

EAST HERTS COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE – 18 DECEMBER 2018

REPORT BY THE HEAD OF HOUSING AND HEALTH

CCTV PARTNERSHIP SHARED SERVICE UPDATE

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- The report informs members of the outcome of the Shared Internal Audit Service’s governance review of the CCTV Partnership shared service along with an update of the work to date by officers from the four CCTV Partnership authorities – East Herts, Hertsmere, North Herts and Stevenage – to implement the recommendations of the review.
- The report also updates members on work conducted by East Herts officers on the operational review of CCTV within the district.

RECOMMENDATIONS FOR OVERVIEW AND SCRUTINY COMMITTEE:

That:

(A)	Members consider the recommendations of the governance review of the CCTV Partnership conducted by the Shared Internal Audit Service, included as Essential Reference Paper B, to inform the Head of Housing and Health’s input to the work of the CCTV Officer Management Board.
(B)	Members consider the progress on, and findings to date of, the operational review of CCTV coverage in the District and raise any issues for consideration by the Officers working to finalise the review
(C)	Members request that a further report on (a) work to implement the recommendations of the governance review and (b) the outcome of the operational review of CCTV coverage be brought to a future Overview and

1.0 Background

1.1 Since 2006, East Herts Council has been part of the shared CCTV monitoring service. There are currently four members; East Herts, Hertsmere, North Herts and Stevenage. The service is hosted by Stevenage Borough Council with the control room located in a Stevenage BC building in Stevenage town centre. The shared service is known as the CCTV Partnership.

1.2 The CCTV Partnership:

- monitors 37 fixed public space CCTV cameras in the district owned by East Herts Council and/or provided by or for Bishop's Stortford, Hertford and Ware Town Councils
- detects faults in these cameras and arranges repair/replacement subject to the council agreeing to meet the costs
- moves and maintains four moveable cameras in the district
- manages all staffing, commissioning and such issues.

1.3 More recently, the partners to the shared service agreed to establish a trading arm wholly owned by the four partners. This enables the CCTV Partnership to trade with commercial bodies on commercial terms, thus profits can be generated that are returned to the partners (the shareholders of the company) as dividends. Any trading losses are also passed on to partner authorities.

1.4 At its meeting of 10th July 2018, the Overview and Scrutiny Committee received a report and joint presentation from officers of East Herts and Stevenage on the current status of the Partnership.

2.0 Report

The shared service

2.1 At its inception, the shared service established a governance structure which incorporates:

- an Officer Management Group with officers from each partner authority and
- a Joint CCTV Executive consisting of three members from each partner authority.

2.2 Stevenage BC provides the secretariat function for these bodies.

2.3 It was reported to the Overview and Scrutiny Committee on 10th July 2018 that, over time, these governance arrangements have fallen away to some extent such that:

- there have been no meetings of the Officer Management Board for at least two years
- the Joint CCTV Executive has not been meeting annual as required by the Partnership Agreement
- the need for a governance review was considered by the Joint CCTV Executive to be urgent.

2.4 Overview and Scrutiny members were very concerned about the apparent governance issues and so requested a full update by the end of the year. This report gives that update.

Governance review

2.4 Members of Overview and Scrutiny Committee were informed in July that Stevenage BC was commissioning a governance review to be conducted by the Shared Internal Audit Service, SIAS. This work was completed in August 2018 and officers are working on the recommendations made.

2.5 **Essential Reference Paper 'B'** lists SIAS's recommendations and work underway to remedy the issues identified. It can be seen that SIAS has recommended a thorough review and

revision of the governance arrangements and consequently SIAS were only able to provide limited assurance that there are effective controls in operation.

- 2.6 To ensure that the work to remedy the issues identified by SIAS is carried out in a timely way:
- the CCTV Officer Management Board has now been re-established, with meetings being held on a six-weekly cycle
 - the Joint CCTV Executive has now increased by meeting annually to meeting quarterly for the foreseeable future.
- 2.7 It is proposed that the Overview and Scrutiny Committee receive another update report in around six months' time. It is envisage the majority, in not all, of the SIAS recommendations will have been acted upon by the time.

Financial arrangements

- 2.8 A key finding from SIAS's review was *that "responsibility for the current charging arrangements is unclear which has led to an issue in respect of the communication and timeliness of calculations and billing"*. This was raised by East Herts officers, among others.
- 2.9 As noted in **Essential Reference Paper 'B'**, a schedule of recharges has now been produced in more detail than before by Stevenage BC. The schedule is being considered by officers of the Officer Management Board, with advice from Finance colleagues in each authority, so that the exact methodology and amount can be agreed in time for the 2018/19 end-of-year financial closedown of accounts.
- 2.10 SIAS also recommended that both the CCTV Partnership and the commercial CCTV Partnership company take a longer term view and draw up a five year budget and business plan respectively. East Herts officers are strongly supportive of this. This work is timetabled to be complete by the end of March 2019.

Operational review

2.11 The council's CCTV arrangements have not been reviewed since joining the shared service. Officers from the Housing and Health Service are currently conducting this review.

2.12 Progress to date on the review is as follows:

Action	Status at 3rd Dec	Notes
Coverage of CCTV cameras	Comparison against of coverage against crime stats – COMPLETED	With a new Chief Inspector for East Herts Police coming into post, additional work to identify 'blind spots' is now being conducted
Discussion with town councils	COMPLETED – views of Bishop's Stortford and Hertford Town Councils sought in October	Wider discussion with other town councils to take place
Resources to commence upgrades in 2019/20 identified	COMPLETED – s106 resources and existing CCTV resources held by Housing and Health Service will be used to commence work in 2019/20 It is anticipated that extra resources will need to be allocated from 2020/21; this will be subject to future reports seeking member approval	Profiling of works underway in consultation with Stevenage CCTV Control Centre
Report of operational review	ON TRACK for March 2019	

2.13 Work to date has found:

- a number of cameras require renewal as they are out-of-date or in constant need of maintenance; a schedule of upgrades is being worked up with the assistance of the

Stevenage CCTV Control Centre. Works will commence in 2019/20 using resources for CCTV held within the Housing and Health budget and s106 commuted sums held for CCTV. It is anticipated that extra resources will need to be allocated from 2020/21; this will be subject to future reports seeking member approval

- a high percentage of our cameras are fixed and unable to be moved. There are merits in switching to a greater number of mobile cameras as these can be moved quickly to areas of concern. This is being considered as part of the scheduling with Stevenage CCTV Control Centre referred to above
- while the town centre cameras are largely in positions that remain useful from the point of view of tackling anti-social behaviour and crime, the new Police Chief Inspector for East Herts has discussed with the Head of Housing and Health his views on extending coverage in certain town centre locations.

2.14 Work is on track to produce a report of the CCTV review by March 2019. This can then inform the future direction of the service, in conjunction with the governance review underway regarding the CCTV Partnership as a whole discussed above. Officer would envisage bringing the report to the Overview and Scrutiny Committee for consideration prior to seeking the approval of the Executive.

3.0 Implications/Consultations

3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

Background Papers

None.

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