

Appendix A - Operations Report

CCTV Operations Manager Report of Control Room Performance for November 1st 2020 – October 31st 2021

The team looks to ensure that all the Partnership cameras are working to our Operational Standards and review the different makes of cameras and costs. We continue to raise the attention to Council Officers of the need to replace old and beyond economical repair cameras and work closely to ensure these are replaced in a timely fashion. Red Vision have now informed the Partnership that they will no longer be producing analogue systems to and will be going digital. The “Bosch Micky’s” are no longer supported– and over the next 12 months we will continue to replace these with Red Vision IP’s and 360 Vision IP Cameras

We have had 4 requests for RIPA’s from the Police during this period. We can report that we have had no complaints or breaches in the Data Protection Act/GDPR.

Since the beginning of the Covid 19 and Lockdowns we had suspended the use of the Independent Inspectors – subsequently we have now re engaged with the team and training on the new viewing station has taken place – we are looking to increase the number of Inspectors as currently we have 3.

There are no proposed changes to the Codes of Practice
Further to a request at the last meeting we have worked with Hertfordshire Constabulary to test a cloud-based link that would be used to download footage rather than downloading by Police Officers onto discs. This has been a successful pilot and we await the protocols and confirmation from the Police for this to be used.
The Control Room now manage 46 Re Deployable, mobile, units with Hertsmeire Borough Council recently increasing their cameras by 5.
The new digital radio system is linked to over 250 handlers from 7 Towns, with the support from our partners, DCRS, who provide the

support and maintenance between the handlers and the CCTV Control Room with a reactive 2-way radio system. Shop/Pub Watch radio links continue to be an important role for the Control Room operatives. With its usual increase in shoplifting and night-time activities with the forthcoming Christmas period the operatives continue to work closely with the radio users to ensure the security of staff and safety of the public is made and at the same time in conjunction with the Police to ensure law and order is enforced. With the latest technology this offers the Control Room the continuity between the cameras and people on the ground.

Below is a table of month-on-month comparison against last year of the number of Control Room Incidents only reported by the operators. A detailed breakdown by area is included as appendix B.

Nb: There were no figures for January 2020 available in this format as we migrated to the new control room and a new reporting system. However, you can see the trends and where the Covid Lockdowns were relaxed during 2020 with the increase in activity.

Month	Year 2020	Year 2021
January	0	228
February	137	282
March	297	408
April	165	395
May	213	418
June	191	460
July	348	481
August	360	447
September	284	468
October	290	588
November	263	0
December	277	0

Month	Year 2020	Year 2021
TOTAL	2825	4175

The chart below shows the number of Police downloads. These figures do not include any Partnership or General Public/Third Party requests.

Month	2020	2021
January	0	55
February	25	75
March	104	89
April	64	66
May	61	84
June	49	119
July	97	98
August	87	98
September	80	104
October	64	122
November	96	0
December	83	0
Total	810	910

The CCTV Control Room

As restrictions are lifted, I would like to invite the Joint CCTV Executive Members to our control room and show the work and systems that are in place.



