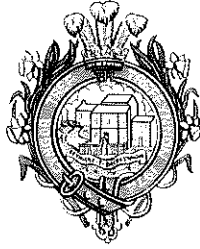


Cyngor Tref Treffynnon Holywell Town Council

Swyddfeydd Bank Place,
Treffynnon,
Sir y Fflint, CH8 7TJ

Tel: (01352) 711757



Bank Place Offices,
Holywell,
Flintshire, CH8 7TJ

Tel: (01352) 711757

e-bost/e-mail: town.clerk@holywell.wales
Gwefan/Website: holywell.wales

NOTE: The following meeting will be a hybrid meeting. Members of the public and press can attend in person. If members of the public or press wish to attend remotely, they should email the Clerk town.clerk@holywell.wales for further guidance.

30th January 2025

To: Members of the Town Centre & Events Committee

Mayor (ex-officio) and Councillors P. Cooper, P. Corbett, P. Curtis, I. Hodge, E.B. Palmer, S. Rush, and D. Thomas.

Dear Councillors,

Notice is given that a meeting of the **Town Centre & Events Committee** will be held on **Wednesday 5th February 2025 at 10.00am** in the **Council Chamber, Bank Place Offices, Holywell** and you are summoned to transact the business specified in the agenda set out below.

Yours faithfully

J. Baker
Town Clerk and Financial Officer

AGENDA

1. APOLOGIES FOR ABSENCE
2. DECLARATIONS OF INTEREST

Members are reminded that they must declare the existence and nature of their declared personal interests.

3. (i) 2025 EVENTS PROGRAMME

Members to consider next year's events programme and agree event themes and dates, to enable early event scoping and planning to be completed.

Current Programme

- VE Day – Thursday 8th May
- Food & Drink Market – early June date tbc
- Party in the Park – Saturday 26th July
- Pirate Themed Event – August date tbc
- Well Inn Music Festival – Saturday 6th September
- Christmas Lights Switch on – Friday 28th November
- Christmas Market – tbc

(ii) OTHER EVENT MATTERS

- Event charges and contributions. Clerk to report.
- Backing for stage in Tower Gardens bandshell area. Chair to report.
- Toilet facilities at events. Clerk to report.

4. CCTV SERVICES

Members to consider adoption of the attached Service Level Agreement (SLA) provided by Flintshire County Council and review the graphs and statistics.

5. FRON PARK OUTDOOR GYM EQUIPMENT MAINTENANCE

Members to consider a suitable maintenance programme. Clerk to report.

6. TOWN CENTRE PLANTER MAINTENANCE INCENTIVE SCHEME

Members to consider a suitable scheme in partnership with the Business Group. Clerk to report.

7. LEGENDS ON THE BENCH

Members to consider supporting this initiative. Clerk to report.

8. PUBLIC BODIES (ADMISSION TO MEETINGS) ACT 1960 EXCLUSION OF PUBLIC AND PRESS

To consider passing a resolution to exclude the public and press for agenda item 9, on grounds that publicity would be prejudicial to the public interest by reason of the confidential nature of the business to be transacted arising from the sensitivity of the contractual information presented.

9. CHRISTMAS LIGHTING INSTALLATION CONTRACT

Clerk to report on some contractual matters.

10. FORWARD WORK PROGRAMME

Members to consider agenda items and topics for the next meeting.



FLINTSHIRE COUNTY COUNCIL

SERVICE LEVEL AGREEMENT

**CCTV Maintenance, Monitoring and
Management Arrangements**

April 1st 2025 to March 31st 2028

CCTV Maintenance, Monitoring and Management Arrangements

This Agreement is made on the 1st day of April 2025

Between

Flintshire County Council of County Hall, Mold, Flintshire CH7 6ND

and

Holywell Town Council, 12-14 Bank Place, Holywell CH8 7TJ

1. PURPOSE OF THE AGREEMENT

1.1. This Agreement records agreed methods of working, roles and responsibilities between Flintshire County Council CCTV Services and Holywell Town Council in connection with the provision of CCTV maintenance, monitoring and management service.

2. DEFINITIONS

2.1 Holywell Town Council, shall include any member of Holywell Town Council or a nominated individual acting on behalf of Holywell Town Council Council.

Flintshire County Council, CCTV Services, Capital Programme and Assets, shall include any authorised representative of Flintshire County Council.

3. DURATION OF THE AGREEMENT

3.1 This Agreement remains in force until the end of March 2028 unless terminated as detailed in Section 6.0 of this Agreement.

4. DESCRIPTION OF THE SERVICE

4.1 Acting on behalf of Flintshire County Council, CCTV Services will provide Holywell Town Council with a CCTV monitoring and management service for the following camera locations:

CAMERA NUMBER	LOCATION
80	Whitford Street, opposite Cheeky Chicken
81	Top of High Street, opposite The Vic Hotel
82	Middle of High Street, opposite Tower Gardens
83	Rue St Gregoire, opposite Tower Gardens
84	Junction of New Road and Well Street
85	Bottom of High Street, outside Talk of the Town
86	Car Park by Home Bargains
87	Leisure Centre, Front Entrance
88	Leisure Centre, Skate Park/4g Pitch
89	Bus Station, opposite Coleshill Street

4.2 Flintshire County Council CCTV Services:

4.2. (a) will endeavour to provide Operator monitoring cover from the CCTV Control Room 24/7 365 days per annum. A minimum of one Operator will be on duty. This is

subject to staff availability. Should monitoring not be undertaken, footage will still be recorded and remain available for 28 days.

- 4.2. (b) will provide a 28 day capacity digital recording facility for every camera and a "real time" digital link facility for all cameras directed to the two spot monitors linked to the North Wales Police control room
- 4.2. (c) will record the time, date and nature of all incidents observed by CCTV Operators working within the CCTV Control Room onto the digital Meyertech Fusion system and maintain a manual and computerised log of all incidents.
- 4.2.(d) will provide North Wales Police and any other organisation with Investigative powers with information, if required, (including live images) of any behaviour or activity the CCTV Operator considers to be of a criminal nature.
- 4.2. (e) will, throughout the period of this SLA, ensure the routine maintenance of all cameras is carried out in accordance with the maintenance contract specification. Critical failures (defined as loss of all camera images) will be rectified within 24 hours and non-critical failures (defined as loss of image from individual cameras) will be rectified within 72 hours. Maintenance cover will be provided 24 hours/day, 365 days/year.
- 4.2. (f) will ensure that the maintenance contractor adheres to any maintenance contract specification and provides one preventative maintenance visit to each camera per annum.
- 4.2. (g) will, where necessary, arrange for traffic management and hoists to be available for maintenance and repairs to cameras, CCTV Services will schedule the most efficient and cost effective use of this equipment.
- 4.2.(h) will, where applicable, negotiate circuit rental charges at the most favourable terms and where possible fixed for a mutually agreeable period. Currently this service is provided by BT Redcare.
- 4.2.(i) will provide incident/statistical reports as agreed or upon request from Holywell Town Council.
- 4.2. (j) will ensure that any footage identified by North Wales Police (or any other organisation with investigative powers) as evidence to be used for prosecution purposes is held securely and in accordance with the requirements of the law.
- 4.2.(k) will maintain an up to date Procedures Handbook defining all processes for the recording and handling of incidents, data etc.
- 4.2. (l) will provide an Uninterrupted Power Supply (UPS) to the CCTV Control Room at all times, subject to the proviso in clause 8.
- 4.2. (m) will advise Holywell Town Council when any cameras are deemed "beyond economical repair" or incapable of providing suitable images with the requisite definition and clarity for use as evidence. CCTV Services will act as an agent on behalf of Holywell Town Council and consult with suppliers as to the most suitable

replacement cameras.

- 4.2. (n) will ensure that the Shopwatch Radio System is monitored by the CCTV Services in partnership with the Flintshire Against Business Crime Scheme (FABC) to support a safe and secure business and retail environment in the town.
- 4.2. (o) CCTV Manager or Supervisor will meet with representatives of Holywell Town Council on an annual basis if requested by Holywell Town Council (or earlier on request by either party) to discuss any issues or concerns relating to the operation of the CCTV service.
- 4.2. (p) with the exception of cameras, columns, data links and ancillary costs, Flintshire County Council will be responsible for the maintenance of all other monitoring and recording equipment based in the CCTV Control Room.
- 4.2 (q) will be the Data Controller for the purposes of the Data Protection Act 2018 and will comply with the Act and its principles when carrying out its roles and responsibilities in compliance with this Agreement.
- 4.3. Holywell Town Council:
 - 4.3. (a) will ensure there are adequate visible signs showing that CCTV is in operation in the town, and that this signage complies with all relevant legislation.
 - 4.3. (b) will, where it is not obvious who is responsible for the CCTV system ensure that contact details are clearly displayed on the sign(s).
 - 4.3. (c) will ensure that the operational data provided by CCTV Services remains confidential to Holywell Town Council and is not put into the public domain.
 - 4.3. (d) will, following consultation with Holywell Town Council agree to CCTV Services acting as their agent in relation to consultation with suppliers and contractors for repair or replacement of equipment

5.0 DEFAULT

- 5.1 If either party is in default of obligations under this agreement, and the default cannot be resolved by discussion between the two parties, then a written Notice specifying the alleged default and a request for a default meeting should be sent within one month of the default event. Such a meeting must be held within 14 days of receipt of the letter. This default meeting will be convened between nominated members and officers of both parties.
- 5.2 If agreement is not reached between the two parties and/or the remedy is not put in place then the matter may be placed before an Independent Arbitrator under the provision of the Arbitration Act 1996. The arbitrator will be appointed by the President of the Chartered Institute of Arbitrators unless otherwise agreed between the two parties.

6.0 TERMINATION

This agreement may be terminated:

- 6.1. (a) at any time and without any notice by agreement between the two parties.

6.1. (b) by either party not giving less than three months notice in writing

7.0 EQUIPMENT

7.1 The maintenance of equipment in the CCTV Control Room is not the responsibility of Holywell Town Council. Holywell Town Council shall not be liable in the case of equipment failure in the CCTV Control Room.

8.0 FORCE MAJEURE

8.1 Flintshire County Council, CCTV Services shall not be liable for any failure or delay in providing services where such failure or delay is by reason of an Act of God, war, civil disturbance, strike or other labour dispute, storm, fire, flood, material shortage, act or order of government or agency thereof, or any other circumstance beyond Flintshire County Council, Facilities Services control.

9.0 PAYMENT

9.1 Flintshire County Council, CCTV Services will provide the above service, for which Holywell Town Council agrees to pay the following costs:

9.1. (a) All camera maintenance charges applicable at the time of recharging as negotiated and agreed by CCTV Services with the service provider (currently iViD Digital Security Systems for any cameras out of warranty).

9.1. (b) All circuit rental charges applicable at the time of recharging as negotiated and agreed by CCTV Services with the service provider (currently BT Redcare).

9.1. (c) Cost of hire of hoists for non-scheduled maintenance/repairs to cameras. Recharges based on a daily rate for hire of a hoist is currently £200.00.

9.1. (d) Cost of electricity supply to CCTV columns/posts.

9.2 Costs appertaining to the supply and installation of additional or replacement cameras and any related costs will be paid by Holywell Town Council.

9.3 Invoices:
Invoices will be issued annually for the period 01 April to 31 March inclusive, in line with the financial year. Invoices will be raised in the last month of the financial year when all costs are known, VAT will be levied as appropriate.
All invoices to be paid within 28 days of receipt.

10. VARIATION

10.1 This Agreement may only be varied if in writing and agreed by both parties.

11. FREEDOM OF INFORMATION

11.1 Holywell Town Council acknowledges Flintshire County Council's responsibilities under the Freedom of Information Act 2000 and agrees that all information/documents provided in the course of negotiations or in the lead up to and completion of this Agreement or arising from the performance of the service will be discloseable by Flintshire County Council pursuant to any requests received under the Act unless

Flintshire County Council, in its absolute discretion and following consultation, regard the information as exempt on any of the grounds as set out in the Act. Flintshire County Council will consult Holywell Town Council in relation to any requests received and Holywell Town Council shall respond to any consultation within five working days.

12. CONTRACT RENEWAL

If Holywell Town Council wish to renew the contract at the end of the three year period they are to inform FCC of their intention to renew in writing at least one month before the end date.

13. NOTICES

- 13.1 Any notices to be given, or served, upon either of the parties under the terms of this Agreement shall be served by sending it to

ZENA JONES... of Flintshire County Council.

..... of Holywell Town Council.

At the addresses given for each of the parties in this Agreement.

14. GOVERNANCE

- 14.1 This agreement shall be governed by the laws of England and Wales

15. SIGNATURE

Accepted for and on behalf of Holywell Town Council

.....
Authorised Representative of Holywell Town Council

Date

Accepted for and on behalf of Flintshire County Council

[Signature]
.....
Authorised Representative of Flintshire County Council CCTV Services

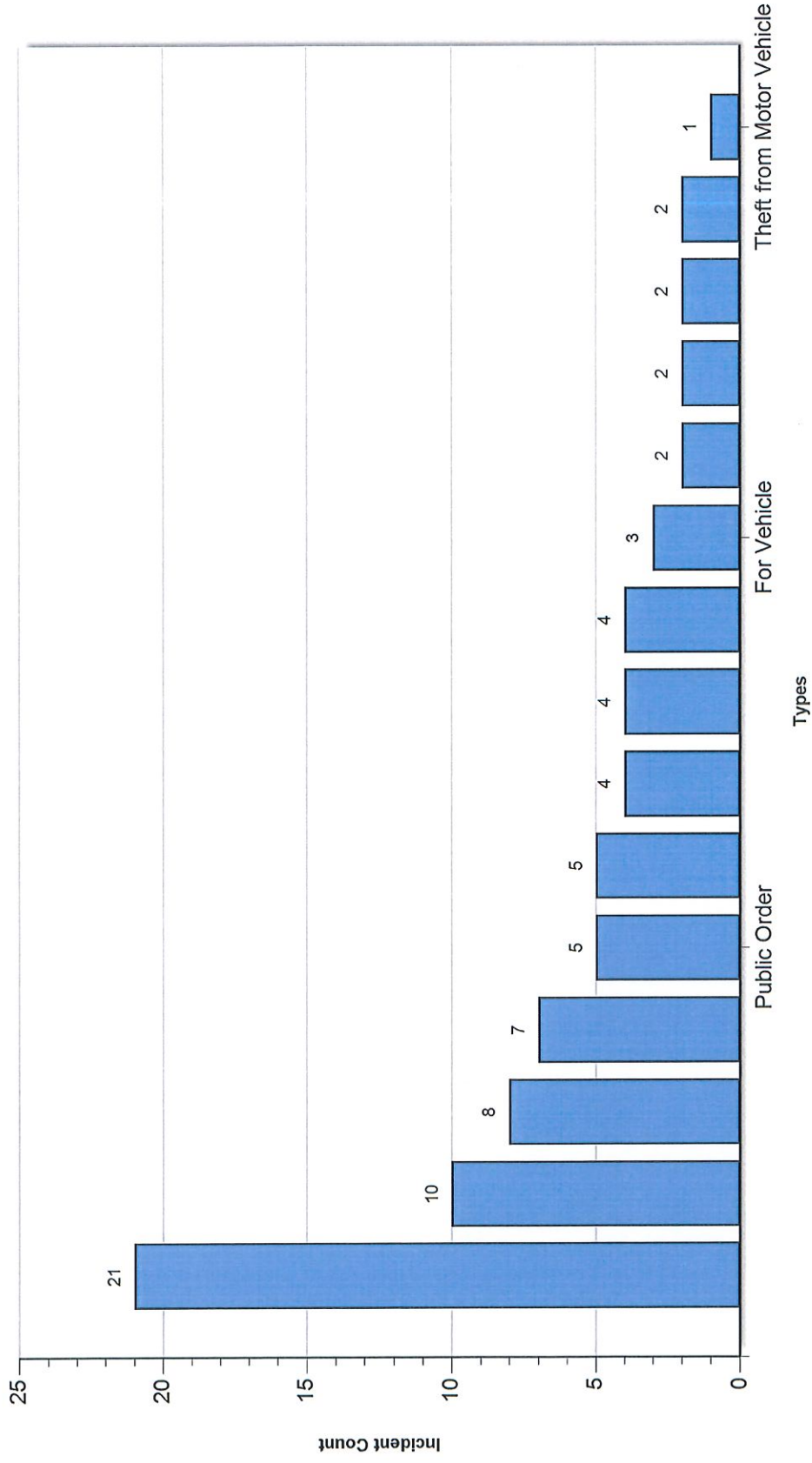
Date *15/01/25*

APPENDIX 1

MINIMUM ACCEPTABLE STANDARDS FOR CCTV

Standard	Implications
That images captured and stored should be of sufficient quality to be useable as evidence in court if required.	▪ High specification cameras. ▪ Colour images preferable. (B/W images may be used as evidence, but are less successful in those cases which come to court) ▪ Suitable for digital enhancement.
Identification of individuals is essential.	▪ Clear images with no loss of detail during the recording process.
That on-line systems must be reliably available 24 hours per day, 365(6) days per year and that 'triggered' systems must be reliably available on demand.	▪ Robust equipment. ▪ Robust communications. ▪ Proper and adequate maintenance agreements.
That the capture and storage of images Should comply at all times with relevant current legislation and industry standards.	▪ Data capture at a secure central monitoring control room for all on-line systems. ▪ Recorded material stored in a fireproof secure locker in a way that maintains the integrity of the image. ▪ Recording medium set up to ensure images cannot inadvertently be corrupted. ▪ Regular check that the date and time stamp recorded on images is accurate.
That images be retained for enough time to allow crimes to come up light but no longer than absolutely necessary.	▪ Images retained for 28 days unless a crime has been reported to the police. ▪ Measures are in place to ensure the permanent deletion of images through secure methods at the end of the agreed retention period.
That individuals whose images are recorded can view the images of themselves and be provided with a copy of the images.	▪ Subject access requests must be processed within 40 calendar days of receipt of a request. ▪ A fee of £10 is chargeable for this service.

Chart Showing Frequency Of Incident Count vs Top 15 Incident Types

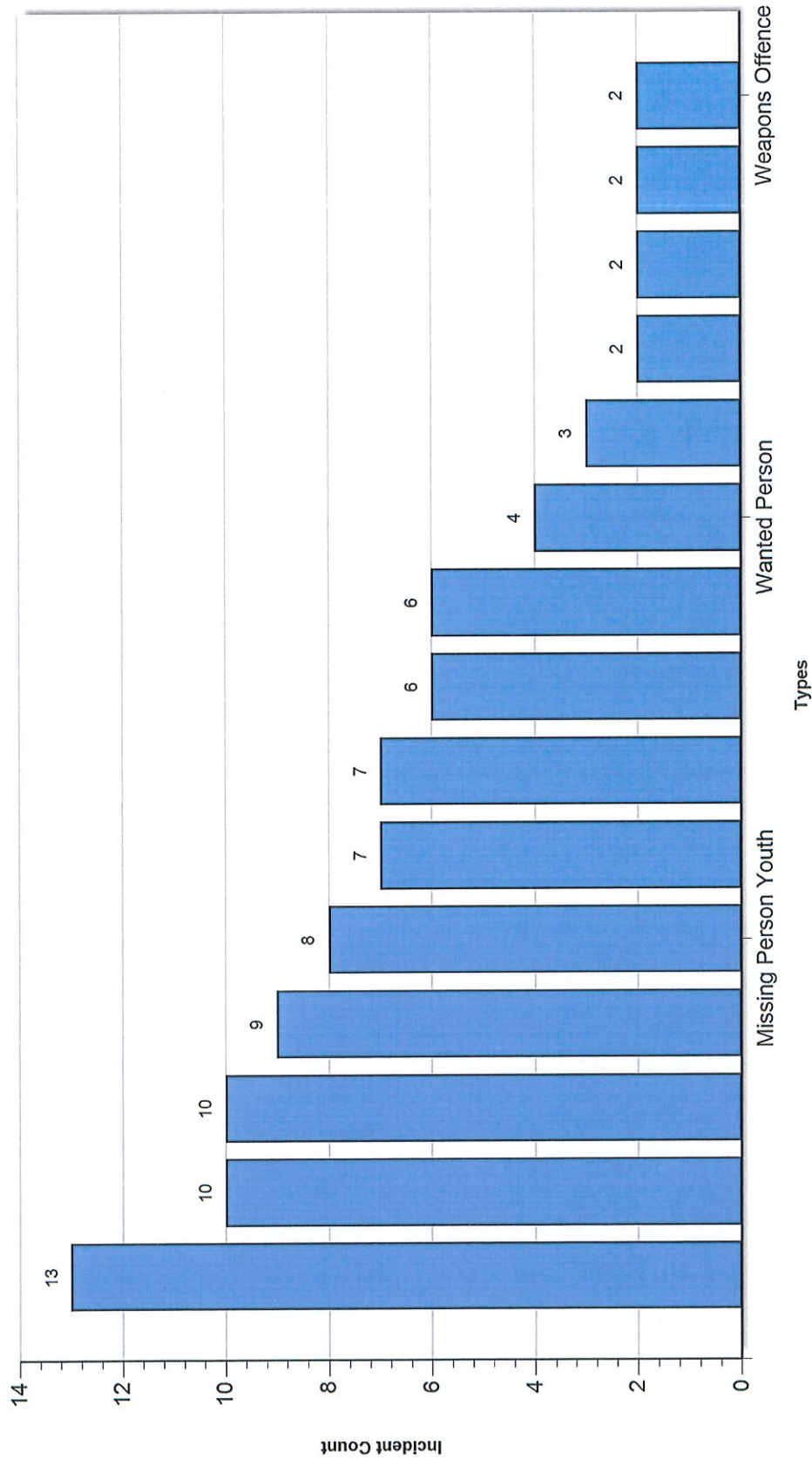


Total number of Incidents represented = 80

Filter Settings	
Date: Start: 01/10/2024 00:00:01. End: 01/01/2025 00:00:01	
Area: (Holway, Holywell)	
Type: (ABC Contract, Aggressive Behaviour, Alarm Activation, Arrest Attempt, Arson, ASB, Assault, Assault on Person, Assisting Officer, Bail Conditions, Begging, Bomb Threat, BOTD, Breach of Bail, Burglary, CBO, Collapse, Common Assault, Concern for Safety, Concern for Welfare, County Lines, Covid 19 Regulations, CPN Criminal Protection Notice, Criminal Assault, Criminal Damage, Dangerous Driving, Domestic, DQ Driver, Drugs, Drugs Possession, Drunk and Disorderly, Fail to Stop, Fighting, Fire, Firearm, Fireworks, Flytipping, For Person, For Vehicle Fraud, Gang Related, General Obs, Graffiti, Harassment, Hate Crime, Highway Disruption, Hoax Call, Intelligence Gathering, Itinerants, Kidnapping, Known Offender, Lost Property, Medical Emergency, Misper, Missing Person Adult, Missing Person Child, Missing Person Youth, Murder, Not in Use (Formerly Footage Request), Not in Use (Formerly Footage Review), Other, Other Theft, Person Obs, Possible Fire Incident, Potential Incident, Powercut, Protest, Public Order, Racial Incident, Request of Police Officer, RIPA, Road Related Offence, Robbery, Rough Sleepers, RTC, Section 5 Driver, Section 5A Driver, Sexual Conduct, Shoplifting, Shopwatch, Stalking, Streetscene, Subject Access Request, Suspicious Activity, Suspicious Circumstances, Suspicious Person, Suspicious Vehicle, Theft, Theft from Motor Vehicle, Theft from Person, Threatening Behaviour, Traffic Offences, Trespass, UTMV, Vandalism, Vehicle Obs, Wanted Person, Weapons Offence, Wounding)	
Proactive Work: False	
Ongoing Work: False	
Police Informed: False	
Police Caution: False	
Arrest: False	
No Further Action: False	
Other: False	
Hidden Logs: Don't Show	

Chart Data	
Types	Incident Count
ASB	21
Domestic	10
For Person	8
Criminal Damage	7
Public Order	5
Road Related Offence	5
Shoplifting	4
Concern for Welfare	4
Missing Person Youth	4
For Vehicle	3
Fireworks	2
Medical Emergency	2
Suspicious Circumstances	2
Theft	2
Theft from Motor Vehicle	1

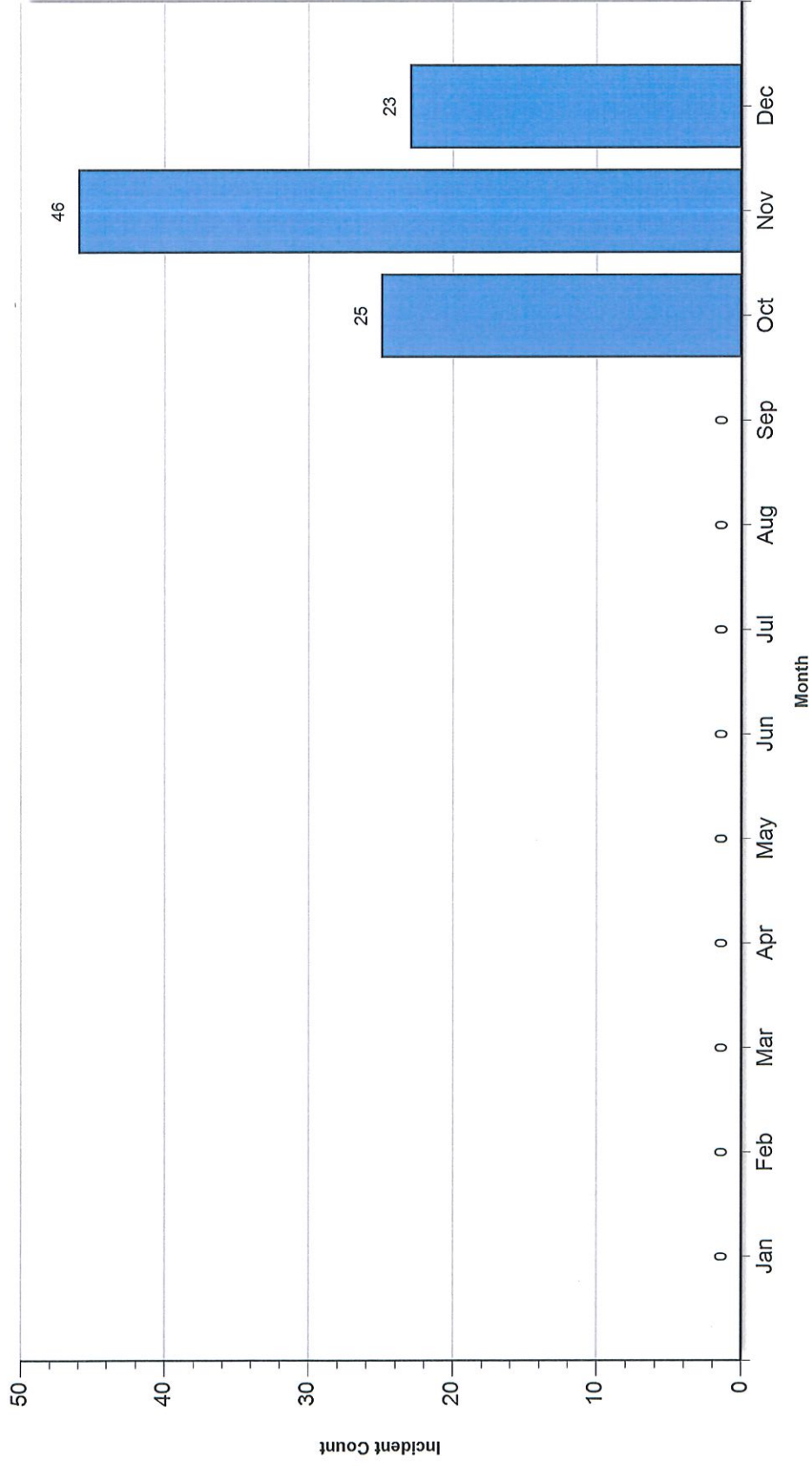
Chart Showing Frequency Of Incident Count vs Top 15 Incident Types

**Total number of incidents represented = 91**

Filter Settings	
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Area: (Holway,Holywell)	
Type: (ABC Contract,Aggressive Behaviour,Alarm Activation,Arrest Attempt,Arson,ASB,Assault,Assault on Person,Assisting Officer,Bail Conditions,Begging,Bomb Threat,BOTD,Breach of Bail,Burglary,CBO,Collapse,Common Assault,Concern for Safety,Concern for Welfare,County Lines,Covid 19 Regulations,CPN Criminal Protection Notice,Criminal Assault,Criminal Damage,Dangerous Driving,Domestic,DQ Driver,Drugs,Drugs Possession,Drunk and Disorderly,Fail to Stop,Fighting,Fire,Firearm,Fireworks,Flytipping,For Person,For Vehicle,Fraud,Gang Related,General Obs,Graffiti,Harrasment,Hate Crime,Highway Disruption,Hoax Call,Intelligence Gathering,Itinerants,Kidnapping,Known Offender,Lost Property,Medical Emergency,Misper,Missing Person Adult,Missing Person Child,Missing Person Youth,Murder,Not in Use (Formerly Footage Request),Not in Use (Formerly Footage Review),Other,Other Theft,Person Obs,Possible Fire Incident,Potential Incident,Powercut,Protest,Public Order,Racial Incident,Request of Police Officer,RIPA,Road Related Offence,Robbery,Rough Sleepers,RTC,Section 5 Driver,Section 5A Driver,Sexual Conduct,Shoplifting,Shopwatch,Stalking,Streetscene,Subject Access Request,Suspicious Activity,Suspicious Circumstances,Suspicious Person,Suspicious Vehicle,Theft,Theft from Motor Vehicle,Theft from Person,Threatening Behaviour,Traffic Offences,Trespass,UTMV,Vandalism,Vehicle Obs,Wanted Person,Weapons Offence,Wounding)	
Proactive Work: False	
Ongoing Work: False	
Police Informed: False	
Police Caution: False	
Arrest: False	
No Further Action: False	
Other: False	
Hidden Logs: Don't Show	

Chart Data	
Types	Incident Count
For Person	13
For Vehicle	10
ASB	10
Criminal Damage	9
Missing Person Youth	8
Public Order	7
Concern for Welfare	7
Road Related Offence	6
Domestic	6
Wanted Person	4
Assault	3
Suspicious Circumstances	2
Suspicious Activity	2
Section 5 Driver	2
Weapons Offence	2

Monthly Trend Chart

**Total number of Incidents = 94**

Filter Settings

Date: Start: 01/10/2024 00:00:01, End: 01/01/2025 00:00:01

Area: (Holway, Holywell)

Type: (ABC Contract, Aggressive Behaviour, Alarm Activation, Arrest Attempt, Arson, ASB, Assault, Assault on Person, Assisting Officer Bail Conditions Begging, Bomb Threat, BOTD, Breach of Bail, Burglary, CBO, Collapse, Common Assault, Concern for Safety, Concern for Welfare, County Lines, Covid 19 Regulations, CPN Criminal Protection Notice, Criminal Assault, Criminal Damage, Dangerous Driving, Domestic, DQ Driver, Drugs, Drugs Possession, Drunk and Disorderly, Fail to Stop, Fighting, Fire, Firearm, Fireworks, Flytipping, For Person, For Vehicle, Fraud, Gang Related, General Obs, Graffiti, Harassment, Hate Crime, Highway Disruption, Hoax Call, Intelligence Gathering, Itinerants, Kidnapping, Known Offender, Lost Property, Medical Emergency, Misper, Missing Person Adult, Missing Person Child, Missing Person Youth, Murder, Not in Use (Formerly Footage Request), Not in Use (Formerly Footage Review), Other, Other Theft, Person Obs, Possible Fire Incident, Potential Incident, Powercut, Protest, Public Order, Racial Incident, Request of Police Officer, RIPA, Road Related Offence, Robbery, Rough Sleepers, RTC, Section 5 Driver, Section 5A Driver, Sexual Conduct, Shoplifting, Shopwatch, Stalking, Streetscene, Subject Access Request, Suspicious Activity, Suspicious Circumstances, Suspicious Person, Suspicious Vehicle, Theft, Theft from Motor Vehicle, Theft from Person, Threatening Behaviour, Traffic Offences, Trespass, UTMV, Vandalism, Vehicle Obs, Wanted Person, Weapons Offence, Wounding)

Proactive Work: False
Ongoing Work: False
Police Informed: False
Police Caution: False
Arrest: False
No Further Action: False
Other: False
Hidden Logs: Don't Show

Chart Data

Month	Incident Count
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Jan	0
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Feb	0
-----	---

Mar	0
-----	---

Apr	0
-----	---

May	0
-----	---

Jun	0
-----	---

Jul	0
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Aug	0
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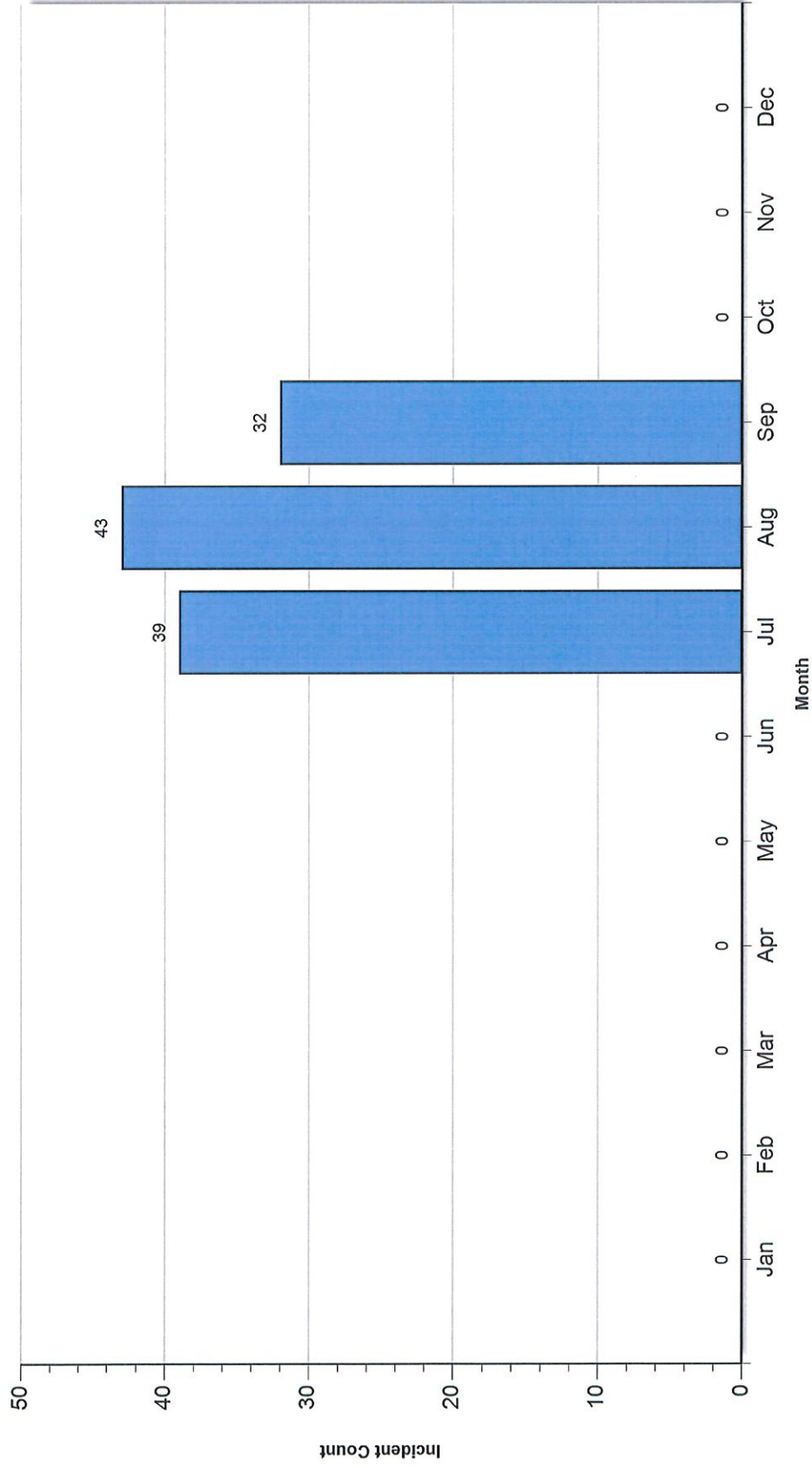
Sep	0
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Oct	25
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Nov	46
-----	----

Dec	23
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Monthly Trend Chart



Total number of Incidents = 114

Filter Settings

Date: Start: 01/07/2024 00:00:01. End: 01/10/2024 00:00:01

Area: (Holway,Holywell)

Type: (ABC Contract,Aggressive Behaviour,Alarm Activation,Arrest Attempt,Arson,ASB,Assault,Assault on Person,Assisting Officer,Bail Conditions,Begging,Bomb Threat,BOTD,Breach of Bail,Burglary,CBO,Collapse,Common Assault,Concern for Safety,Concern for Welfare,County Lines,Covid 19 Regulations,CPN Criminal Protection Notice,Criminal Assault,Criminal Damage,Dangerous Driving,Domestic,DQ Driver,Drugs,Drugs Possession,Drunk and Disorderly,Fall to Stop,Fighting,Fire,Firearm,Fireworks,Flytipping,For Person,For Vehicle,Fraud,Gang Related,General Obs,Graffiti,Harrasment,Hate Crime,Highway Disruption,Hoax Call,Intelligence Gathering,Itinerants,Kidnapping,Known Offender,Lost Property,Medical Emergency,Mispr,Missing Person Adult,Missing Person Child,Missing Person Youth,Murder,Not in Use (Formerly Footage Request),Not in Use (Formerly Footage Review),Other,Other Theft,Person Obs,Possible Fire Incident,Potential Incident,Powercut,Protest,Public Order,Racial Incident,Request of Police Officer,RIPA,Road Related Offence,Robbery,Rough Sleepers,RTC,Section 5 Driver,Section 5A Driver,Sexual Conduct,Shoplifting,Shopwatch,Stalking,Streetscene,Subject Access Request,Suspicious Activity,Suspicious Circumstances,Suspicious Person,Suspicious Vehicle,Theft,Theft from Motor Vehicle,Theft from Person,Threatening Behaviour,Traffic Offences,Trespass,UTMV,Vandalism,Vehicle Obs,Wanted Person,Weapons Offence,Wounding)

Proactive Work: False

Ongoing Work: False

Police Informed: False

Police Caution: False

Arrest: False

No Further Action: False

Other: False

Hidden Logs: Don't Show

Chart Data	
Month	Incident Count
Jan	0
Feb	0
Mar	0
Apr	0
May	0
Jun	0
Jul	39
Aug	43
Sep	32
Oct	0
Nov	0
Dec	0