

OUTSIDE BODY – ANNUAL UPDATE

Outside Body:

CCTV Partnership Board

Purpose:

The partnership is actively pursuing a joint (East Herts, Hertsmere, North Herts, Stevenage) initiative aimed at reducing the fear of crime across the principal public, residential, retail, business and schools within the partnership. The central feature of this initiative is the 24-hour, manned CCTV control and monitoring room facility in Stevenage.

East Herts Council Representative(s):

Cllrs Boylan, Curtis, and Williamson

Update:

Meetings held:

18th November 2021 – Wallfields

21st March 2022 – Stevenage

Two meetings of the Partnership have been held. Topics discussed include:

- Performance of the CCTV Partnership, including how performance is monitored and reported to the committee.
- Potential expansion of the partnership, extending membership to other Hertfordshire and other neighbouring authorities.
- Performance of the Partnership's CCTV company

Summary:

The CCTV Control Room has been at the heart of each respective council's community safety measures and maintains a critical operational link with Hertfordshire Police who remain the biggest

user of the service. CCTV has been used across the partnership to safeguard vulnerable residents and visitors to the County. Safeguarding which includes our Night Time Economy will continue to be highlighted as an area that CCTV is used to support our communities, residents and visitors. The Control Room will continue to work in partnership with the police and other partners to ensure we have a joined up approach to tackling crime and ASB and helping the community to feel safe.

An operational action plan has been identified to ensure partner requirements are progressed in a timely way and managed accordingly. The action plan will provide details about how the priorities will be addressed by the CCTV partnership. It records actions that are conducted through partnership working, which are documented through the quarterly CCTV Partnership Officers Board meeting. The action plan is a 'live' document and is to be assessed regularly by the CCTV Partnership Officers Board. The key focus is that actions are SMART and can realistically be achieved within the time and resourcing boundaries available. The plan is currently in its draft stage and is scheduled for completion by April.

Officers have been liaising with police colleagues regarding the Digital Asset Management System project which is a cloud-based link between the Police Downloading suite and the Force Control Room. The police have nominated a lead for the project. The biggest advantage will be that the system will cut out some of the demand of transporting optical drives from the base to Police Stations.

There have been a number of requests for mobile CCTV cameras across the partnership areas.

The partnership has appointed 4 further Data Controllers; previously the partnership only had 1 Data Controller. Having more Data Controllers will ensure greater resilience regarding urgent viewing requests.

A customer feedback process has been established and a satisfaction survey has been formatted and will be completed with partners and members of the public who speak to the operatives in the Control Room. The feedback will be used to identify areas for future improvement. The form will also include a question inviting the opportunity to be considered as a CCTV Inspector. The CCTV Inspector programme has been a core component of the Hertfordshire CCTV Partnership since its establishment and invites resident volunteers to undergo appropriate vetting and training to undertake spot checks on CCTV operations and compliance in line with the Code of Practice. The programme ceased during the pandemic and the service will now undertake a recruitment drive to attract new Inspectors.

A revised performance dashboard has been prepared to enable district partners to better assess incident and crime trends. This report presents the incident data in a clearer more comprehensive manner.

Officers have made approaches to the other six authorities in Hertfordshire to gauge interest in joining the partnership. Response has been varied, but with some showing very positive interest. Officers will continue to pursue these opportunities.

The CCTV Company (wholly owned by the Partnership) now employs a Business Development Officer whose remit is to obtain further CCTV contracts from external clients. This is now having a positive impact on the company's financial performance thus its contributions to the Partnership's operational costs.

Update provided by: Cllr Geoff Williamson

Date: 1st April 2022