 | Borehamwood | Shenley Rd / Halifax Bank |
| 652 | Borehamwood | Shenley Rd / Clarendon Rd |
| 651 | Borehamwood | Shenley Rd / Furzehill Rd |
| 666 | Borehamwood | Front of Pub |
| 650 | Borehamwood | Shenley Rd/Theobald St |
| 659 | Borehamwood | Manor Way Pub |
| 654 | Borehamwood | Shenley Rd / Tesco's |
| 660 | Borehamwood | Manor Way Shops |
| 661 | Borehamwood | Bowls green |



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| Camera No. | Town | Location of Equipment |
|------------|-------------|--|
| 662 | Borehamwood | Bowling Green |
| 663 | Borehamwood | Townsend Road |
| 658 | Borehamwood | Aberford Park |
| 665 | Borehamwood | Torworth Rd |
| 667 | Borehamwood | Gateshead Road |
| 668 | Borehamwood | Howard Drive |
| 657 | Borehamwood | Aberford Park |
| 656 | Borehamwood | Skate Park |
| 655 | Borehamwood | Elstree Way - Civic Offices |
| 664 | Borehamwood | Aycliffe /Baldock Road |
| 690 | Bushey | Harcourt road |
| 914 | Hertford | Hartham Car Park - bottom |
| 901 | Hertford | Old Cross - Library |
| 917 | Hertford | Railway Street - Hertford East Train Station |
| 915 | Hertford | Fleming Crescent |
| 913 | Hertford | Hartham Car Park - middle |
| 912 | Hertford | Hartham Car Park - top |
| 911 | Hertford | St Andrews Street car park- Entrance |



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| Camera No. | Town | Location of Equipment |
|------------|----------|---|
| 910 | Hertford | St Andrews Street car park- Exit |
| 909 | Hertford | Maidenhead Street - Junc. The Wash |
| 908 | Hertford | Bull Plain - Salisbury Square |
| 907 | Hertford | Birchley Green Shops - Junc. Market Street |
| 906 | Hertford | Bus Station - Opposite Lloyds Bank |
| 905 | Hertford | Fore Street - The Sportsman P/H |
| 903 | Hertford | Fore Street - Shire Hall opposite Magistrates Court |
| 904 | Hertford | Fore Street - Opposite Post Office |
| 916 | Hertford | St Andrews Street |
| 902 | Hertford | Parliament Square- Blackbirds P/H Deco Nightclub |
| | | |
| 312 | Hitchin | Bucklersbury - Outside Red Hart P/H |
| 317 | Hitchin | Junction of Nightingale Road |
| 822 | Hitchin | Westmill - John Barker Place |
| 315 | Hitchin | Portmill Lane car park |
| 316 | Hitchin | Station Approach |
| 313 | Hitchin | Biggen Lane car park |
| 311 | Hitchin | Sun Street |
| 310 | Hitchin | Churchyard - Outside Simmons Bakers |



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| Camera No. | Town | Location of Equipment |
|------------|------------|---|
| 309 | Hitchin | Churchyard - Outside Triangle Café |
| 307 | Hitchin | Hermitage Road top - bottom Windmill Hill |
| 306 | Hitchin | Market Place - outside Churchgate Shopping Centre |
| 305 | Hitchin | Market Place - outside Corn Exchange |
| 304 | Hitchin | Brand Street - Junc High Street |
| 303 | Hitchin | Bancroft - Junc. Hermitage Road |
| 302 | Hitchin | Bancroft - Middle |
| 301 | Hitchin | Bancroft car park- rear Sainsbury's |
| 308 | Hitchin | Queen Mother Theatre car park |
| 300 | Hitchin | Bancroft - North corner of Fishponds Road |
| 314 | Hitchin | St Marys car park - Queen Street |
| 850 | Knebworth | Station Road - Junc London Road |
| 851 | Knebworth | London Road - Junc St Martins Road nr post office |
| 823 | Letchworth | Jackmans - Ivel Court shops |
| 821 | Letchworth | Grange Estate - Rear shops |
| 820 | Letchworth | Grange Estate - Southfields |
| 511 | Letchworth | Leisure Centre - Rear CP |



HERTFORDSHIRE
CCTV
PARTNERSHIP LTD

| Camera No. | Town | Location of Equipment |
|------------|------------|--|
| 510 | Letchworth | Leisure Centre (Front CP) |
| 824 | Letchworth | Jackmans - Rabourn Way, opposite Ivel Court |
| 416 | Letchworth | Roof of Council Building |
| 413 | Letchworth | Gernon Road |
| 412 | Letchworth | Broadway Gardens - South |
| 411 | Letchworth | Broadway Gardens - North |
| 414 | Letchworth | Howard Memorial Hall - Car park |
| 403 | Letchworth | Station Place - opposite Train Station |
| 404 | Letchworth | Station Road - Top opposite Hogs Head P/H |
| 401 | Letchworth | Eastcheap - Outside cinema |
| 402 | Letchworth | Broadway - opposite Broadway Hotel |
| 417 | Letchworth | Leys Avenue - outside Visioncare |
| 418 | Letchworth | Esquires Coffee shop |
| 415 | Letchworth | Norton Way South - Howard Park |
| 410 | Letchworth | Eastcheap - Opposite walkthrough to Broadway |
| 409 | Letchworth | Leys Avenue top - Outside 3 Magnets P/H |
| 408 | Letchworth | Leys Avenue - Bottom |
| 407 | Letchworth | The Wynd - Openshaw way |
| 406 | Letchworth | Station Road - Bottom Junc, Norton Way North |
| 405 | Letchworth | Station Road - Middle |
| 419 | Letchworth | Above Carpet shop |



HERTFORDSHIRE
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| Camera No. | Town | Location of Equipment |
|------------|-------------|--|
| 691 | Potters Bar | Opposite Train station |
| 689 | Potters Bar | Skateboard Park |
| 692 | Potters Bar | Opposite War Memorial |
| 817 | Royston | Subway (Brook Road) |
| 809 | Royston | Subway (Burns Road) |
| 819 | Royston | Subway (East) |
| 811 | Royston | Lower High Street |
| 818 | Royston | Subway (West) |
| 810 | Royston | Lower King Street - opposite The Old Crown P/H |
| 813 | Royston | Corn exchange - Junc A10 |
| 814 | Royston | Market Hill - opposite Angel Pavement |
| 812 | Royston | Upper High Street - Opposite Woolworths |
| 815 | Royston | Fish Hill - Opp NU nightclub |
| 816 | Royston | Council Offices car park |
| 552 | Sandy | Lord Robert PH |
| 558 | Sandy | pole next to Pavilion |
| 557 | Sandy | Pole skateboard park |
| 553 | Sandy | Queens Head Beer Garden |
| 551 | Sandy | Budgens Post Office |
| 554 | Sandy | Church Yard, Sir William Peel P/H |

| Camera No. | Town | Location of Equipment |
|------------|------|-----------------------|
|------------|------|-----------------------|



HERTFORDSHIRE
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| | | |
|-----|------------------|--|
| 556 | Shefford | High Street |
| 30 | Stanstead Abbots | Car Park |
| 126 | Stevenage | ALDI Car Park - King George Playing Field |
| 726 | Stevenage | Archer Road - King Pin shops |
| 727 | Stevenage | Almond Tree P/H |
| 728 | Stevenage | Emperors Head P/H - rear car park |
| 729 | Stevenage | Emperors Head P/H - Fairlands Way |
| 730 | Stevenage | Bedwell - rear of shops |
| 732 | Stevenage | Georges Way - Bowes Lyon and Swimming Pool |
| 750 | Stevenage | Junction 8 A1M - Corey's Mill |
| 751 | Stevenage | Junction 7 A1M - Glaxo Roundabout (ANPR) |
| 725 | Stevenage | Roebuck shops - Broadwater Crescent |
| 125 | Stevenage | Underpass - ASDA new underpass (static camera) |
| 721 | Stevenage | Monkswood - Rockingham Way shops, Twin Foxes P/H |
| 127 | Stevenage | Underpass - Park Place to Blind Gardens (static cam) |
| 122 | Stevenage | Outside the Towers flats opposite Cash Converters |
| 121 | Stevenage | Underpass - Museum to the Market Place |
| 128 | Stevenage | Underpass - Blind Gardens to Park Place |



HERTFORDSHIRE
CCTV
PARTNERSHIP LTD

| Camera No. | Town | Location of Equipment |
|------------|-----------|--|
| 150 | Stevenage | Council Depot - Service Yard |
| 713 | Stevenage | Marymead - Willows Link, rear of shops |
| 107 | Stevenage | Lytton Way - Railway North car park |
| 120 | Stevenage | Underpass - Market Place to Museum |
| 110 | Stevenage | Plaza - main entrance |
| 109 | Stevenage | Foot ramp to Stevenage Leisure Centre |
| 124 | Stevenage | Underpass - ASDA old underpass (static camera) |
| 108 | Stevenage | Southgate car park - opposite Fire Station |
| 129 | Stevenage | Sensory Garden Subway Facing WC |
| 178 | Stevenage | Leisure Park - Taxi Rank |
| 202 | Stevenage | High Street - Outside Waitrose |
| 112 | Stevenage | Danestrete - Plaza junction opposite Matalan |
| 106 | Stevenage | Lytton Way - Corner of Leisure Centre (roof mounted) |
| 105 | Stevenage | Market Place |
| 705 | Stevenage | Oval - Outside council offices |
| 189 | Stevenage | Swingate house |
| 102 | Stevenage | Danestrete - on top of council offices (roof mount) |
| 103 | Stevenage | Town Square - In front of Wilkinson |
| 104 | Stevenage | Park Place |
| 101 | Stevenage | Corner of Swingate and Danestrete |



HERTFORDSHIRE
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 PARTNERSHIP LTD

| Camera No. | Town | Location of Equipment |
|------------|-----------|---|
| 702 | Stevenage | Hyde - outside chip shop |
| 203 | Stevenage | Middle Row - Opposite Red Lion P/H |
| 118 | Stevenage | Forum - North car park |
| 116 | Stevenage | Forum - south car park |
| 115 | Stevenage | Leisure Centre Walkway - Town Centre (static cam) |
| 114 | Stevenage | Leisure Centre Walkway - Railway Station (static cam) |
| 175 | Stevenage | Leisure Park - North end Cap park |
| 111 | Stevenage | Danestrete - Plaza walkway (static camera) |
| 703 | Stevenage | Hyde - Oxley Road, rear of shops |
| 201 | Stevenage | High Street - North- Outside White Lion P/H |
| 701 | Stevenage | Hyde - Shephall Way |
| 209 | Stevenage | Popple Way Shops |
| 208 | Stevenage | Albert Street Junc. Letchmore Road |
| 207 | Stevenage | Middle Row - Outside Standing Order P/H |
| 206 | Stevenage | Primett Road - Junc Drapers Way- Lorry Park |
| 205 | Stevenage | Basils Road car park |
| 204 | Stevenage | High Street - South outside Marquis of Lorne P/H |
| 113 | Stevenage | Queensway North - in front of Poundland |
| 704 | Stevenage | Oval - outside Times Club |



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| Camera No. | Town | Location of Equipment |
|------------|-----------|--|
| 182 | Stevenage | Leisure Park - Service road north end |
| 174 | Stevenage | Leisure Park - Train station steps |
| 173 | Stevenage | Leisure Park - Fence Line between the Security hut and the steps |
| 172 | Stevenage | Leisure Park - Security hut |
| 171 | Stevenage | Leisure Park - South Exit road |
| 177 | Stevenage | Leisure Park - Front of Hollywood Bowl |
| 179 | Stevenage | Leisure Park - Side of Prezzo's |
| 180 | Stevenage | Leisure Park - South Exit Road Nr KFC |
| 181 | Stevenage | Leisure Park - Service road south end |
| 176 | Stevenage | Leisure Park - North Exit road |
| 602 | Stevenage | North Car Park - Outside Fitness First |
| 608 | Stevenage | London Road - Rear Roseby's |
| 607 | Stevenage | Argos - rear Homebase delivery yard |
| 606 | Stevenage | Burger King |
| 605 | Stevenage | Toys R Us - Service yard and car park |
| 604 | Stevenage | Homebase |
| 603 | Stevenage | Argos - Front entrance |
| 601 | Stevenage | Curry's - Rear |



HERTFORDSHIRE
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| Camera No. | Town | Location of Equipment |
|------------|------|---|
| 52 | Ware | Tudor Square - West Street |
| 56 | Ware | Amwell End Car Park |
| 50 | Ware | Roundabout Watton Road - Wadesmill Rd- Baldock Street |
| 55 | Ware | Amwell End- Viaduct Road, leading to Sky Nightclub |
| 54 | Ware | Star Street - opposite Navigator P/H |
| 53 | Ware | High Street - opposite Church Street leading to Tesco |
| 51 | Ware | Baldock Street - Junc. Priory Street |

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