



HERTFORDSHIRE
CCTV
PARTNERSHIP LTD

HERTFORDSHIRE CCTV PARTNERSHIP

CODE OF PRACTICE

PART 1

Introduction to the Code of Practice

and

The Purpose Statement

CCTV Code of Practice September 2016



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HERTFORDSHIRE CCTV PARTNERSHIP LTD

INTRODUCTION

Code of Practice Mission Statement

The Hertfordshire CCTV Partnership's mission is to provide a professional and efficient CCTV service to inspire public confidence by ensuring that all Public Area CCTV systems which are linked to the Hertfordshire CCTV Partnership Control and Monitoring Room are operated in a manner that will secure their consistent effectiveness in the following aims:

- Deter and assist in the detection of crime and anti-social behaviour.
- Reduce the fear of crime and anti-social behaviour.
- Deter or reduce in incidents of environmental crime.
- Improving the safety and security of residents, visitors and the business community.
- Facilitate the prosecution by providing evidence of offenders in both crime and public order offences.



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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:-

'ABOT' means Automated Back Office Tasks

'BORIS' means the Back Office Recording Incident System database.

'BSIA' means British Security Industry Association.

'CCTV' means Closed- Circuit Television

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

'CCTV Operators' means the persons authorised and responsible for watching, controlling and the recording of pictures produced by the CCTV cameras.

'CMR', means the CCTV Control and Monitoring Room which is under the control of the Hertfordshire CCTV Partnership.

'Data Controller' means the person who determines the purpose for and the manner in which personal data is, or will be, processed or disclosed. The CCTV Manager holds the post within the Hertfordshire CCTV Partnership

'DPA' means the Data Protection Act 1998.



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Definitions Cont.

'EHDC' means East Hertfordshire District Council

'HBC' means Hertsmere Borough Council.

'HCCTVP' means Hertfordshire CCTV Partnership

'ICO' means Information Commissioners Office.

'NHDC' means North Hertfordshire District Council.

'PACE' means The Police and Criminal Evidence Act 1984.

'Partnership' means Stevenage Borough Council, North Hertfordshire District Council, East Hertfordshire District Council and Hertsmere Borough Council.

'PIA' means Privacy Impact Assessment

'Police Control Room' means the Police Command and Control facility provided by the Hertfordshire Constabulary.

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

'RIPA' means Regulation of Investigatory Powers Act 2000

'SBC' means Stevenage Borough Council.

'SCC' means Surveillance Camera Commissioner.

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

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



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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 Ltd
Delta House
Vulcan Road North
Norwich
Norfolk
NR6 6AQ

CCTV System Equipment Servicing Contractor

Eurovia Infrastructure Limited
Albion House
Springfield Road
Horsham
West Sussex
RH12 2RW

CCTV Transmission System Servicing Contractors

BT Redcare
Virgin

The Purpose Statement



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‘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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PART 2

Operational Principles

CCTV Code of Practice September 2016



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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.



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

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 DVD, (Digital Versatile Disc).
- Recorded material will be retained for a period of 28 days and will then be over-written.
- All recorded material / images can be identified by their camera number, the date the images were recorded and the start and end times of the sequence of events.
- Statutory prosecuting authorities will be permitted to access and record material where it is necessary for the investigation and detection of a particular offence or offences for the prevention of crime or where required under the PACE Act 1984.
- In the case of any recorded material which is deemed to contain evidential material this will then be put onto a disc and produced as an exhibit.
- Once removed the disc will not be permitted back into the CMR because its continuity, correct storage and handling cannot be assured or verified.



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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.

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



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PART 3

CCTV System Camera Coverage

Location Table



Stevenage

Town Centre:

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



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

Stevenage Leisure Park

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



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Stevenage Old Town:

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

Stevenage Neighbourhoods:

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



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

North Herts

Hitchin Town Centre:

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



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

Letchworth Town Centre:

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



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

Letchworth Business Park:

- 510 Leisure Centre
- 511 Leisure Centre car park

Letchworth Neighbourhoods:

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

Baldock Town Centre:

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



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805 Whitehorse Street
806 Great North Road - Baldock Train Station

Royston Town Centre:

809 Railway Crossing
810 Lower King Street
811 Lower High Street
812 Upper High Street
813 Corn exchange - junct. A10
814 Market Hill - opposite Angel Pavement
815 Fish Hill
816 Council Offices car park
817 Railway Crossing
818 Railway Crossing
819 Railway Crossing

Knebworth:

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

East Herts

Hertford:

901 Old Cross - Library
902 Parliament Square - Blackbirds P/H - Deco Nightclub



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

Bishop's Stortford Town Centre:

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



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

Ware Town Centre:

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

Stanstead Abbots:

- 30 Stan / Abbots – High Street Car Park

Hertsmere

Borehamwood:

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



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

Bushey:

- 690 Harcourt Road

Potters Bar:

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



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Mid Beds

Biggleswade:

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

Sandy:

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

Shefford:

- 556 High Street