



2016/17

***Hertfordshire CCTV Partnership
Annual Operations Report***

Produced by M.Read
Operations Manager

Contents

Hertfordshire CCTV Partnership	3
Introduction	3
Partnership Overview	3
Partnership Clients	4
System Developments	4
Communications Networks	5
Network	5
Extent of Service	6
CCTV PTZ Town Centre and Neighbourhood Cameras	6
ANPR Cameras	6
Re-deployable Cameras	6
Schools	6
New Business	7
Lone Workers	7
Business Continuity Plan	7
Out of Hours	7
Projected Growth	8
Control Room Performance 2016/17	8
CCTV Monitoring Contractor	9
Broadland Guarding	9
CCTV Maintenance Contractor	9
Eurovia	9
Improved Communication Links	9
Shop/Pub Watch	9
Independent Inspectors	9
Case Studies	10
APPENDIX 1 (Control Room Statistics)	12
CCTV CAMERAS	12
ADPRO CAMERAS	12
POLICE EVIDENCE	12
PUBLIC REQUESTS	12
OUT OF HOURS CALLS	12
Incident, Arrest and Attendance figures for 2015/16 and 2016/17	13
CENTRAL BEDFORDSHIRE DISTRICT COUNCIL	13
EAST HERTFORDSHIRE DISTRICT COUNCIL	13
HERTSMERE	13
NORTH HERTFORDSHIRE DISTRICT COUNCIL	14
STEVENAGE BOROUGH COUNCIL	14

STEVENAGE BOROUGH COUNCIL (Areas).....	14
DVD Production Figures	15
Evidential DVDs Produced 2015/16	15
Evidential DVDs Produced 2016/17	15
APPENDIX 2 - Independent Inspectors Report	16

Hertfordshire CCTV Partnership

2016/2017 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.

This report looks at all CCTV records held by Hertfordshire CCTV Partnership from incidents which were recorded in the year 2016/17. It provides us with a 12 month analysis period in which to evaluate the performance of the CCTV system.

Hertfordshire CCTV Partnership supports all the principles contained within:

- The Data Protection Act 1998
- The Human Rights Act 1998
- The Regulatory and Investigatory Powers Act 2000
- The Protection of Freedoms Act 2012.

In 2015 the Surveillance Camera Commissioner 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 situated in pursuit of 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 are reviewed annually.

Along with the PIA’s Local Authorities were requested to complete a self-assessment tool called the 12 Guiding Principles. Hertfordshire CCTV Partnership are committed to show transparency by publishing the 12 Guiding Principles together with all the Privacy Impact Assessments which can be viewed on our web site:- www.hertfordshirectv.co.uk

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
 Central Bedfordshire Council
 Hertfordshire County Council (Schools)
 Stevenage Borough Council (Out of Hours)
 Lone Workers (EHDC) and Business Continuity Plan (EHDC)

In 2016 Hertfordshire CCTV Partnership was awarded two National CCTV Awards in recognising excellence for Management and Innovation and for recognising excellence for the CCTV Operators of the Year.

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 538.

EoYRt-CAM01

The number of allocable units is 31. These cameras 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 2016/17 these cameras have been invaluable generating 45 (Previously 38) pieces of evidential footage. We continue to review the efficiencies of the deployable cameras and the technology associated with the high performance that is required. We have recently joined partnership with Rapid Vision who have supplied the partnership with a number of deployable cameras together with large savings in costs.

EoYRt-PolEa-mobile

System Developments

In May 2016 HCCTVP embarked on replacing its' current Vigilant digital recording system which had now become at the end of its life. A tender went out requesting to replace existing servers and integrate with both the Synectics Software operating system and the recently installed Tecton Servers. A total of 15 servers with 9 channels each were integrated with the Tecton Servers.

System equipment is well maintained and replaced at the end of its operational life to ensure system integrity and high performance. As reported in last year's Annual Report we continue to review a rolling replacement programme on our current cameras and have now upgraded 43 Static Cameras from 'Shoebox' to 'Red Vision' PTZ 1080P model over the last 24 months as the old stocks were beyond economical repair and obsolete. We will continue to upgrade for the foreseeable future.

ADPRO Fastrace 2 was introduced in 2015/16 into the control room and to date 10 locations have moved onto this system and it is envisaged that more locations will follow suit when they wish to upgrade or their system is beyond economical repair. 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 further upgraded to enhance the developments within the partnership.

ABOT (Automated Back Office Tasks) was introduced in 2016 and 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

We continue to review our Web site and improvements are on-going. All reports, Stats, Management and Client reports, Guiding Principles, PIA's, Codes of Practice, Camera Shy Newsletters, Google Mapping of Camera locations and much more are all on the Web site showing complete transparency. All requests for any CCTV footage now go through the web site.

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), for Hertfordshire and Bedfordshire.

We currently have 15 users activated on the system.

EoYRt-Users

During the period 01/04/16-17 recorded events were initiated from the following sources:-

Events Initiated by	Events	% of Total	Police Attended	Resulting Arrests
ADPRO	71	1.5	24	1
Police Control	1598	34	947	267
Controller	493	10.5	303	127
Airwaves	1438	30.6	1228	513
Other	87	1.9	44	29
Post Event Viewing	6	0.1	3	2
Shop/Pub Link	994	21.2	635	301
Total	4687		3184	1240

EoYRt-IAComs

This equipment is in daily use providing end users with reassurance of a prompt response.

Network in 2016/17

The following table shows the breakdown of cameras currently deployed across the Partnership. This includes schools and IP addressable cameras. As stated we are currently reviewing the status of the shoebox cameras with a replacement programme in place.

Camera Type	Count
ADPRO CAMERAS (Static)	103
ADPRO CAMERAS (Pan Tilt and Zoom)	178
DOME	1
HIK VISION	8
MICKY	105
MOBILE	31
RED VISION	43
SHOEBOX	54
STATIC	15
Total	538

Extent of Service

CCTV PTZ Town Centre and Neighbourhood Cameras

In 2016/17 the number of CCTV cameras monitored by HCCTVP control room was 538 which consists of 380 fully functional pan, tilt and zoom, (PTZ)), which are sited in Stevenage Town, Hitchin, Letchworth, Royston, Baldock, Knebworth, Hertford, Bishops Stortford, Ware, Boreham Wood, Potters Bar, Bushy and for Central Bedfordshire Biggleswade, Sandy and Shefford.

EoYRt- CamCount2,3

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 system is monitored by the Intelligence Unit at the Police HQ at Welwyn Garden City.

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.

There are currently 31 re-deployable cameras in operation across the Partnership. The Partnership continues to review costs related to mobile cameras and have recently purchased a number of re-deployable cameras from Red Vision at significant savings.

EoYRt- Cam02

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 2016/17 the control room has been monitoring 23 schools.

Two schools in North London have recently requested to join our control room through the LGFL network.

EoYRt- SCH01

Schools Broadband connected to the control room are:

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
Tannerswood School
Warrendell School

Blackthorn Road
Hazelwood Lane
Gosforth Lane, South
Oxhey

Welwyn Garden City
Abbots Langley
Watford

Woodside School
Divine Saviour School

Goffs Oak
Broomfield Rise

Goffs Oak
Abbots Langley

EoYRt- SCH02

New Business

Julians Road refuge in Stevenage on behalf of SBC

Fairlands Valley Farmhouse in Stevenage a Grade 2 listed building on behalf of SBC

Shefford TC , Central Bedfordshire Council ,have now purchased a WCCTV Mobile camera

Sandy TC, Central Bedfordshire Council, have now purchased a WCCTV Mobile camera

Biggleswade TC purchased a new Nomad Multicam 3 x PTZ 4G mobile camera from Rapid Vision.

NHDC purchased 5 new Nomad Mini IR mobile cameras from Rapid Vision to replace their old stock of Mobile cameras.

Letchworth MSCP.

Gascoyne Way Car Park, Hertford.

Lone Workers

In 2015 HCCTVP started recording and reporting lone workers from EHDC. BORIS enables the team to record a number of details about each lone worker and their movements during their work period. 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 up.

During the period 01-04-16 to 31-03-17 the CCTV team have monitored 57 separate events compared to 84 last year.

EoYRt-Lwk

Business Continuity Plan

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 on call.

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. Due mainly to a decidedly mild winter the number of calls received during the last financial year were down to 2711 compared with 3933 from the same period in the previous year with an average of 52 per week compared with the previous years' 75.

EoYRt-Apx3-OohC

Projected Growth

We hope to be successful with two large schools in Edmonton connecting through the LGFL, (London Grid for Learning).

Continued efforts together with Hertsmere BC over the last three years to get the Boulevard Shopping Centre in Borehamwood over to the control room have been made. The current CCTV system in place at the shopping centre is both in-effective and out of date. Quotes from HCCTVP have been sent to the management company for upgrading their current equipment and linking to the control room, we await their decision.

A number of new locations are being investigated by EHDC, in Bishop Stortford and Hertford to install cameras.

Three Rivers District Authority are looking for us to monitor their deployable cameras.

Orwell Parish Council are also looking for us to monitor and maintain some deployable cameras.

Monument Court in Stevenage are looking to purchase an ADPRO system to be monitored and maintained by the Partnership.

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 in total 23 contracts bringing in over £34k of extra income to the Company. We will continue to work with our existing clients throughout 2017/18 to transfer the remainder who have other maintenance contractors in place.

Control Room Performance 2016/17

Over the last 12 months the downloading suite has been manned by three PCSO's This continues to be manned and paid for by Stevenage Police Authority but over the last 12 months we have been looking at alternatives such as streaming to a number of Police Stations and involving the Chief Constable of Hertfordshire to review the positions available. Discussions are at an early stage.

In the last financial year the officers have downloaded 4155 pieces of evidential footage compared to 4592 in the previous year.

EoyRt-Apx3-PolEb

Public reviewing requests are continued to be the responsibility of the control room supervisors. To date a total of 146 have been processed compared with 135 last year. 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-Apx3-PubR

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.

Since the 1st April 2016 incident types continue to vary from day to day and the CCTV operators have monitored 4725 incidents (Previously 4498) 3186 of which were attended by police officers (Previously 3160) that ended in 995 arrests (Previously 997).

EoyRt-Events01, 02, 03

Tables in Appendix 1

CCTV Monitoring Contractor

Broadland Guarding

Broadland Security, the contracted monitoring company, has been with the Partnership since 2008. With a 1 full time manager, 4 Supervisors and 6 full time and 2 part time staff man the control room 24/7 365 days of the year they continue to do an excellent job looking after the 17 towns and 45 remote sites. Last year the team were awarded the CCTV User Group “CCTV Operators Team” – I would like to personally thank them all for their hard work and dedication and I think the award was well deserved.

EoYRt-User01, EoYRt-Town, EoYRt-ADPRO

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 2016/17, CCTV operators have achieved some outstanding results leading to some high profile arrests. 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 and we continue to work closely alongside the Police and other local government agencies.

CCTV Maintenance Contractor

Eurovia

During the last 12 months Eurovia continue to show efficiencies in maintaining all the Partnerships cameras and work closely within the team. Over the last 24 months a number of upgrades and replacements of old and inefficient cameras have taken place and Eurovia continue to work to a schedule in the time scale provided.

Improved Communication Links

Shop/Pub Watch

As part of the licensing regulations all Pubs and Shops 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 in Stevenage), Hertford, Hitchin, Letchworth, Bishops Stortford, Biggleswade, Borehamwood and Ware.

The Shop/Pub-link radios play an important role and there have been 994 (Previously 937) number of incidents, ranging from shoplift, drug, alcohol related offence’s to criminal damage and assaults, 635 of these as opposed to 651 from the previous year were attended by officers resulting in 301 (previously 299) number of arrests.

EoYRt-PS-Link, EoYRt-IAComms

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 2016/17 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 and her team 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.

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 2

Case Studies

Leeming Rd., Borehamwood, 7th May, 21:04 hrs.

When the police Airwaves radio put out a detailed description of a woman wanted for racially aggravated assault and causing criminal damage to a bus, controllers began an area search. A woman wearing the clothing and carrying a handbag and tote bag matching the description was spotted in Leeming Road. Controllers saw two police cars pass her without noticing her but she saw them and after they passed, crossed the road to try to hide in the car park of the Green Dragon public house. The police control room were alerted and images patched through to their HQ as officers were directed to where the woman was to make an arrest. Once again CCTV controllers' vigilance led directly to an arrest.

High Street, Baldock, 15th June 13:10 hrs.

A reported sighting of a white BMW car owned by a man wanted by the police, sparked off a search of the area of Baldock town centre. Controllers located the car coming out of Simpson Drive in the town and continued to monitor the car while patching images of it's progress through to the Hertfordshire Police Control Room. A police car was seen to join the BMW at White Horse Street, where the pursuit began as the BMW sped of up Station Road and out of the cameras line of sight. The BMW was finally stopped at the A1M Baldock services area and two men were arrested for various offences.

Market Street, Hertford, 7th July 02:40

CCTV controllers were instrumental in the arrest of three criminals charged with arson and criminal damage after cutting a swathe of damage and fires through Hertford town centre. The first report came when police officers noticed rubbish bags on fire outside Barclays Bank in Market Street. The fire brigade were called and fireman put the fire out while CCTV controllers became involved in investigating the cause of the fire. The footage recorded earlier by the camera at the junction with Birchley Green was replayed and three suspects were seen approaching the bags minutes before they were found on fire. While controllers

Case Studies- Cont.

now had images of the suspects, reports continued to come in of more fires being set in Maidenhead Street and Bull Plain.

Finally a report was heard of an eyewitness seeing three people attempting to set fire to the Waitrose store in the Birchley Green shopping centre. Controllers began an area search and located the suspects outside Lloyds Bank. They were then seen to run down an alleyway next to The Snug Bar. Police officers were updated on the suspect's whereabouts and when they caught up with the suspects all three were arrested for arson and criminal damage.

Rowland Rd., Stevenage, 5th October 01:15 hrs.

An incident involving the Hertfordshire CCTV Partnership that was reported in the national press concerned a suspicious call to a taxi firm in Stevenage. The firm had received a call in the early hours of the morning requesting a taxi to take passengers from Rowland Avenue in Stevenage to London. The firm were suspicious that the call was linked to an armed robbery of a taxi driver earlier on.

The police, including a dog handler, attended the address in Rowland Avenue and CCTV controllers monitored the scene from a camera by the local shops. As the officers arrived, the occupants of the address made off. A man and a woman left in a car and one of the men left by the rear of the address and was monitored near the shops running and carrying what appeared to be a large knife. When the police dog handler and his dog gave chase and the man was cornered, he stabbed and seriously injured the dog and wounded the officer's hand before being restrained and arrested.

The couple who escaped in a car were stopped and also arrested for having an offensive weapon, and a final arrest was made of another man who had hidden in the garden at the address in Rowland Way. The story received national press coverage reporting the story of the injured police dog Finn and his handler. The wounded officer was treated for his injury and discharged from hospital, while Finn eventually recovered from head and chest wounds and returned to police duties in December. The incident is a success for the usual teamwork between controllers and officers, but of course the dog got all the news plaudits.

Hertford Town 5th January 2017 01:44hrs

Another high profile incident that was reported in the press happened in Hertford town centre when a CCTV Operator was monitoring an individual who was drinking a bottle of beer and was seen throwing an object across the road. The operator continued to monitor the individual on another camera and then saw the person with an empty bottle of beer trying to smash it across the wall of Prezzo. After failing to break the bottle they were then seen tapping and breaking shop windows in Bull Plain and Maidenhead Street with the empty bottle. The operator contacted CCR at Welwyn and footage was patched through. Police were called to the scene just after the individual had caused criminal damage and attempted burglary to a shop in Parliament Square.

The CCTV Operator spoke to the Police and they re-traced the individual's rampage in the town centre. The total damage caused was over £22k. Evidence by the operator was used in court to confirm and secure a conviction.

APPENDIX 1 (Control Room Statistics)

Figures shown are for the financial year 2015/16 and 2016/17

CCTV CAMERAS

Control Desk	Incident 2015/16	Arrests 2015/16	Incidents 2016/17	Arrests 2016/17
CENTRAL BEDS	158	28	151	22
EAST HERTFORDSHIRE	852	224	865	266
HERTSMERE	461	71	403	87
NORTH HERTFORDSHIRE	1198	309	1240	269
STEVENAGE	1705	584	1890	577
TOTAL	4374	1216	4549	1221

EoYRt-Apx3-cctv

ADPRO CAMERAS

Control Desk	Incident 2015/16	Arrests 2015/16	Incidents 2016/17	Arrests 2016/17
CENTRAL BEDS	3	0	2	0
EAST HERTFORDSHIRE	1	0	0	0
HERTSMERE	21	0	23	0
NORTH HERTFORDSHIRE	18	1	30	1
STEVENAGE	33	1	24	0
TOTAL	76	2	79	1

EoYRt-Apx3-adpro

POLICE EVIDENCE

	2015/16	2015/16	2016/17	2016/17
DVD's	2271	43/wk	2186	42/wk
PIECES OF FOOTAGE	4658	89/wk	4155	79/wk

EoYRt-Apx3-PolEa/b

PUBLIC REQUESTS

	2015/16	2015/16	2016/17	2016/17
REQUEST RECEIVED	135	2.5/wk	136	2.6/wk

EoYRt-Apx3-PubR

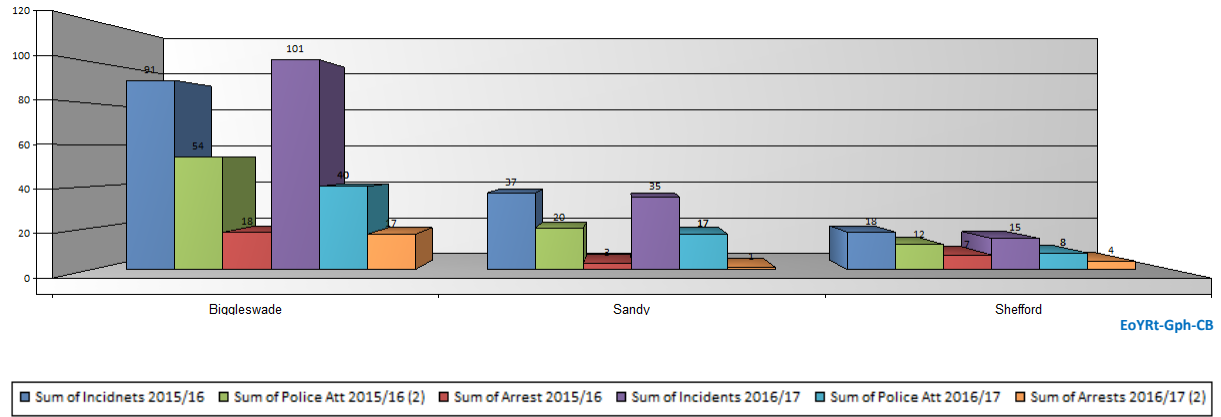
OUT OF HOURS CALLS

	2015/16	2015/16	2016/17	2016/17
ASSISTANCE REQUIRED	3933	75/wk	2711	52/wk

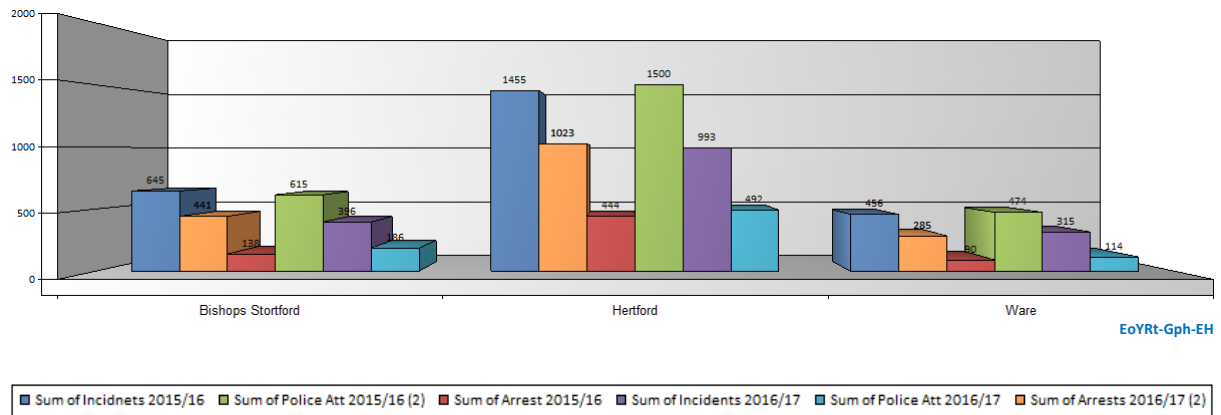
EoYRt-Apx3-OohC

Incident, Arrest and Attendance figures for 2015/16 and 2016/17

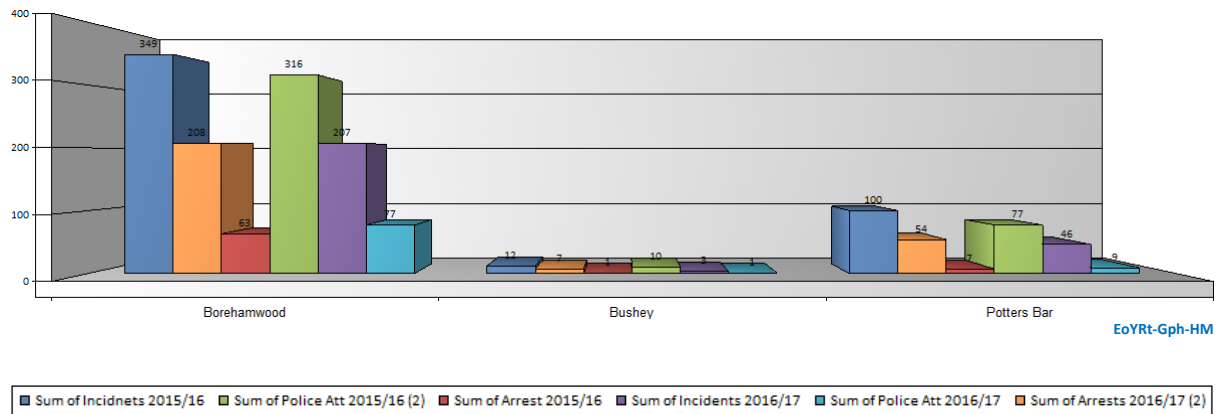
CENTRAL BEDFORDSHIRE DISTRICT COUNCIL



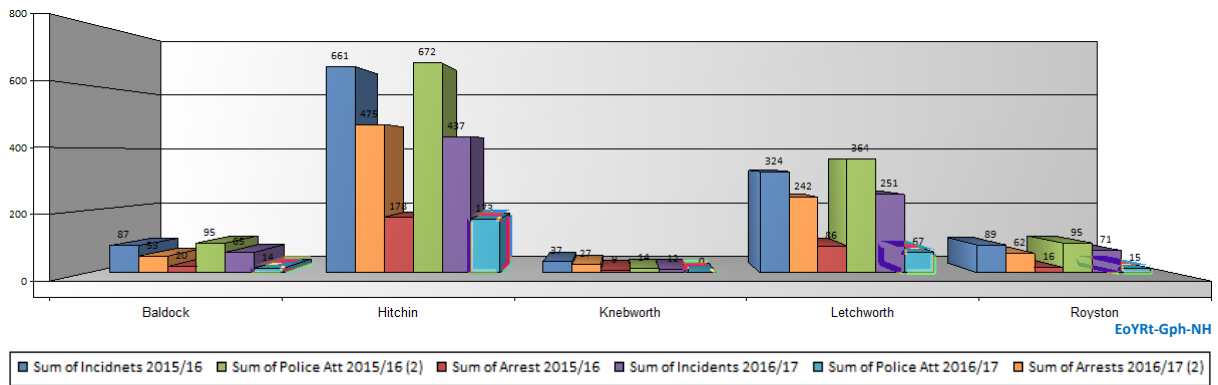
EAST HERTFORDSHIRE DISTRICT COUNCIL



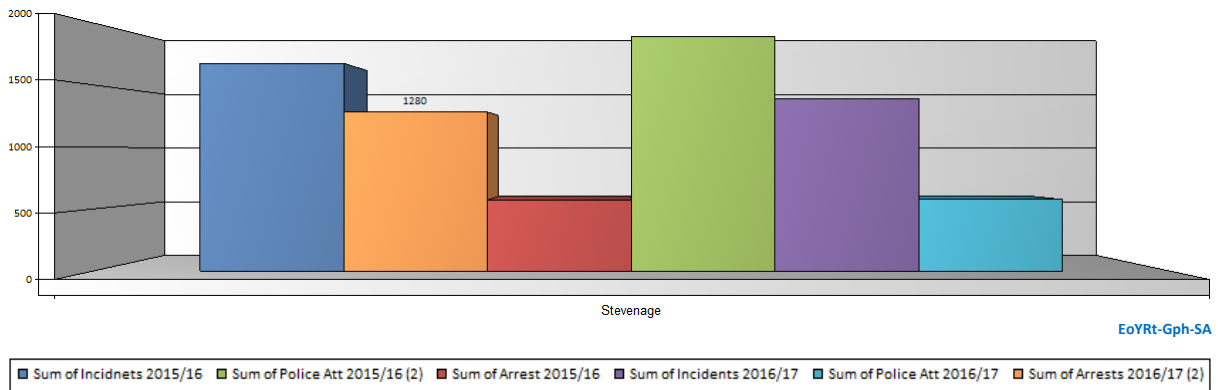
HERTSMERE



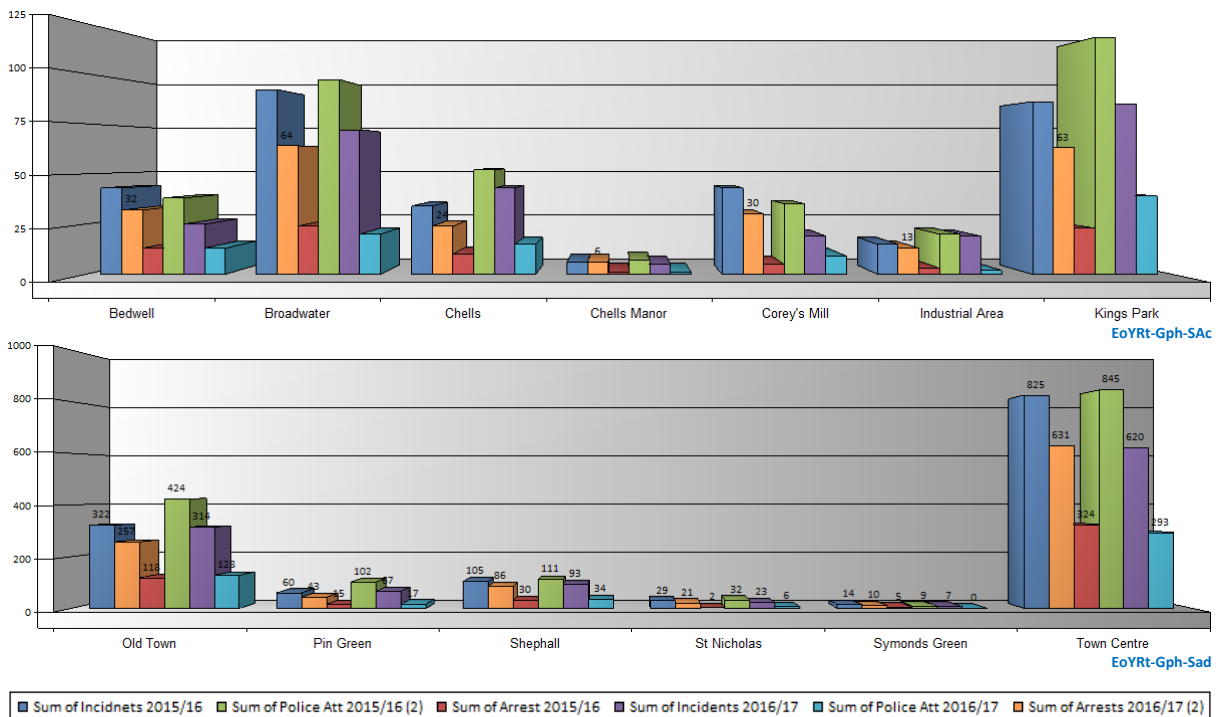
NORTH HERTFORDSHIRE DISTRICT COUNCIL



STEVENAGE BOROUGH COUNCIL

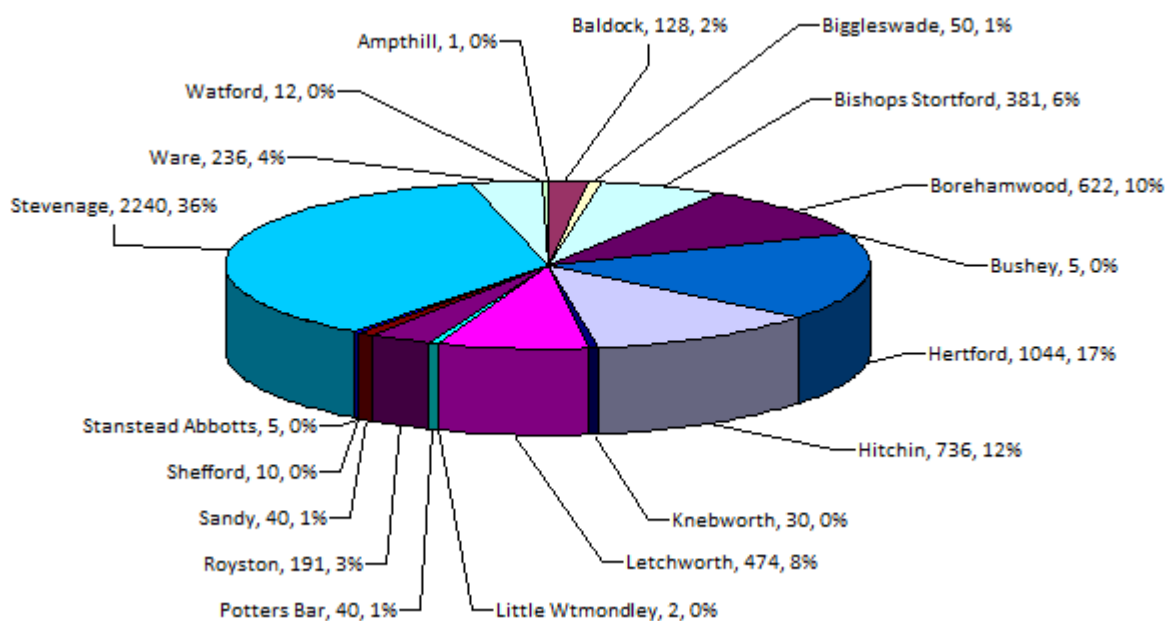


STEVENAGE BOROUGH COUNCIL (Areas)



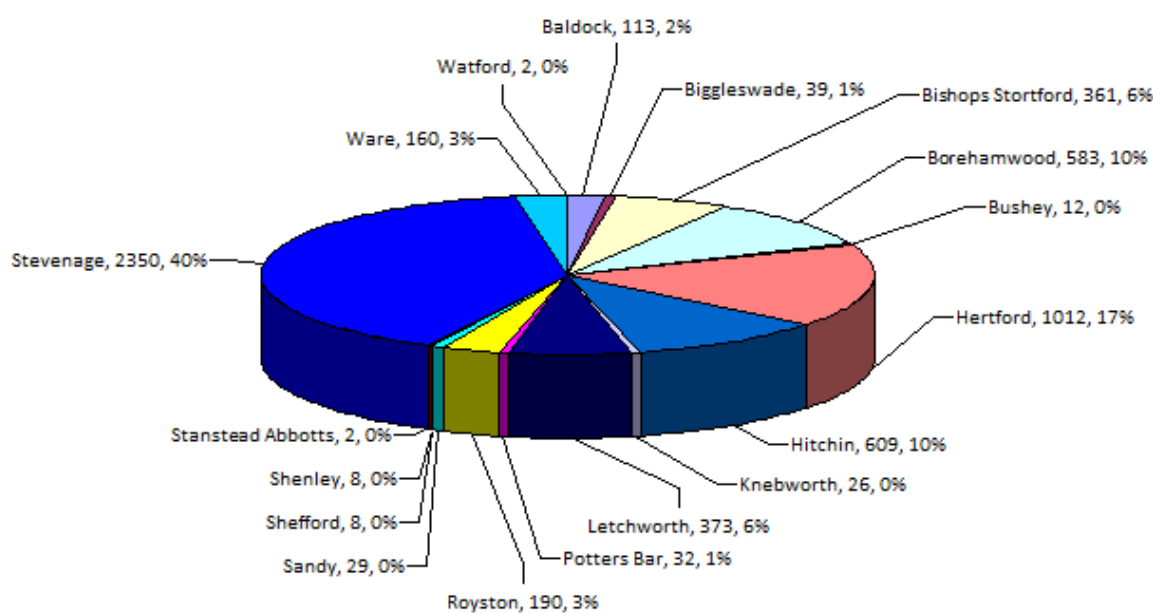
DVD Production Figures

Evidential DVDs Produced 2015/16



EoYRt-Grp-DVD (report)

Evidential DVDs Produced 2016/17



EoYRt-Grp-DVD (report)

APPENDIX 2 - Independent Inspectors Report

TO: CCTV EXECUTIVE BOARD
STEVENAGE AND NORTH HERTFORDSHIRE CCTV EXECUTIVE

FROM: CCTV INDEPENDENT INSPECTORS

DATE: 2016/17

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 2016 to March 2017

Jane Clark, Melanie Matthews, David Upson, Michael Durrant, Edmond Tickner, Peter Elmer have served as Independent Inspectors throughout the year. We have six inspectors . We could really do with three to four new 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. Although ADPRO software upgrade seems to be causing a few problems with the computer freezing so you have to reboot or cancel all together.

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 seven 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 is the latest camera list. Can such documents please be dated in 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.