Hertfordshire CCTV Partnership

Annual Operations Report
2015/16

By **Michael Read**
Operations Manager

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Hertfordshire CCTV Partnership

2015/2016 Annual Report

Prepared by Michael Read CCTV Manager

Introduction

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

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

Partnership Overview

The Hertfordshire CCTV Partnership comprises Stevenage Borough Council, North Hertfordshire District Council, East Hertfordshire District Council, and Hertsmere Borough Council. The Partnership's CCTV control room operates out of Stevenage and provides 24 hours CCTV coverage 365 days a year across Hertfordshire and Central Bedfordshire by a team of operators who work a rotating shift pattern. Depending on times and operational demands the control room is staffed by 3 operators and a Manager. The operators are employed by Broadland Guarding Services Limited.

Partnership Clients:

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

We continue to maintain our status of being one of the largest geographical CCTV networks in Europe and are actively seeking to add more sites to our estate. At the time of publication, the total number of cameras monitored by the Control Room is 528.

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

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

Recently the Home Office produced a document entitled "Surveillance Camera Code of Practice". The purpose of the code is to ensure that individuals and wider communities have confidence that surveillance cameras are deployed to protect and support them. The government considers that wherever overt surveillance in public places is in pursuit of

Partnership Overview – Cont.

a legitimate aim and meets a pressing need, any such surveillance should be characterised as surveillance by consent, and such consent on the part of the community must be informed consent and not assumed by a system operator.

It is recognised that the HCCTVP system may be considered to infringe on the privacy of individuals. In compliance with the Surveillance Camera Code of Practice, issued by the Surveillance Camera Commissioner in June 2013 in accordance with Section 30 (1) of The Protection of Freedoms Act 2012, a 'PIA', (Privacy Impact Assessment), for each camera's location and request for a new camera location was completed in June 2015 to ensure its legality and legitimacy by the CCTV Operations Manager. The PIA's will be reviewed annually.

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

System Developments

We continue to review a rolling replacement programme on our current cameras and have now upgraded 15 Static Cameras from 'Shoebox' to 'Red Vision' over the last 12 months as the old stocks were becoming obsolete.
The Red Vision PTZ 1080P model cameras are working well and are IP capable, full HD that run at 25 frames per second. Designed and manufactured in the UK the support with the maintenance contractors will be paramount to any issues for future development.
There has been a programme to upgrade and refurbish our digital recording system with increased recording rate. The programme will continue to fully upgrade the recording system within the control room by the end of 2016

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

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

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

Communications Networks

The control room continues to make good use of its three main communications systems alerting controllers to incidents that are in progress across the estate:

- Airwave (police) Radios
- Shop/Pub-link Radios
- Direct telephone link to the police's central control room (CCR)

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

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

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

Camera System Network in 2015/16

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

Table 1 - Cameras 2015/16

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

New Business

- Access Control

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

- Lone Workers

On the 26th of January 2015 HCCTVP control room undertook a new role in the form of safeguarding the welfare of Lone Workers in the East Herts area. Modifications were made to BORIS that enables the team to record a number of details about each lone worker and their movements during their work period. The system provides the team with an audible warning when each of the lone workers schedule work period is about to expire. In the event of being unable to contact the lone worker within the advised time frame an escalation process is automatically displayed and recorded for controllers to follow.
During the period 01-04-15 to 31-03-16 the CCTV team have monitored 84 separate events.

- Business Continuity Plan (EHDC)

HCCTVP receive phone calls from either members of the public , emergency services or staff at EHDC, (East Herts District Council), with respect to any emergency incidents in the district. The control room staff records all incidents and along with BORIS which advises the operators to escalate the situation to the appropriate members of staff.

Out of Hours

We continue to operate the Stevenage Borough Council's Out of Hours Emergency service. A telephony service is managed between the hours of 5 pm to 8 am on weekdays and for 24 hours during weekends and bank holidays. The number of calls received during the financial year between April 2015 to March 2016 was 3933 an average of 75 per week – down by 1 call from 2014/15.

Projected Growth

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

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

Projected Growth – Cont.

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

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

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

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

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

Control Room Performance 2015/16

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

In December 2012 control room supervisors took on the responsibility for handling public reviewing requests. To date we have processed a total of 473 (Previously 342) public requests. As well as Members of the public, this service has been used by solicitors in private complaints, Insurance companies that are looking to substantiate motor claims, and council officers to clarify the order of events leading to criminal damage to facilities across their estates.

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

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

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

Improved Communication Links

Shop / Pub Watch

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

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

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

Independent Inspectors

Since 1998 the CCTV Independent Inspectors have supplied a comprehensive annual report to members containing observations and recommendations. Many of which have been adopted.

The 2015/16 Inspectors annual report continues to show the conformance of CCTV in a favourable light with no reported breaches of the Partnership's Code of Practice.
Headed by Jane Clark the inspectors attend site on a weekly basis at a time that is convenient to themselves without prior notification to CCTV staff thus ensuring that they see the department in a true operational mode.

Due to their personal situations three of our regular inspectors have now retired but two of these positions have already been filled. On behalf of the Partnership I would like to thank Jane and her team for their work in ensuring that full compliance is adhered to within the control room.

A full copy of the independent inspector report is available in appendix 5

CCTV Maintenance Contractor

Eurovia

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

CCTV Monitoring Contractor

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

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

In addition to their frontline role, operators continue to undertake the monitoring of the Out of Hours phone line on behalf of Stevenage Borough Council along with Lone Workers and Business Continuity Plan from East Herts District Council.

In 2015/16, CCTV operators have achieved some outstanding results leading to arrests including a high profile Rape. Whilst not losing 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. We continue to work alongside with the Police and other local government agencies.

Case Studies

22nd of March 2016-Shop Theft

WH Smith, Hertford call the CCTV Control Room via the Shop-link Radio System to report a male and female had shoplifted some DVDs and are getting into Black Mercedes that is parked up outside Toni and Guy Hairdressers.
The Operator picked up the car on CCTV and patched the images through to Police County Control Room in Welwyn Garden City.
The cars number plates have been tampered with to make the registration look different to its actual number. The male is seen driving and female seen in the passenger side with the DVD's putting them into a bag.
The police controller who was monitoring the images from the Police Control Room Car directed a Police officer who is accompanied by a Police Community Support Officer to the car which is stopped on Fore Street near the roundabout with South Street.
The driver, who clearly did not want to be arrested decided to try and drive through PCSO and female officer but is stopped by a member of the public's car, which they drove to block the offenders car.
The Male and Female are arrested. The car is also seized under the proceeds of crime act.

4th March 2016-Drunk in Charge

A CCTV Controller in the Control Room monitored a group of 8 males in Market Place, Hitchin all of whom seemed drunk as they were play fighting and being a general drunken nuisance. Due to their behaviour they were followed about town by the CCTV Operator.
The fun then turned to criminal activity as they all got into two cars in Sun Street, clearly the drivers were not fit to drive.
The police control room were informed and using the partnerships facilities the live feed from the camera was patched to the control room in Welwyn Garden City. Both cars were monitored driving down Sun St onto Bridge St.
One turned right at the roundabout but the other turned left and was monitored on the cameras driving along Queens St onto Hermitage Road then onto Bancroft.
Police were ready and were parked up on Bancroft and they followed the car onto Nightingale Road where they put their blues lights on and indicated for the car to stop.
The car's occupants took exception to being stopped by the police and proceeded to drive off from them, at speed and fail to stop for the police. The driver and two passengers then

Case Studies-Cont.

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

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

11th December 2015 – Rape

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

5th July 2015 – Attempted Suicide

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

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

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

APPENDIX 1 (Camera Network Details)

Extent of Service

1. CCTV PTZ Town Centre and Neighbourhood Cameras

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

2. ANPR Cameras

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

3. Re-deployable Cameras

The use of re-deployable cameras connected to Stevenage Control Room continues to show the benefits of its flexibility and ease of movement from one location to another. 4G cameras are available with the availability of 4G no longer an issue with restricted coverage as technology moves on.
There are currently 29 re-deployable cameras in operation across the partnership.

4. Schools

Since 2003 the control room has been working with Hertfordshire Education Authority, Hertfordshire schools and Virgin Media to provide a CCTV network using the National Grid for learning.
The national grid for learning is linked to the majority of schools in Hertfordshire. During 2015 the control room has been monitoring 23 schools.
In April 2015 a new school came on board from Kings Langley, St.Pauls CofE primary school.

Schools Broadband

The system has now been connected to:

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

BT Broadband System

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

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

APPENDIX 2 (Summary Improvements during 2015/16)

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

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

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

APPENDIX 3 (Control Room Statistics)

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

CCTV Cameras

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

ADPRO Cameras

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

Police Evidence

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

Public Requests

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

Out of Hours Calls

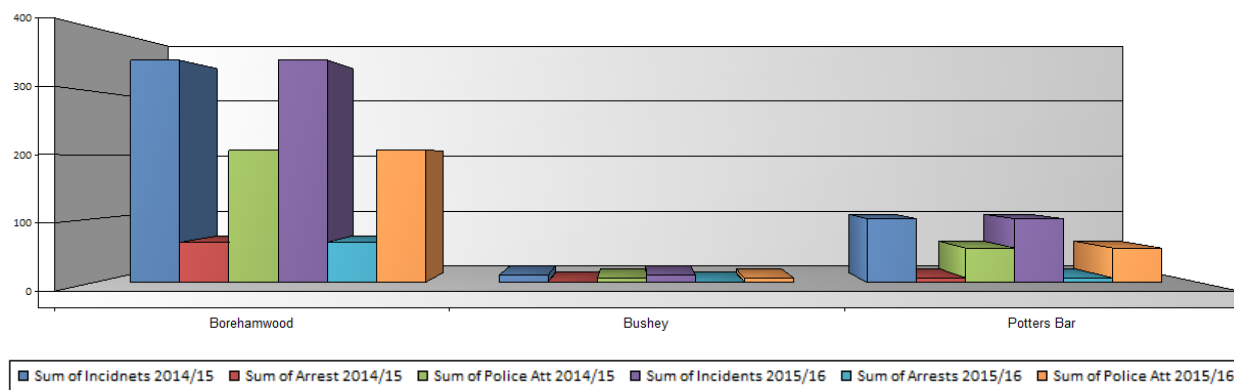|	2014/15	2014/15	2015/16	2015/16
Assistance Requests	3,934	75.6/wk.	3,933	75.6/wk.

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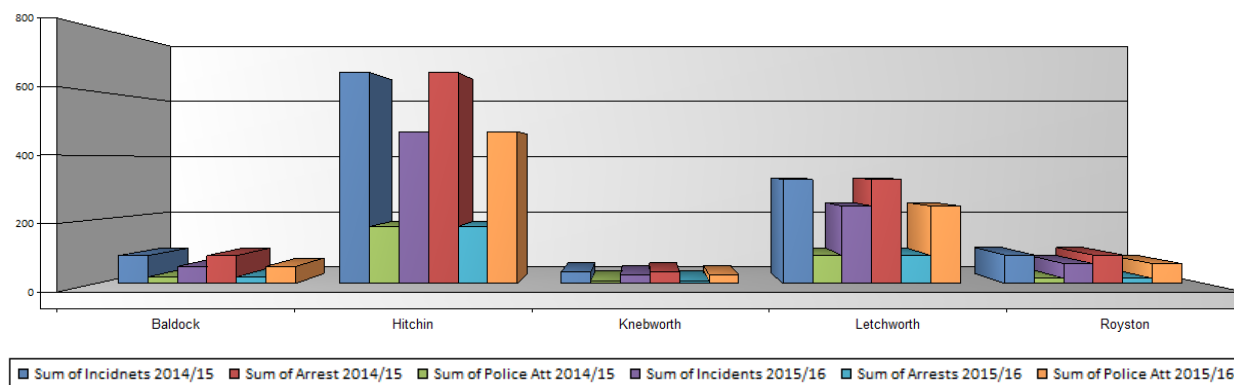
CENTRAL BEDFORDSHIRE COUNCIL
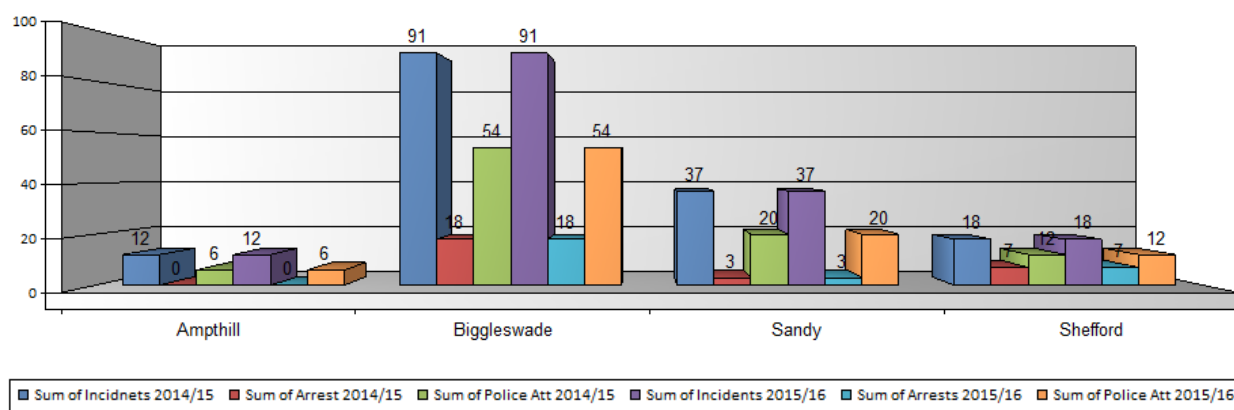
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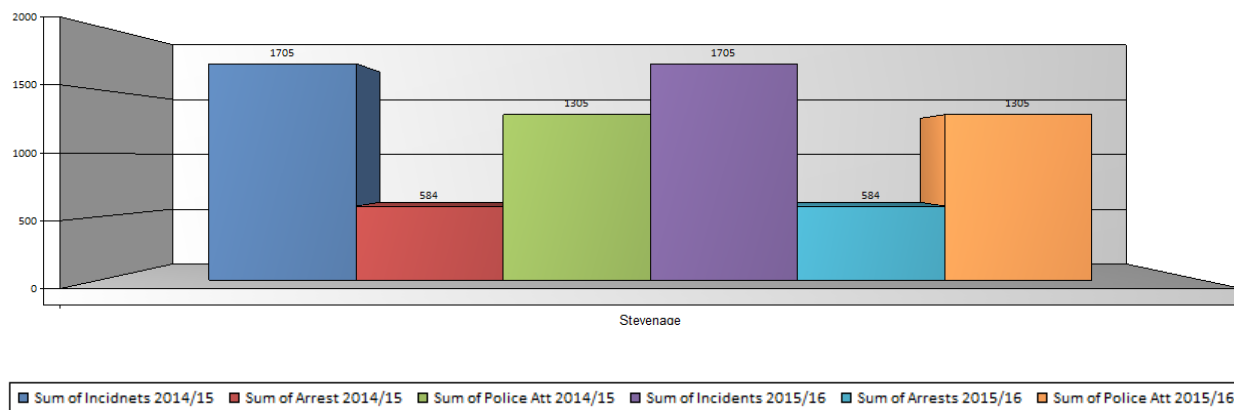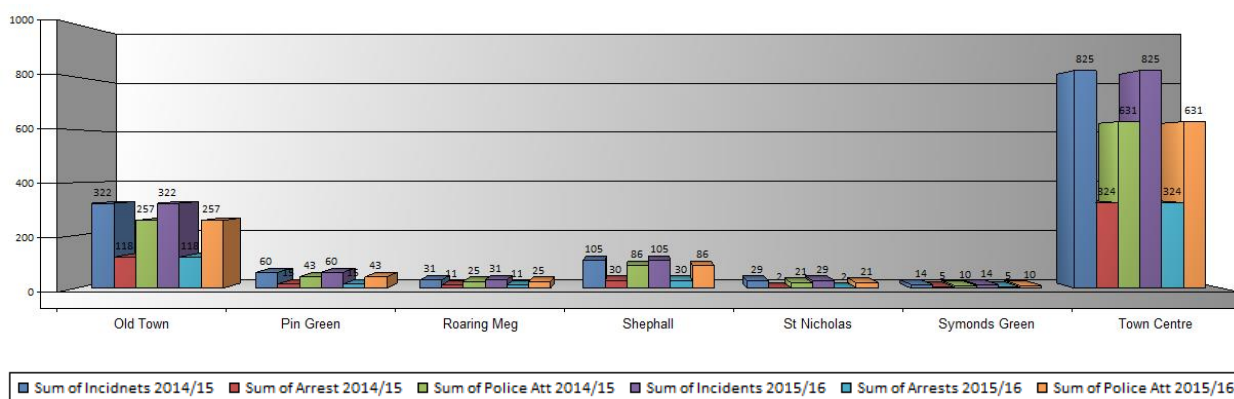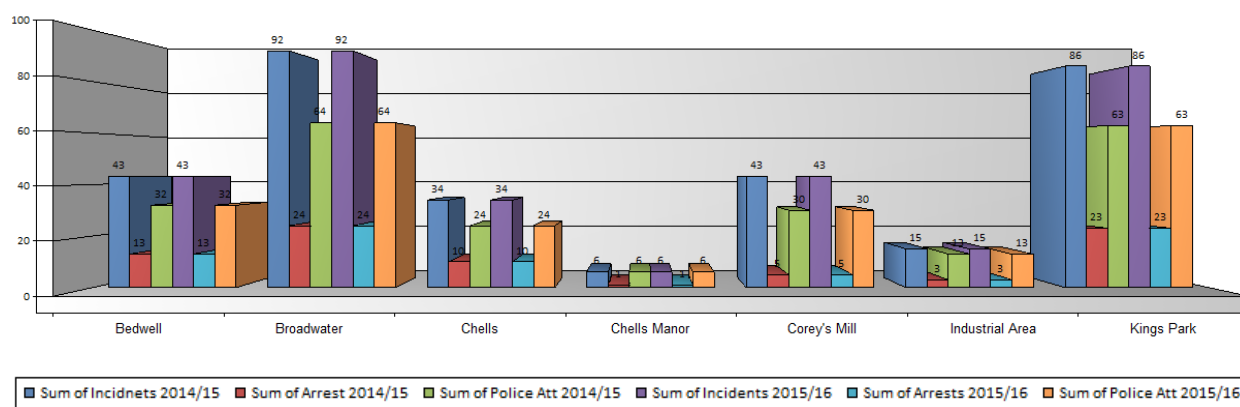

HERTSMERE BOROUGH COUNCIL

NORTH HERTFORDSHIRE DISTRICT COUNCIL

Document Prepared by Michael Read on behalf on the Hertfordshire CCTV Partnership
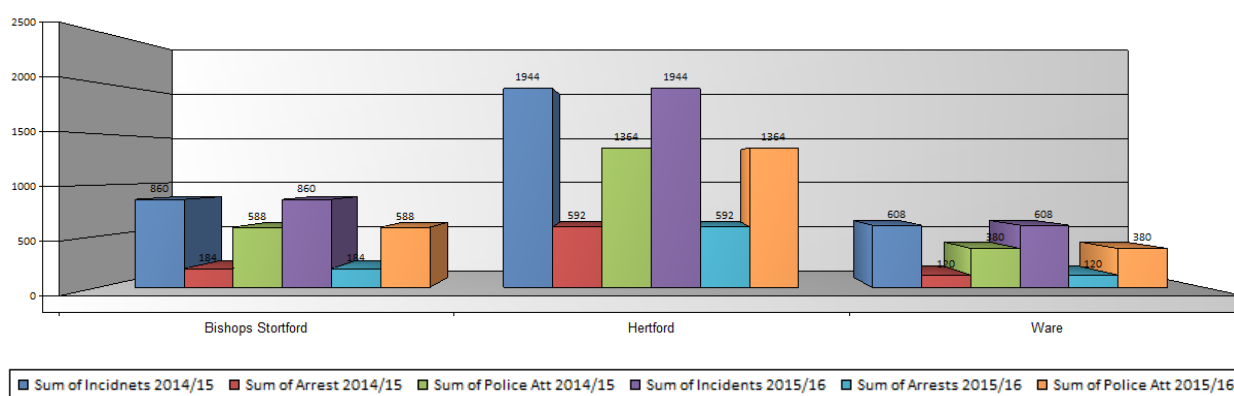
STEVENAGE BOROUGH COUNCIL

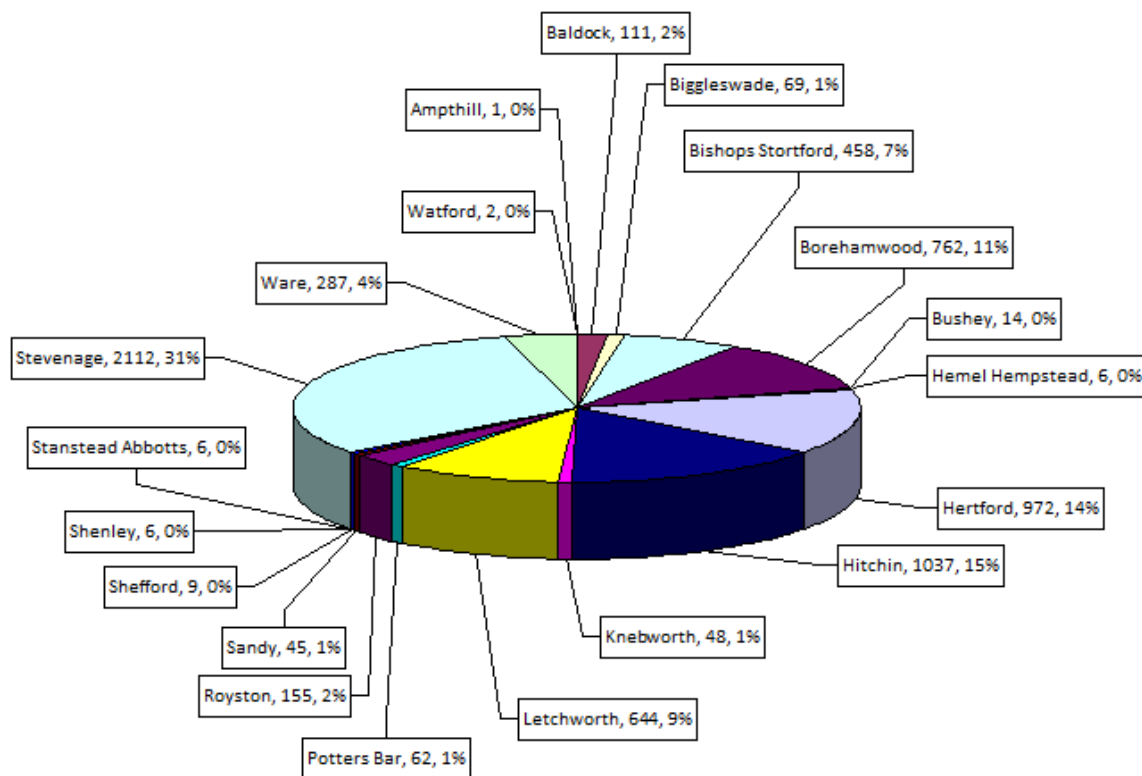
STEVENAGE BOROUGH COUNCIL (Areas)

DVD Prodcutions Figures

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

Baldock, 111, 2%
Biggleswade, 69, 1%
Bishops Stortford, 458, 7%
Borehamwood, 762, 11%
Bushey, 14, 0%
Hemel Hempstead, 6, 0%
Hertford, 972, 14%
Hitchin, 1037, 15%
Knebworth, 48, 1%
Letchworth, 644, 9%
Potters Bar, 62, 1%
Royston, 155, 2%
Sandy, 45, 1%
Shefford, 9, 0%
Shenley, 6, 0%
Stanstead Abbotts, 6, 0%
Stevenage, 2112, 31%
Ware, 287, 4%
Watford, 2, 0%
Ampthill, 1, 0%

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

Baldock, 128, 2%
Biggleswade, 50, 1%
Bishops Stortford, 378, 6%
Borehamwood, 622, 10%
Bushey, 5, 0%
Hertford, 1040, 17%
Hitchin, 731, 12%
Knebworth, 30, 0%
Letchworth, 464, 7%
Little Wtmondley, 2, 0%
Potters Bar, 40, 1%
Royston, 190, 3%
Sandy, 40, 1%
Shefford, 10, 0%
Stanstead Abbotts, 5, 0%
Stevenage, 2230, 36%
Ware, 236, 4%
Watford, 12, 0%
Ampthill, 1, 0%
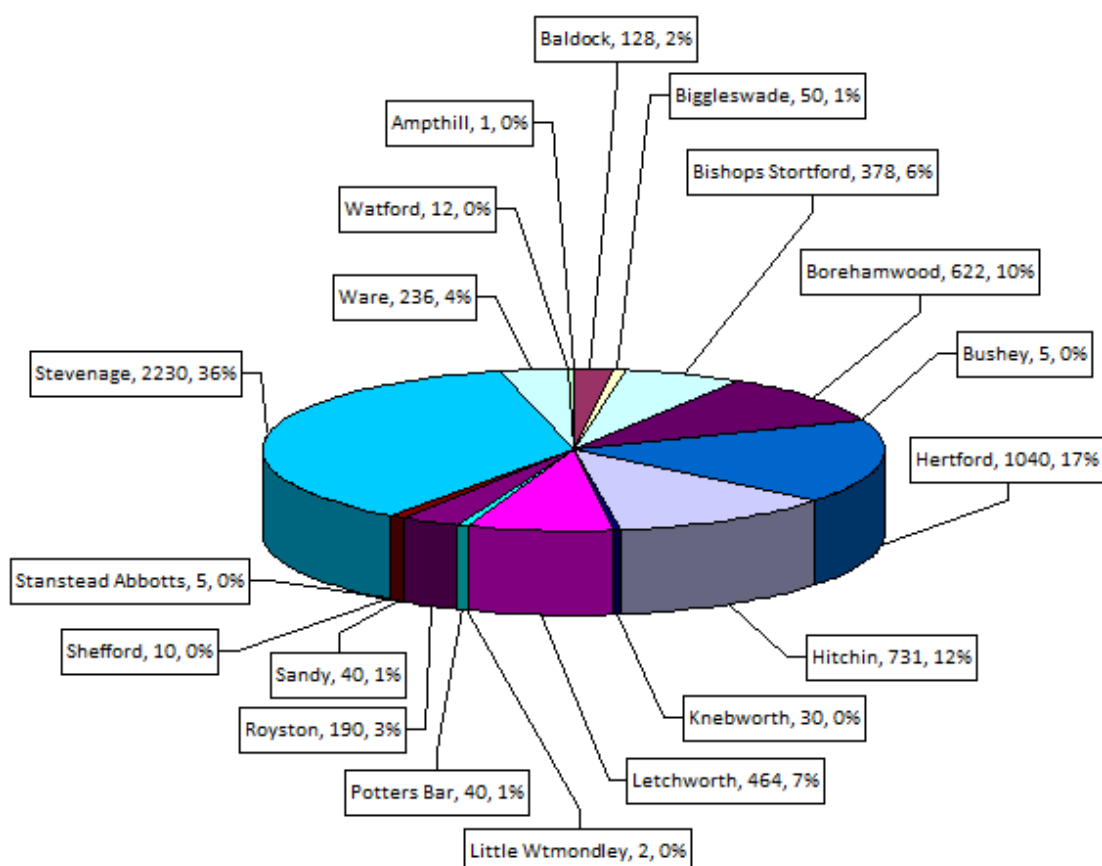
APPENDIX 4 (CCTV-IT)

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

ABOT (Automated Back Office Tasks) is now responsible for:

- Basic maintenance of the data and tables stored in BORIS
- Production and distribution of daily, weekly and monthly management reports
- Production of Supervisor weekly paperwork
- Daily backup of BORIS

BORIS is now responsible for:

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

APPENDIX 5 (Independent Inspectors Report)

Jane Clark

1.0 Introduction

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

2.0 Achievements

The Control Room has been inspected normally at least once per week except where Inspector illness has occurred. The duty roster has been replaced with one covering the current year. Visits attempt to cover days and time of day randomly.

During random inspections, we are once again pleased to report that no misuse of the system has been seen and that the Control Room staff continue to be both helpful and cooperative.

The major changes to the technology and to the Control Room appear to be working in a satisfactory manner.

Payments to Independent Inspectors are without problems.

Parking disc procedures for day time visits work well. For evening visits parking in the loading bays in front of the building causes no problems. The swipe cards issued to Inspectors are much appreciated and work well.

3.0 Code of Practice

The Independent Inspection regime is covered by Part 11, page 18, of the Code of Practice. Inspectors are allocated to specific weeks throughout the year to ensure regular inspection visits. Inspectors continue to value the 'unannounced' aspect of their visits and continue to do this as much as possible. From the start of next year eight Independent Inspectors will attempt to ensure that the Independent Inspection regime is secure. As far as we are aware the Code of Practice document remains unchanged apart from the list of cameras and ADPRO units.

4.0 Recommendations

4.1 We have not received any revised list of cameras with the past two years. It is noted that the lists are never dated or identified in any way which makes it difficult for Inspectors to know which list is the latest camera list. Can such documents please be dated in the future? It would be helpful if when a new list is created it is circulated to all Inspectors. Please can this be done via e-mail to each inspector.

4.2 Communication between Inspectors and Mike Read takes place via the special book in which detail, queries and problems are entered together with the detail of checks undertaken during an Inspection visit. This method of communication works well and is expected to continue.

4.3 No further training has been offered to Inspectors who are expected to keep in touch with considerably changed and enhanced systems by a once-a-year briefing. Additional training and/or more in-depth briefings are necessary to ensure complete and thorough checking.

4.4 Problems are still being encountered by the lack of equipment for the Inspectors to use during their visits. With more staff on site plus police and engineering personnel, this occasionally results in visits being wasted when equipment is not

available for Inspectors to use. As a result it is recommended again that a desk and equipment is made available for Inspector usage.

5.0 <u>Other Matters</u>

No other matters were raised.