Part I –

Ste✔enage
BOROUGH COUNCIL

Meeting	CCTV Joint Executive
Portfolio Area	Community Safety, Communities and Equalities
Date	21st March 2022

CCTV OPERATIONS AND PERFORMANCE REPORT

Authors	Sarah Pateman – Community Safety Manager
Lead Officer	Rob Gregory – AD- Communities & Neighbourhoods
Contact Officer	Mike Read – CCTV Operations Manager

1   PURPOSE

1.1   To outline the performance and work of the CCTV Control Room to date and the emerging priorities for 2022/23 .

2   RECOMMENDATIONS

2.1   The Joint Executive is asked to:

2.2   Note the performance of the CCTV partnership to date and note the outcomes as documented, together with the priorities for the CCTV Action Plan 2022/23.

2.3   Approve the implementation of a new performance dashboard, subject to feedback.

3   BACKGROUND

3.1   An overview of CCTV Operations is reported to the Joint Executive as part of the agreed reporting cycle for CCTV Governance. During 2021/22 a review of

operational performance has been driven recognising emerging local and national agendas and the importance of producing strong performance data for partner councils. As a consequence the following operational objectives have been agreed:

1.   Intelligence - To have a better understanding of the requirements and needs of partners in respect of the use of CCTV and how it relates to tackling crime and ASB.

2.   Expand the Partnership - To meet with other districts to discuss their CCTV requirements and expand the partnership.

3.   Communications - To communicate with partners, members of the public and governing bodies to reassure safety in and around the areas/locations covered by our CCTV provision.

3.2   The CCTV Control Room has been at the heart of respective councils community safety measures and maintains a critical operational link with Hertfordshire Police who remain the biggest user of the service.

3.3   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.

3.4   In order to continue to improve CCTV Operations a number of activities have been taken forward in recent months. These are outlined in the following paragraphs.

3.5   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 qurterly CCTV Partnership Officers Board meeting.

3.6   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.

3.7   Over 2021/22 the Control Room has responded to partner requirements such as the incorporation of cameras funded through Stevenage's Housing Revenue Account and Hertsmere's successful bid to the Home Office Safer Streets fund.

3.8   Officers have also 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.

3.9 The Partnership has not received any applications for RIPAs since the last report to the Joint Executive in November but we have been made aware of RIPA applications that have been requested by partnership local authorities. There have also been a number of requests for mobile CCTV cameras across the partnership areas. All of the requests have been carried out in line with the Code of Practice and are subject to internal audit checks.

3.10 There have been no Data Protection Act/GDPR breaches or complaints. 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. .

3.11 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.

3.12 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.

3.13 The CCTV team have completed training around GDPR, safeguarding, domestic abuse awareness, hate crime and PREVENT during 2021/22.

3.14 A revised performance dashboard has been prepared to enable district partners to better assess incident and crime trends. This is presented for Joint Executive Members to consider (Appendix A). More detailed data by district can be provided to individual partners as required.

4 REASONS FOR RECOMMENDED COURSE OF ACTION AND OTHER OPTIONS

4.1 The Code of Practice requires that the Joint Executive receives reports on any breaches to the code of practice, including those relating to GDPR/ Data Protection. The Code also requires the reporting of RIPA requests to the committee. There have been no issues in these areas since the last Joint Executive meeting.

4.2 The Officer Management Board maintain operational oversight over the CCTV Operations and continue to meet quarterly to ensure the actions and activities identified in this report are delivered effectively.

4.3 The report is presented to the Joint Executive Committee to provide an operational update on activities relating to the CCTV Operations and in order to gain feedback on the proposed performance dashboard (Appendix A).

5 IMPLICATIONS

5.1 Financial Implications

5.2 There are no financial implications arising from this report.

5.3 Legal Implications

5.4 There are no legal implication arising from this report and the report is delivered in line with the CCTV Code of Practice.

5.5 Risk Implications

5.6 Operational risks relating to reliance on one data controller for CCTV have been further mitigated by training other members of the Stevenage Community Safety team

5.7 .An up-to-date CCTV Code of Practice ensures risks are appropriately reduced through robust operational governance.

5.8 An internal operational audit has been programmed for quarter 3 2022/23.

5.9 Community Safety Implications

5.10 The provision of CCTV across the respective council areas is in response to duties in relation to community safety and reassurance. Individual councils determine appropriate community safety measures for their areas in partnership with the Police and other agencies through Responsible Authority Groups in each district.

Equalities and Diversity Implications

5.11 Respective council's duties under the Equality Act 2010 will continue to be discharged through the provision of CCTV through the CCTV Partnership.

Information Technology Implications

5.12 There are no IT implications for the CCTV Control Room in the implementation of the Police's Data Asset Management System..

Background documents

1.1 All documents that have been used in compiling this report, that may be available to the public, i.e. they do not contain exempt information, should be listed here:

Appendices

A   Performance Dashboard Powerpoint

Overview of statistics for the Hertfordshire CCTV Partnership Control Room Operations

Jan-Dec 2021

DRAFT PERFORMANCE DASHBOARD

Stevenage, North Herts, East Herts and Hertsmere Councils

00802 - Thurnall Tour's -

bway Tour is Road)

MG Caravans B

HERTFORDSHIRE CCTV
PARTNERSHIP

Incident Data

The CCTV Control Room recorded 5136 Incidents in 2021 Relating to CCTV

This was an increase from 2825 incidents in 2020
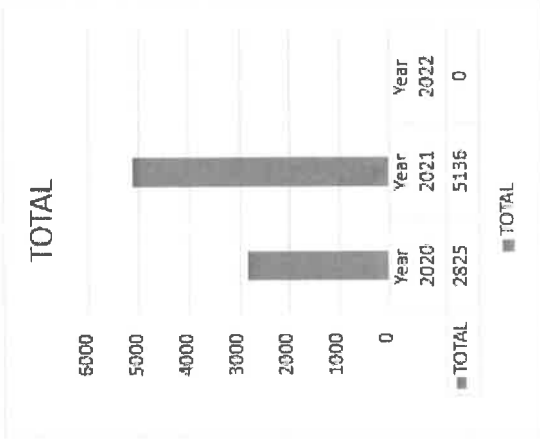
	2020	2021
TOTAL	2825	5136

TOTAL

	Year 2020	Year 2021	Year 2022
TOTAL	2825	5136	0

■ TOTAL

INCIDENT CATEGORY SPLIT FOR PARTNERSHIP AREAS

- Breach
- Deception/Fraud
- Arson/Fire
- Uunauthorised Access (Trespass)
- COVID19 Related
- Burglary
- Other
- Criminal Damage
- Alarm Activation
- Domestic
- Traffic Incident
- Drug Related
- Weapon
- Vehicle
- Theft
- Suspicious Activity
- Police Request
- Assault
- Concern for Welfare
- Anti Social Behaviour
- Post Event Viewing
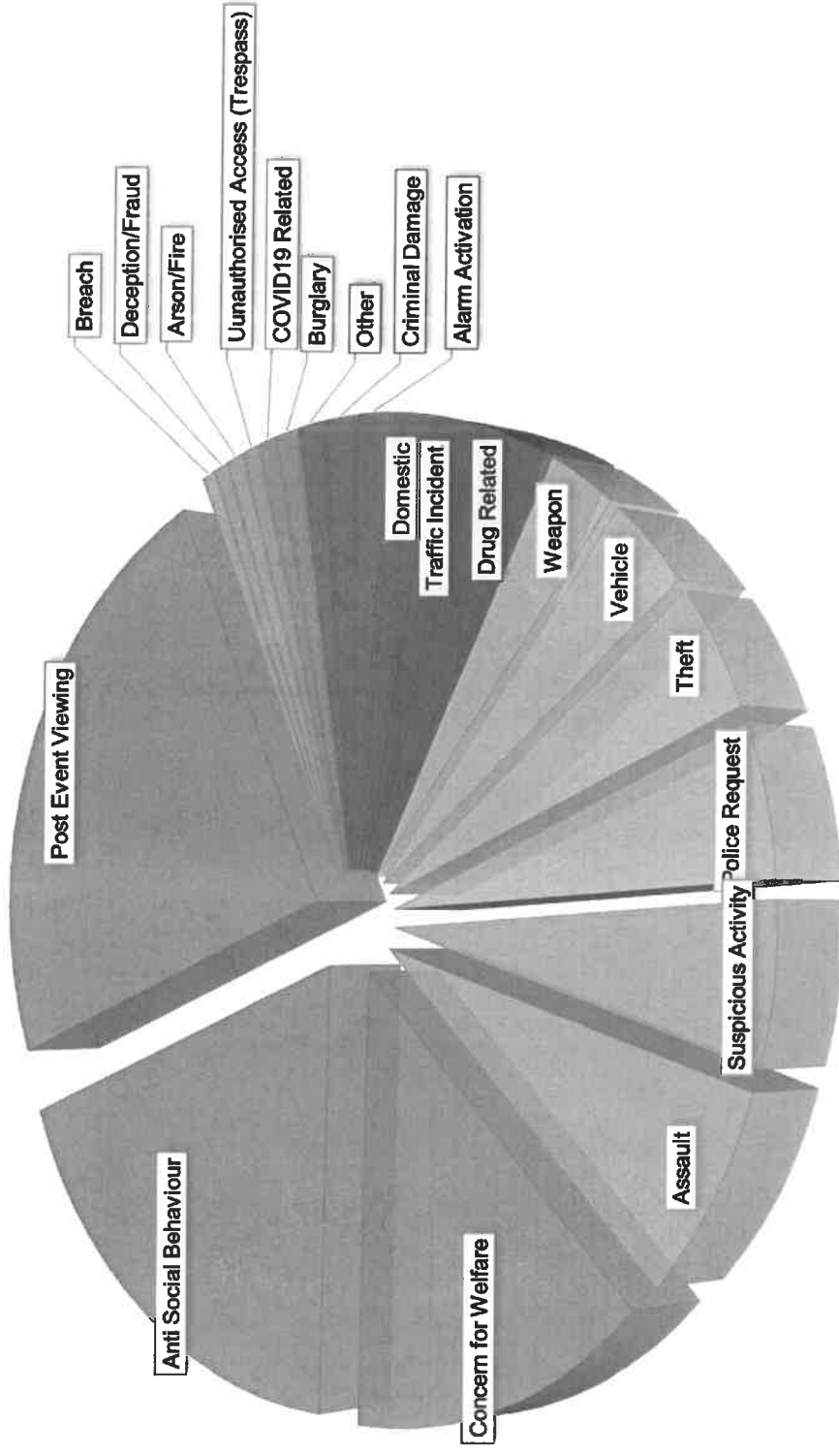
Incident Statistics By Partner

Incidents By Partner

Partner	Total Incidents
Stevenage	1634
North Herts	983
East Herts	1123
Hertsmere	704
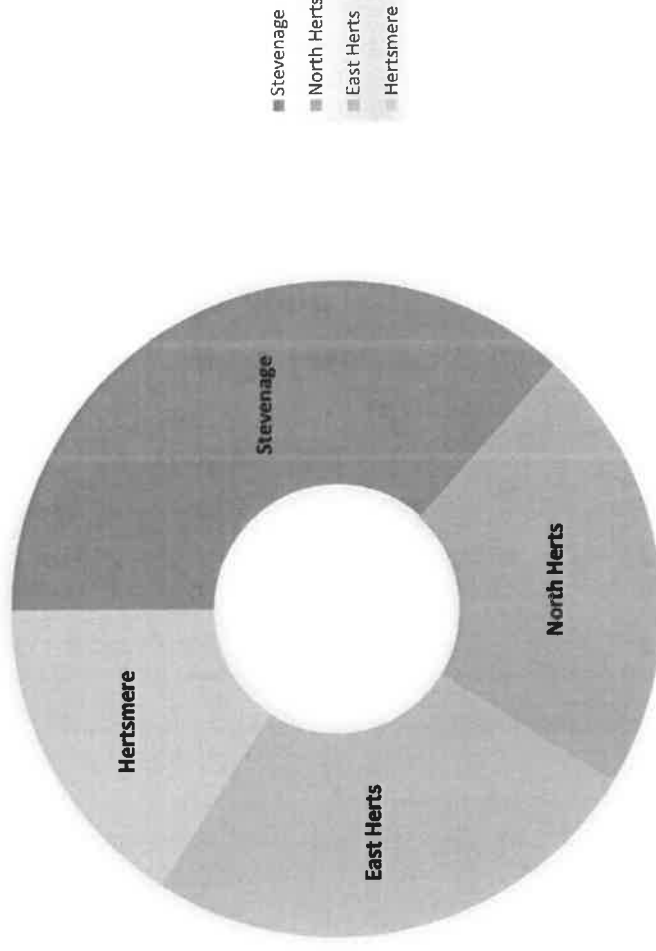
Police Footage Request Data

The CCTV Control Room recorded a total of 1074 incidents in 2021 Relating to Police Download Requests

This was an increase from 810 incidents in 2020

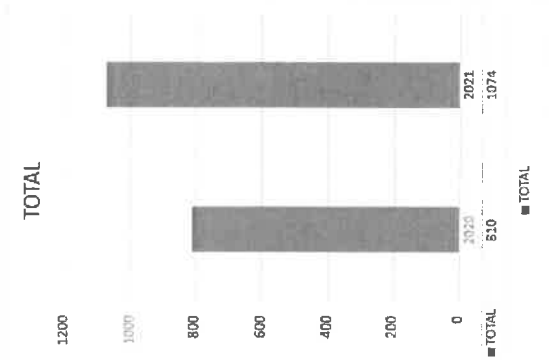|	2020	2021
TOTAL	810	1074

Stevenage Incidents

All Stats relate to incidents in Stevenage including

- Town Centre
- Neighbourhood Centres
- Old Town
- Residential Blocks

Category Name	No. of Incidents
Abduction	1
Alarm Activation	25
Anti Social Behaviour	300
Arson/Fire	12
Assault	105
Bomb Threat/Suspect Package	2
Breach	13
Burglary	16
Concern for Welfare	250
COVID19 Related	8
Criminal Damage	13
Deceased	2
Deception/Fraud	10
Domestic	31
Drug Related	30
Fly Tipping	2
Hate Crime	3
Other	9
Police Request	91
Post Event Viewing	366
Suspicious Activity	106
Theft	93
Traffic Incident	23
Uunauthorised Access (Trespass)	19
Vehicle	53
Weapon	51

Stevenage Incidents by Category

Legend:
- Abduction
- Alarm Activation
- Anti Social Behaviour
- Arson/Fire
- Assault
- Bomb Threat/Suspect Package
- Breach
- Burglary
- Concern for Welfare
- COVID19 Related
- Criminal Damage
- Deceased
- Deception/Fraud
- Domestic
- Drug Related
- Fly Tipping
- Hate Crime
- Other
- Police Request
- Post Event Viewing
- Suspicious Activity
- Theft
- Traffic Incident
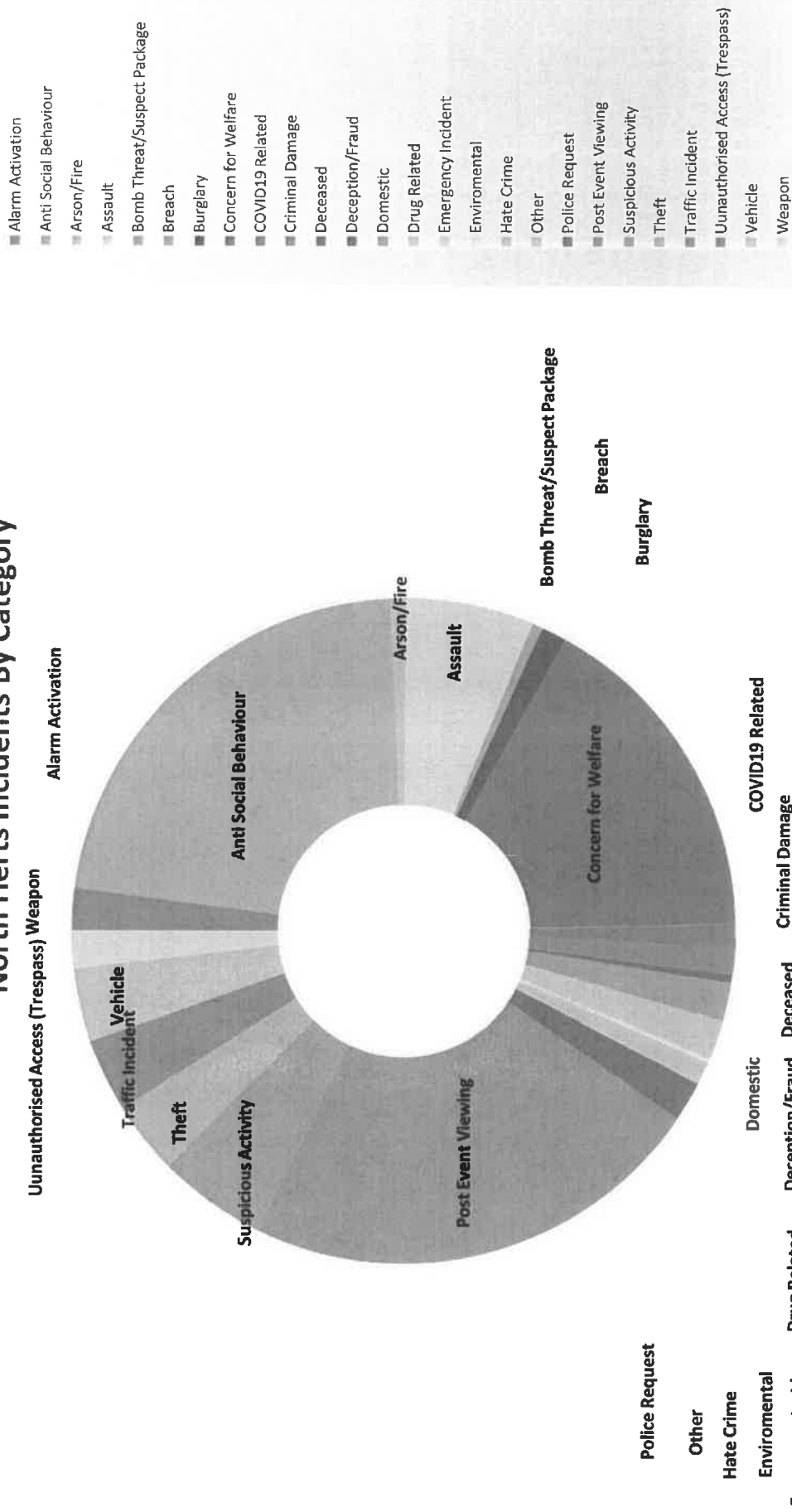- Uunauthorised Access (Trespass)
- Vehicle
- Weapon

North Herts Incidents

All Stats relate to incidents in the towns of

- Hitchin
- Letchworth
- Baldock
- Royston
- Knebworth

Category Name	No. of Incidents
Alarm Activation	20
Anti Social Behaviour	219
Arson/Fire	7
Assault	61
Bomb Threat/Suspect Package	1
Breach	4
Burglary	12
Concern for Welfare	164
COVID19 Related	11
Criminal Damage	13
Deceased	1
Deception/Fraud	3
Domestic	18
Drug Related	18
Emergency Incident	1
Enviromental	2
Hate Crime	1
Other	10
Police Request	19
Post Event Viewing	222
Suspicious Activity	53
Theft	35
Traffic Incident	28
Unauthorised Access (Trespass)	7
Vehicle	35
Weapon	18

North Herts Incidents By Category

Legend:
- Alarm Activation
- Anti Social Behaviour
- Arson/Fire
- Assault
- Bomb Threat/Suspect Package
- Breach
- Burglary
- Concern for Welfare
- COVID19 Related
- Criminal Damage
- Deceased
- Deception/Fraud
- Domestic
- Drug Related
- Emergency Incident
- Enviromental
- Hate Crime
- Other
- Police Request
- Post Event Viewing
- Suspicious Activity
- Theft
- Traffic Incident
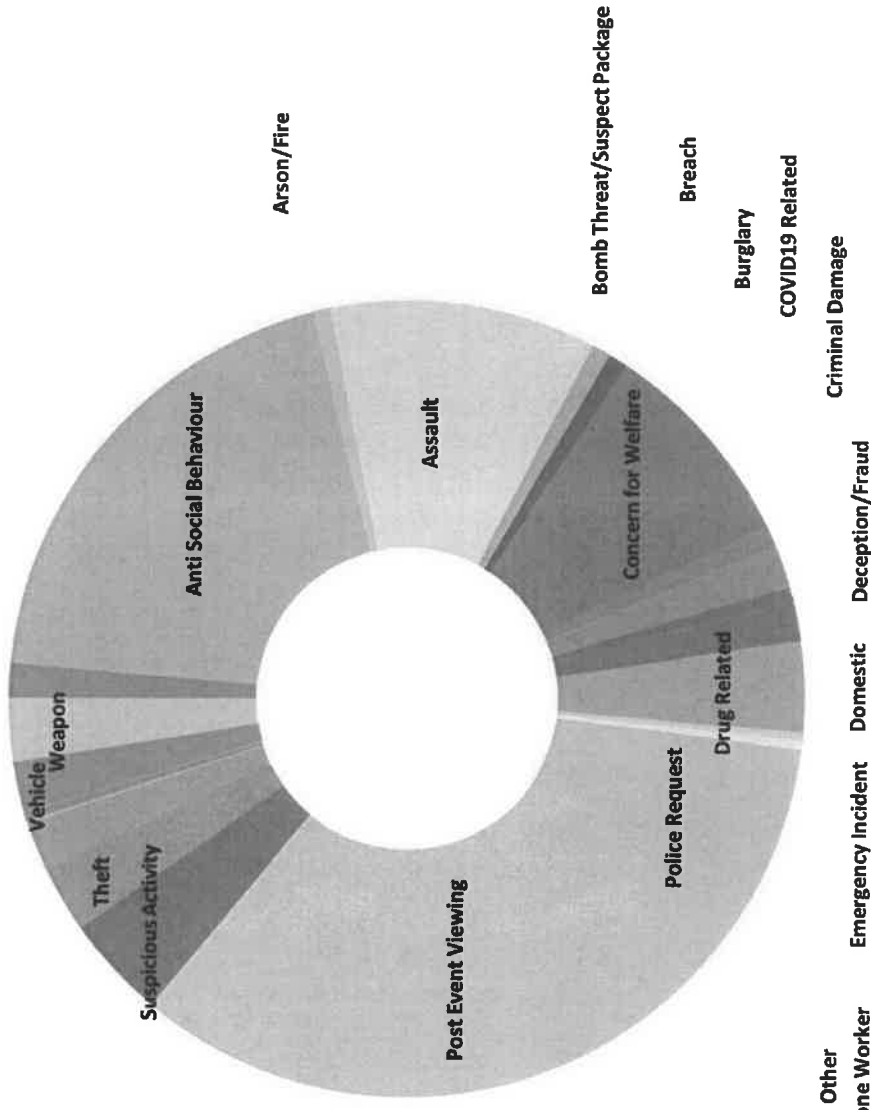- Uunauthorised Access (Trespass)
- Vehicle
- Weapon

East Herts Incidents

All Stats relate to incidents in the towns of

- Hertford
- Ware
- Bishops Stortford
- Stanstead Abbots

Category Name	No. of Incidents
Alarm Activation	16
Anti Social Behaviour	221
Arson/Fire	8
Assault	121
Bomb Threat/Suspect Package	1
Breach	8
Burglary	9
Concern for Welfare	97
COVID19 Related	10
Criminal Damage	19
Deception/Fraud	7
Domestic	18
Drug Related	41
Emergency Incident	2
Lone Worker	2
Other	4
Police Request	71
Post Event Viewing	311
Suspicious Activity	47
Theft	31
Traffic Incident	22
Training	1
Uunauthorised Access (Trespass)	4
Vehicle	23
Weapon	29

East Herts Incidents By Category

Legend:
- Alarm Activation
- Anti Social Behaviour
- Arson/Fire
- Assault
- Bomb Threat/Suspect Package
- Breach
- Burglary
- Concern for Welfare
- COVID19 Related
- Criminal Damage
- Deception/Fraud
- Domestic
- Drug Related
- Emergency Incident
- Lone Worker
- Other
- Police Request
- Post Event Viewing
- Suspicious Activity
- Theft
- Traffic Incident
- Training
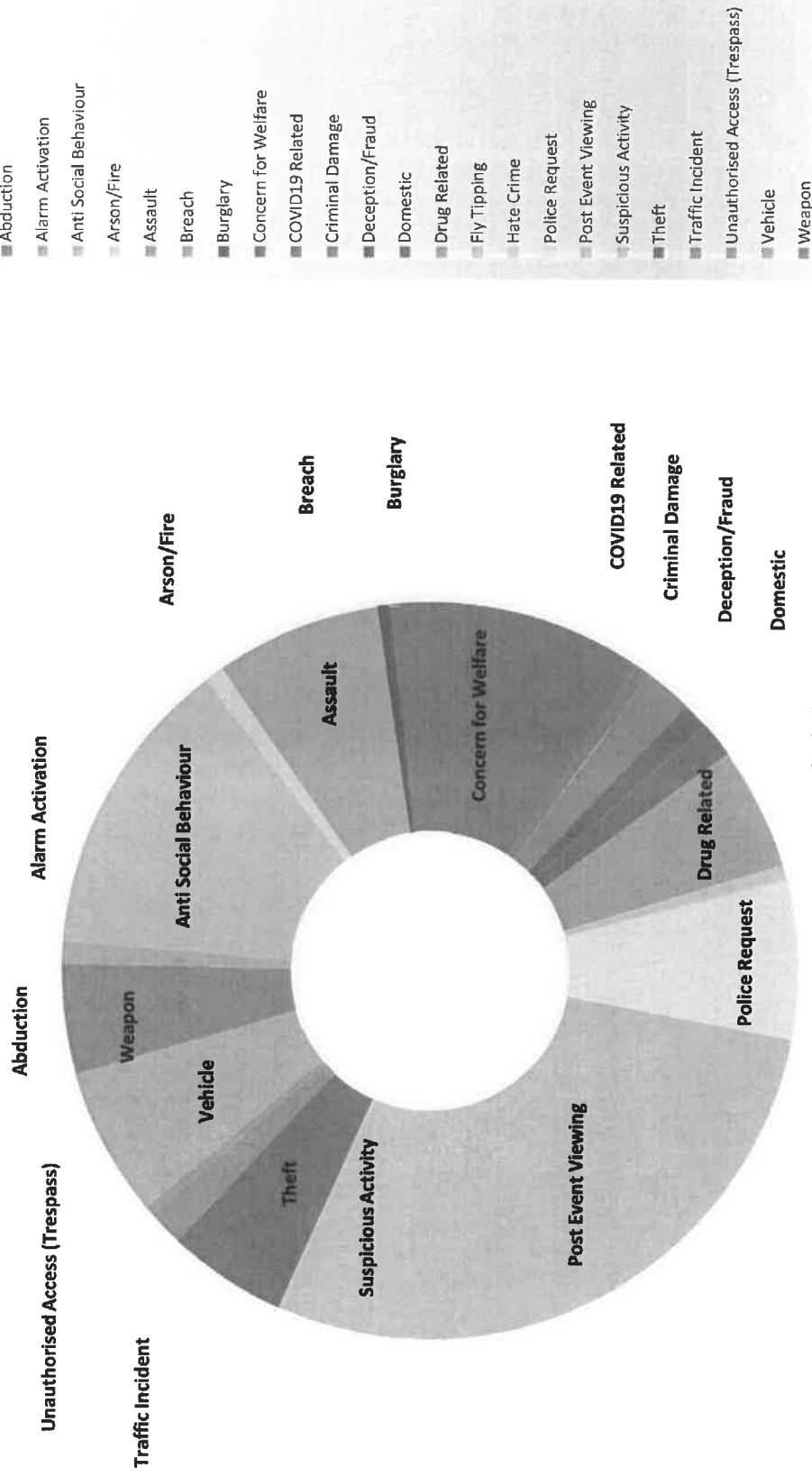- Uunauthorised Access (Trespass)
- Vehicle
- Weapon

Hertsmere

Incidents

All Stats relate to incidents in the towns of

- Borehamwood
- Bushey
- Potters Bar

Category Name	No. of Incidents
Abduction	2
Alarm Activation	7
Anti Social Behaviour	93
Arson/Fire	6
Assault	50
Breach	1
Burglary	4
Concern for Welfare	79
COVID19 Related	5
Criminal Damage	15
Deception/Fraud	8
Domestic	11
Drug Related	38
Fly Tipping	4
Hate Crime	1
Police Request	49
Post Event Viewing	164
Suspicious Activity	38
Theft	37
Traffic Incident	11
Unauthorised Access (Trespass)	3
Vehicle	46
Weapon	32

Hertsmere Incidents By Category

Abduction

Alarm Activation

Arson/Fire

Anti Social Behaviour

Assault

Breach

Burglary

Concern for Welfare

COVID19 Related

Criminal Damage

Deception/Fraud

Domestic

Drug Related

Fly Tipping

Hate Crime

Police Request

Post Event Viewing

Suspicious Activity

Theft

Vehicle

Weapon

Traffic Incident

Unauthorised Access (Trespass)

Call Sources

The CCTV Control Room incidents come from a number of different sources as explained in this slide

Controller: the CCTV Controller has monitored this incident pro-actively

Lone Worker: A lone worker has called in asking for a timed call back as they are visiting a premises

Police Airwaves: A call via the Police Airwaves Radio to the control room

Police Control: The Police Control Room Operator has called the CCTV Control Room via the telephone

Post Event Viewing: The call is regarding a historical incident

Town Link: A call from a member of the Town Link or Pub Link Radio Scheme in the respective town.

Partnership Incidents by Call Source

Source	Count
Controller	525
Lone Worker	3
Police Airwaves	1991
Police Control	526
Post Event Viewing	1054
Town Link	337

Split by Call Source

Legend:
- Controller
- Lone Worker
- Police Airwaves
- Police Control
- Post Event Viewing
- Town Link