

# 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.

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-Cam01

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-Cam02

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
<b>ADPRO</b>	126	3.2	28	2
<b>Police Control</b>	1412	36.7	1019	314
<b>Controller</b>	411	10.8	301	128
<b>Airwaves</b>	1054	27.6	920	429
<b>Other</b>	58	1.5	41	23
<b>Post Event</b>	6	0.2	6	1
<b>RIPA</b>	1	0.02	1	2
<b>Shop/Pub Link</b>	750	19.6	561	307
<b>Wellfield Court</b>	1	0.02	1	0
<b>Total</b>	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 replaced 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
<b>Total</b>	<b>577</b>

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 4<sup>th</sup> November 2014 the HCCTVP became a PLC with Keith Moore confirmed as Chief Executive. The company began trading on the 1<sup>st</sup> 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 1<sup>st</sup> 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 1<sup>st</sup> 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 1<sup>st</sup> 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	<b>Bedfordshire County Council</b>
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
<b>Totals</b>	<b>3498</b>	<b>1484</b>	<b>3650</b>	<b>1190</b>

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
<b>Totals</b>	<b>133</b>	<b>8</b>	<b>123</b>	<b>2</b>

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-PolEa/b

### Public Requests

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

EoyRt-Apx3-PubR

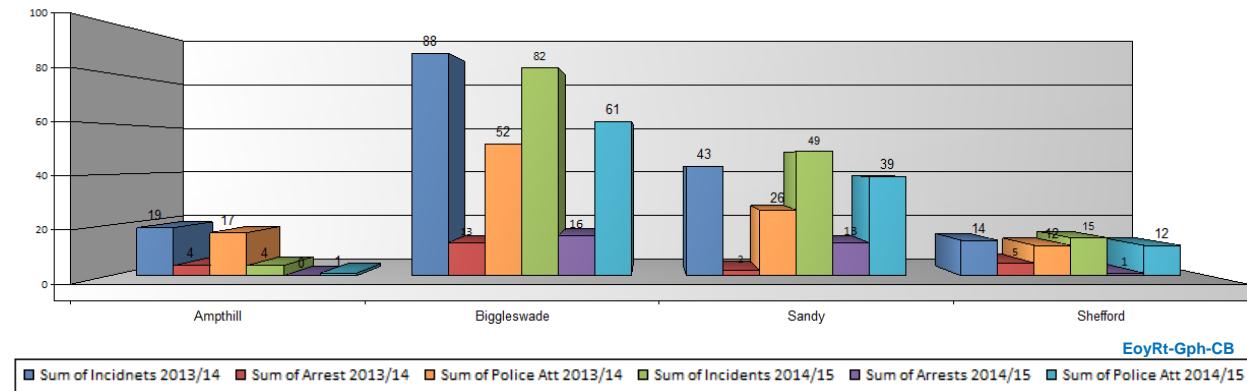
### Out of Hours Calls

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

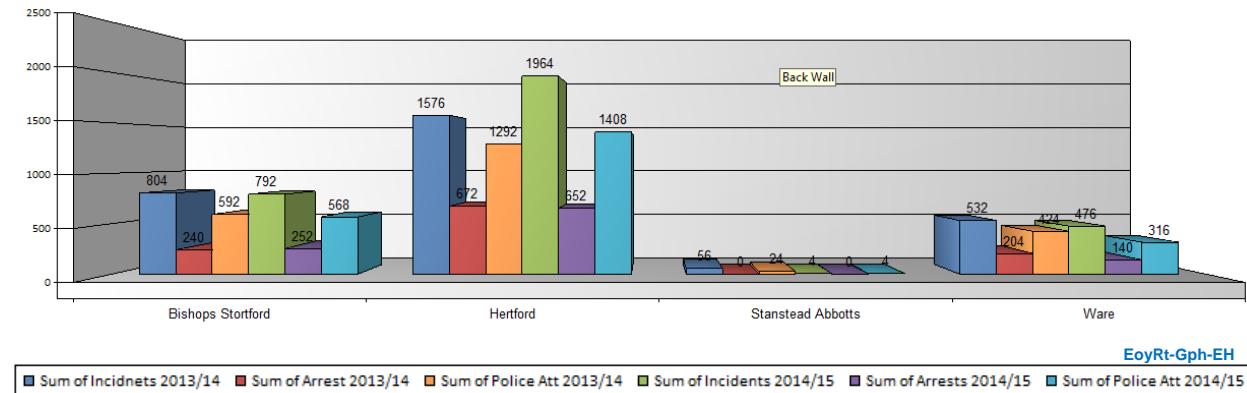
EoyRt-Apx3-OohC

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

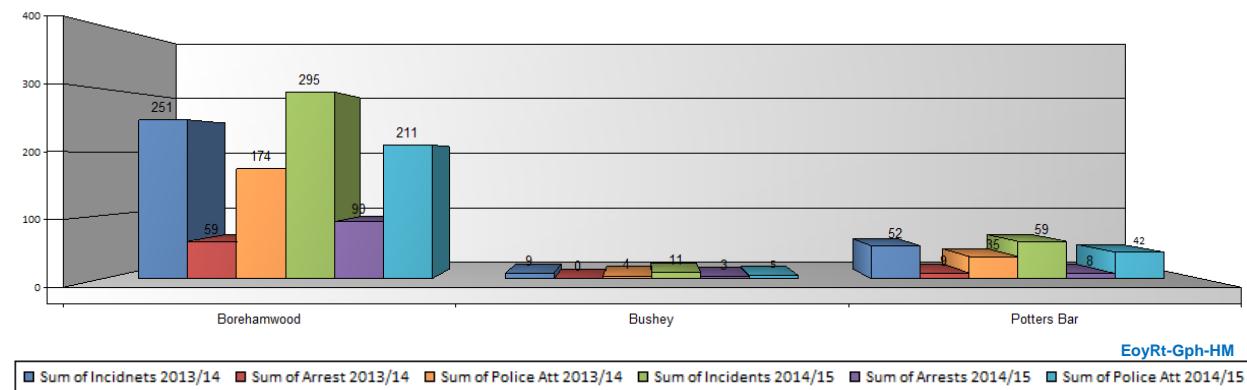
### CENTRAL BEDFORDSHIRE DISTRICT COUNCIL



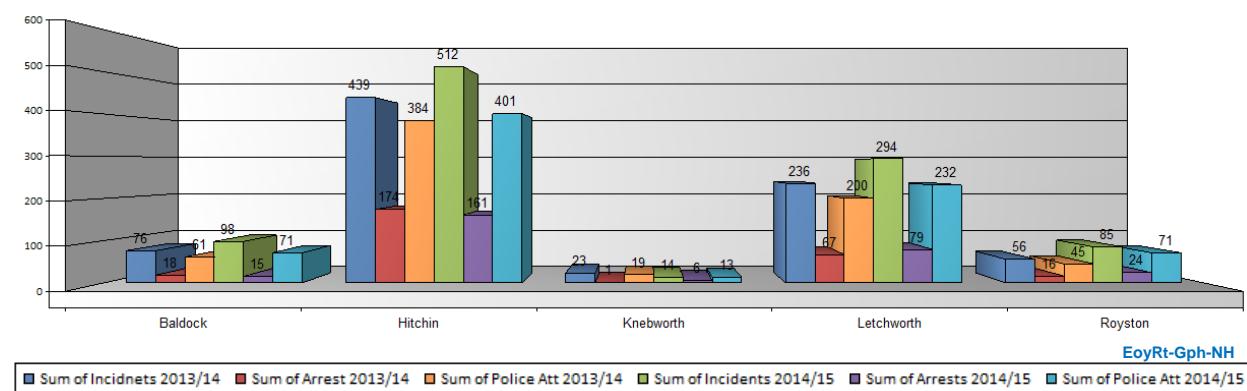
### EAST HERTFORDSHIRE DISTRICT COUNCIL



### HERTSMERE

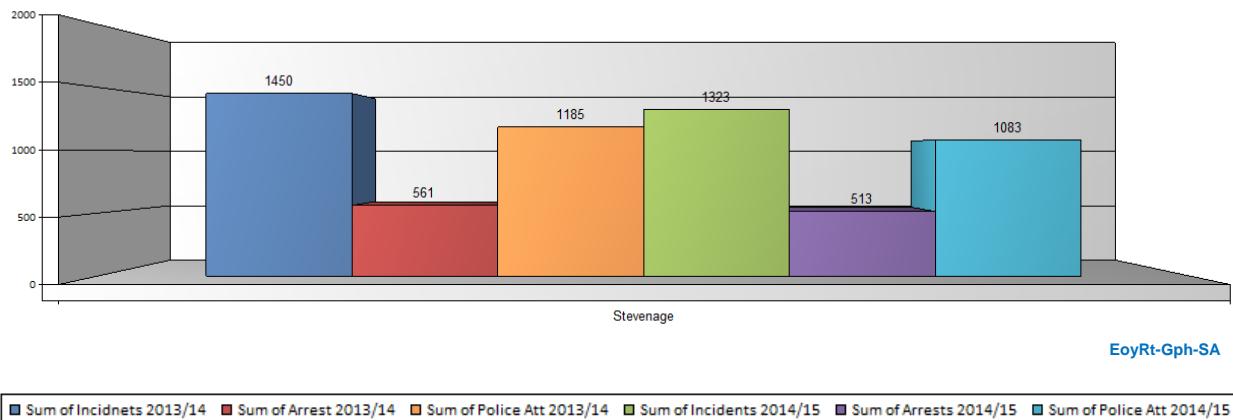


### NORTH HERTFORDSHIRE DISTRICT COUNCIL

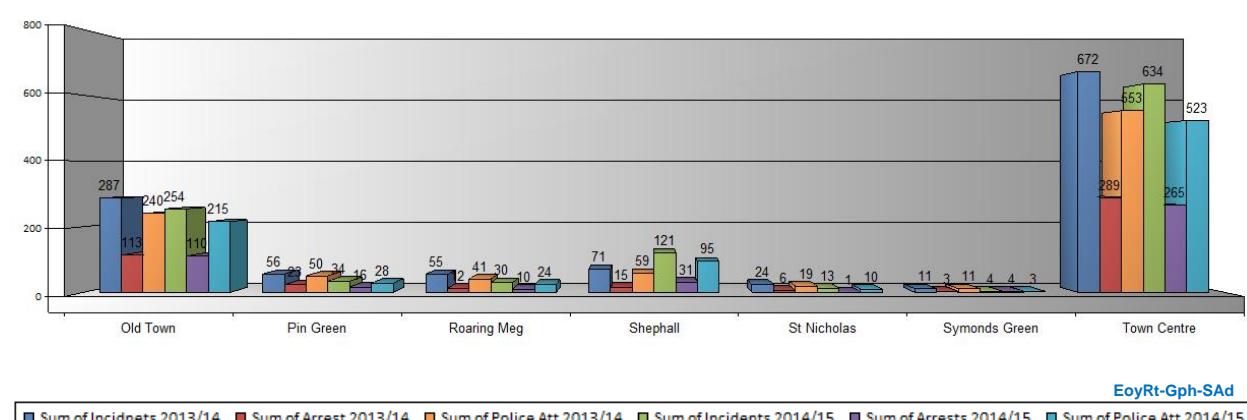
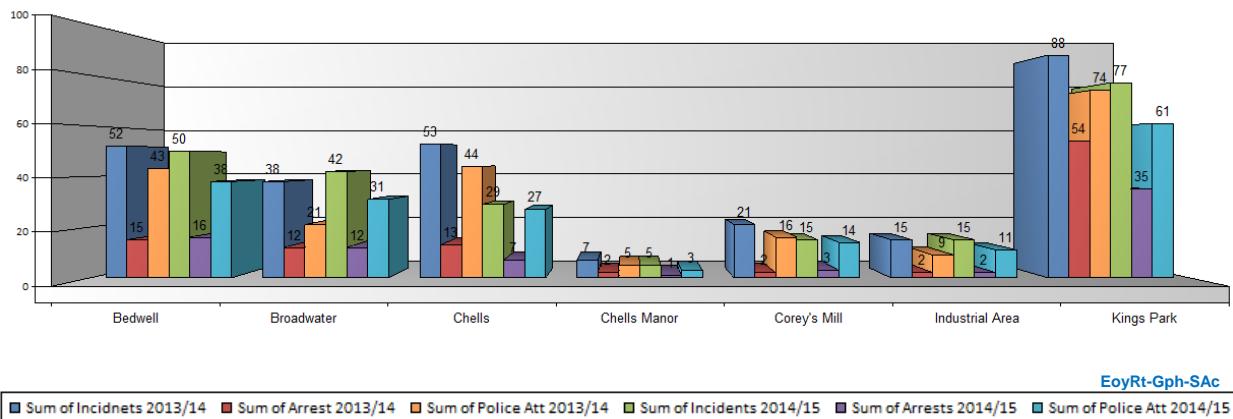




## STEVENAGE BOROUGH COUNCIL

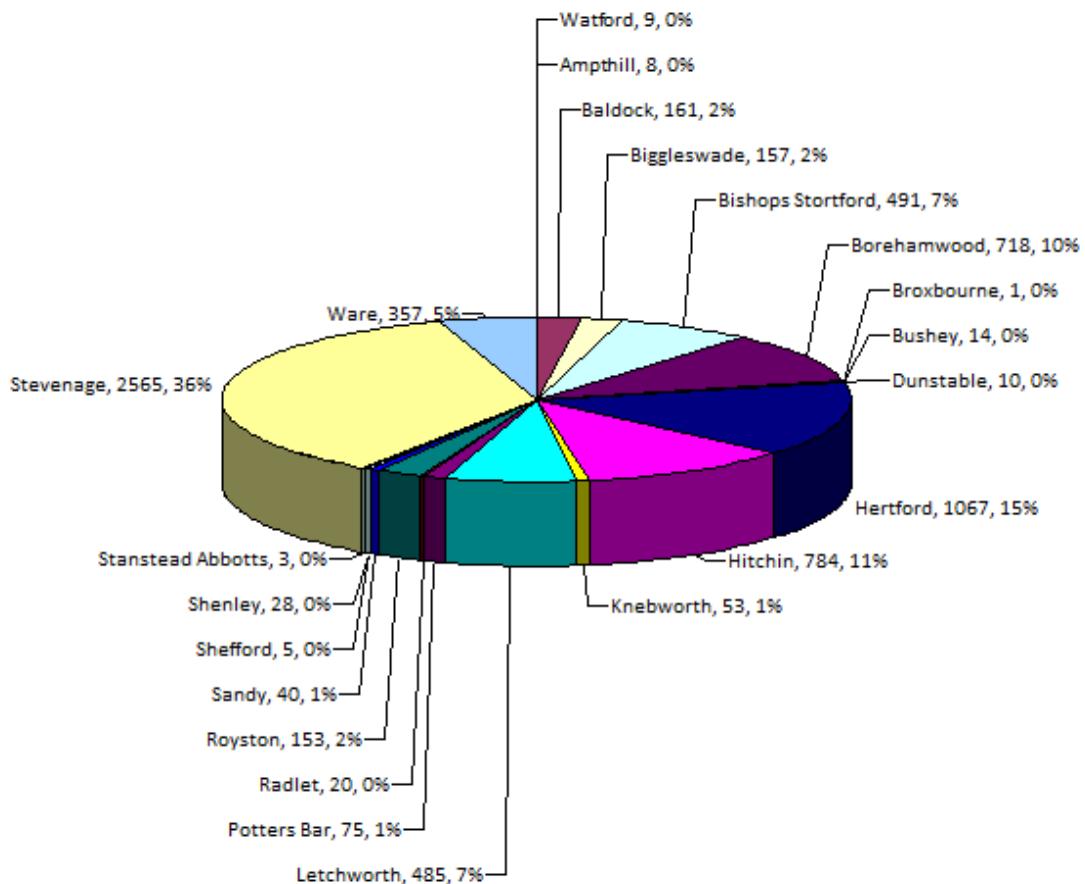


## STEVENAGE BOROUGH COUNCIL (Areas)



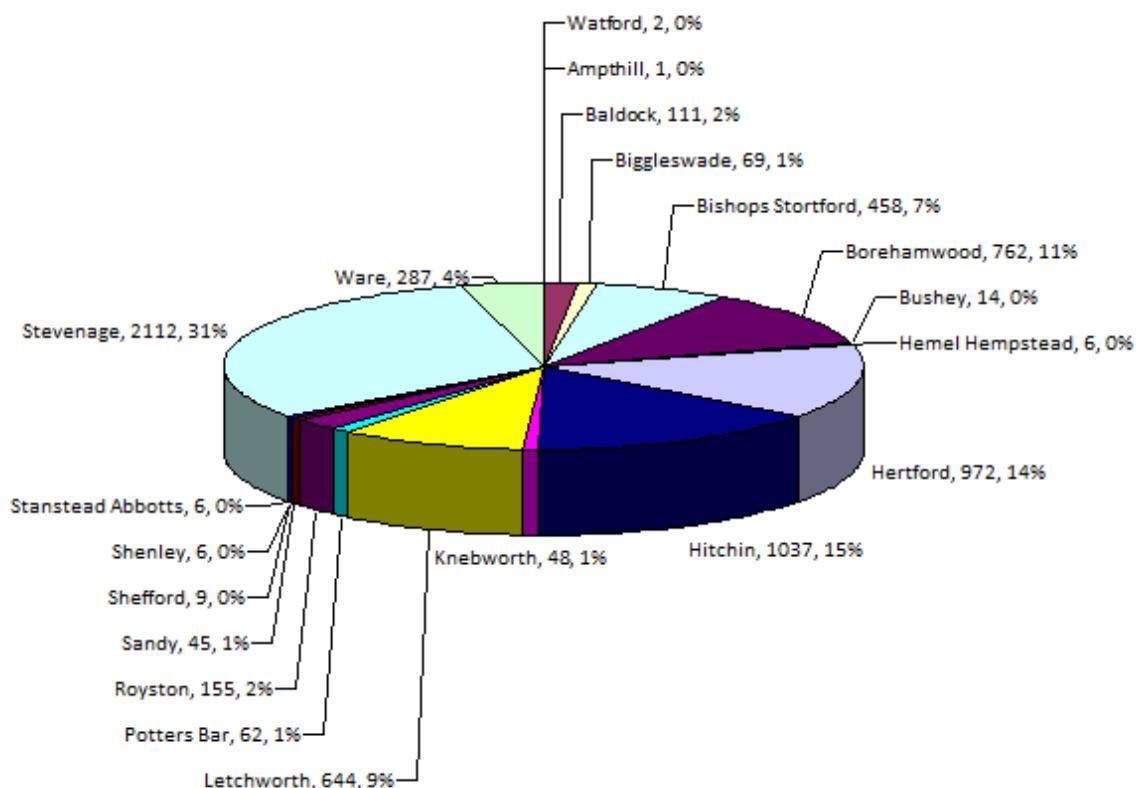
## DVD Productions Figures

### Evidential DVDs Produced 1<sup>st</sup> April 2013 - 31<sup>st</sup> March 2014



EoyRt-Grp-DVD (report)

### Evidential DVDs Produced 1<sup>st</sup> April 2014 - 31<sup>st</sup> 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

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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.