

## **WYCHAVON CCTV CODE OF PRACTICE**

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## **Introduction**

- 1.1 A closed circuit television (CCTV) system operates in the central areas of Broadway, Droitwich, Evesham, and Pershore and at the Westlands Centre in Droitwich. It operates 24 hours a day, every day of the year.
- 1.2 The owner of the system is Wychavon District Council, and responsibility for day to day management rests with Mrs Sheena Jones, Support Services Manager, supervised by Mr Ian Marshall, Head of Legal & Support Services.
- 1.3 Copyright and ownership of all material recorded by the Wychavon CCTV system will remain with the District Council.
- 1.4 The CCTV system is registered with the Data Protection Commissioner under the provisions of the Data Protection Act.
- 1.5 Retail radio links are also connected to the CCTV Control Room, which can receive and make calls. The retail radio scheme is coordinated by West Mercia's Local Policing Teams in each of the 3 towns of Droitwich, Evesham and Pershore.
- 1.6 A secure video link is also provided, which enables images from the cameras to be fed direct to the West Mercia Police control room in Worcester and to Evesham Police Station. Control of the cameras remains in the Wychavon CCTV room.
- 1.7 The Council also has regulated access to the Airwave radio system thereby enhancing communication links with the West Mercia Police.

## **2. Objectives**

- 2.1 The objectives of the CCTV system are:
  - to help in the prevention of crime
  - to help reduce the fear of crime
  - to facilitate the apprehension and prosecution of offenders in relation to crime and public order
- 2.2 The system will not be used to enforce minor breaches of traffic laws.
- 2.3 The Code of Practice is supplemented by a separate procedural manual, based on the Code, which governs the operation of the CCTV system, which is not a public document.

### **3. Operation of the Code of Practice and the Procedural Manual**

- 3.1 Any major changes to the Code (ie such as will have a significant impact on the Code of Practice or the operation of the system) will take place only after consultation with relevant interest groups and the agreement of all organisations with a participatory role in the operation of the system. [These are currently Wychavon District Council and West Mercia Police.]
- 3.2 A minor change, eg for clarification, may be agreed between senior representatives of Wychavon District Council and West Mercia Police.
- 3.3 Both Wychavon District Council and West Mercia Police will comply with the Code of Practice in operating and using the CCTV system.
- 3.4 The Code of Practice will be reviewed annually.
- 3.5 Changes to the Procedural Manual will be made if they are necessary following changes to the Code of Practice, or if there are changes in operational arrangements between West Mercia Police, Wychavon District Council and the Monitoring Company (currently Legion Group).

### **4. Monitoring Principles**

- 4.1 The system will be operated fairly, within the law, and only for the purposes for which it was established or which are subsequently agreed in accordance with this Code of Practice.
- 4.2 The system will be operated with due regard to the principle that everyone has the right to respect for his or her privacy and family life and their home.
- 4.3 Throughout this Code of Practice it is intended, as far as reasonably possible, to offer a balance between the objectives of the CCTV system and the need to safeguard the individuals right to privacy.
- 4.4 Participation in the system by any local organisation, authority or individual assumes an agreement by all participants to comply fully with this Code.
- 4.5 The monitoring room is located at Wychavon Civic Centre. The CCTV equipment records all cameras simultaneously.
- 4.6 CCTV Operators are able to record images from selected cameras in real time, produce hard copies or recorded images, replay or copy any pre-recorded data at their discretion and in accordance with the Code of Practice.
- 4.7 Any request from an individual for the disclosure of personal data which he/she believes is recorded by the system will be directed to the Support Services Manager.

4.8 The principles of Human Rights Legislation and the Data Protection Act will be followed in respect of every request.

5. **CCTV Monitoring Room – Operation and Access**

5.1 Authorised persons (see 6.1) will normally be present whenever the monitoring equipment is being used.

5.2 All recorded material will be processed and handled strictly in accordance with this Code of Practice and the Procedural Manual, and in accordance with the principles of the Data Protection Act.

5.3 Visits to the CCTV monitoring room may take place in order to deal with queries from members of the public (eg question regarding privacy) and in the interests of openness and accountability. Any requests for visits must be directed to the Support Services Manager, and will be arranged strictly in accordance with this Code of Practice.

5.4 Visits by inspectors or auditors do not fall within the scope of the above paragraph, and may take place at any time.

5.5 All visitors to the CCTV monitoring room will be required to sign the visitors book.

5.6 Properly identified staff working on behalf of contractors responsible for maintaining/repairing the CCTV and other ancilliary equipment, and staff working for the Council's cleaning contractors, will be admitted to the room only in the presence of an authorised person.

5.7 The monitoring room will be secure at all times.

6. **Control and Operation of the Cameras**

6.1 Only those persons who hold front line licences for CCTV operation, as regulated by the Security Industry Authority, will be allowed to have access to the operating controls for monitoring purposes.

6.2 Other authorised persons may have access to the operating controls but for non-monitoring purposes only. [Appendix A lists the authorised persons.]

6.3 Any person operating the cameras will act with utmost integrity at all times.

6.4 Every use of the cameras will accord with the purposes and key objectives of the system and shall comply with this Code of Practice and procedural manual.

6.5 Camera operators should not exercise prejudices which may lead to complaints of the system being used for purposes other than those for which it is intended. The operators may be required to justify their interest in, or recording of, any particular individual, group of individuals or property at any time by virtue of the audit of the system or by the system manager.

6.6 Cameras should not be used to look into private property.

#### Operation of the System by the Police

6.7 Under extreme circumstances the Police may make a request to assume control of the CCTV System to which this Code of Practice applies. Such requests should be made on the written authority of a police officer not below the rank of Inspector, it can only be agreed on the written authority of Wychavon District Council's Head of Legal & Support Services or their nominated deputy or person of equal standing.

6.8 In the event of such a request being permitted, the Monitoring Room will continue to be staffed, and equipment operated by, only those personnel who are authorised to do so.

6.9 In exceptional circumstances, a request may be made for the Police to take control of the System in its entirety, including the staffing of the monitoring room and personal control of all associated equipment to the exclusion of all representatives of Wychavon (the owner of the system). Any such request for total exclusive control must be made in writing by a police officer not below the rank of Assistant Chief Constable, or person of equal standing. Again this can only be agreed on the written authority of Wychavon District Council's Head of Legal & Support Services or their nominated deputy, or person of equal standing.

#### **7. Management of Recorded Material and Video Prints** (including requests for the release of personal data)

7.1 "Recorded Material" means any material recorded by, or as the result of, technical equipment which forms part of the Wychavon Closed Circuit Television System, and includes images recorded on videotape or by way of video copying, including video prints.

7.2 Every means of video recording must be treated strictly in accordance with this Code of Practice and the Procedural Manual from the moment it is delivered to the monitoring room until its final destruction. Every movement and usage of such material will be recorded.

7.3 Access to, and the use of, recorded material and any associated documentation no matter how held will be strictly for the purposes defined in this Code of Practice only.

7.4 Recorded material will not be copied, sold, otherwise released or used for commercial purposes or for the provision of entertainment.

#### Release of Data to a Third Party

7.5 Every request for the release of personal data generated by the Wychavon CCTV system will be channelled through the Support Services Manager.

- 7.6 Members of the police service or other agency having a statutory authority to investigate and/or prosecute offences may release details of recorded information to the media to achieve the objectives of the CCTV system only. Prior request for such release must be made to the Support Services Manager or in her absence, the Head of Legal & Support Services.
- 7.7 "Real" video footage may be used for the training and education of those involved in the operation and management of CCTV systems and those involved in the investigation, prevention and detection of crime. Material recorded by virtue of this CCTV system will only be used for such bona fide training and education purposes.
- 7.8 Tapes will not be released to any person apart from the Police in the absence of a Court Order.

#### Provision and Retention of Tapes and Recording Policy

- 7.9 The only video tapes to be used with the system will be those specifically provided in accordance with the Procedural Manual.
- 7.10 Recorded tapes will be kept for a minimum period of 28 days. Before reuse or destruction, each tape will be magnetically erased.
- 7.11 Videotapes will be used in accordance with the procedural manual. At the conclusion of their life within the CCTV system they will be destroyed.
- 7.12 Each tape will have a unique tracking record which will be kept for at least 3 years after the tape has been destroyed.
- 7.13 Subject to the equipment functioning correctly, images from every camera will be recorded throughout every 24 hour period in time lapse mode through digital multiplexers onto three hour S VHS video tapes. Images from selected cameras will be recorded in real time at the discretion of the CCTV operators or as directed by the Support Services Manager.
- 7.14 In the event of a tape being required for evidential purposes the procedures outlined in the Procedural Manual will be strictly complied with.
- 7.15 Video prints, which are a copy of an image from video tape, will not be taken as a matter of routine. They will not be kept any longer than is necessary in accordance with this Code of Practice.
- 7.16 A record will be kept of any prints made, in accordance with the Procedural Manual.
- 7.17 The CCTV equipment may be used to view images from a third party's system only with prior written permission of the third party, in accordance with the objectives of the scheme, and in connection with a matter being investigated by the Police.

## 8. Accountability and Public Information

- 8.1 Access to the CCTV monitoring room is restricted in accordance with this Code of Practice for reasons of security and confidentiality. However, in the interests of openness and accountability, anyone wishing to visit the room may be given permission to do so, subject to the approval of, and after making prior arrangements with, the Support Services Manager.
- 8.2 Cameras will not be used to look into private residential property. "Privacy zones" may be programmed into the system as appropriate to ensure the interior of any private residential property within range of the system is not surveyed by the cameras. These zones will be reviewed on a regular basis by authorised Wychavon employees (see Appendix A).
- 8.3 A member of the public wishing to register a complaint about any aspect of the Wychavon CCTV System may do so by contacting the Council's Head of Legal & Support Services. Any such complaint will be dealt with in accordance with the existing Wychavon District Council complaints procedure.

### Management Arrangements

- 8.4 The Head of Legal & Support Services being the nominated representative of the system owners, will have unrestricted personal access to the CCTV monitoring room and will be responsible for receiving regular and frequent reports from the manager of the system.
- 8.5 The Council's Executive Board has responsibility for receiving and considering reports on the operation of the CCTV system.
- 8.6 Formal consultation will take place between the owners and the managers of the system with regard to all aspects, including this Code of Practice and the procedural manual.
- 8.7 The Support Services Manager will have day-to-day responsibility for the system as a whole.
- 8.8 The system will be audited by Wychavon District Council's Head of Housing and Revenues, (or nominated deputy whose organisation level of responsibility is at least equal to that of the system manager, but not the system manager).
- 8.9 The Wychavon Policing Matters Group will act as external, independent inspectors of the system.

### Complaints

- 8.10 Statistical and other relevant information, including any complaints made, will be included in the Annual Report of Wychavon CCTV which will be made publicly available.

## Public Information

8.11 **Code of Practice:** A copy of the Code of Practice, will be made available to anyone requesting it. Additional copies are be lodged at public libraries, and police stations at Broadway, Droitwich, Evesham and Pershore. Copies are available at the Civic Centre in Pershore and at the Community Contact Centres in Droitwich and Evesham. It is also available on the Wychavon website [www.wychavon.gov.uk](http://www.wychavon.gov.uk).

8.12 **Annual Report:** A copy of the annual report will also be made available to anyone requesting it. Additional copies will be lodged at the same places as for the Code of Practice.

8.13 **Signs:** Signs will be placed in the locality of the cameras and at main entrance points to the relevant areas. The signs will indicate:

- (a) The presence of CCTV monitoring;
- (b) The “ownership” of the system, ie Wychavon District Council and
- (c) Contact telephone number of the “data controller” of the system.

8.14 **Information Commissioner:** The Office of the Information Commissioner regulates and enforces the Data Protection Act. The contact details are:

Address: The Information Commissioner’s Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Website: [www.ico.gov.uk](http://www.ico.gov.uk)

Tel No’s: 08456 306060 or 01625 545745

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**CCTV CODE OF PRACTICE – LIST OF AUTHORISED PERSONS**

as per paragraphs 6.1 and 6.2 of Code of Practice

**Operating Staff – Allowed to use controls for monitoring purposes as per para 6.1**

Properly uniformed staff of the operating company, currently Legion Group, wearing an ID card permitting them access to the CCTV room. Such staff to be holders of valid Security Industry Authority front line licences for CCTV operations.

**Other persons allowed to use controls but for non-monitoring purposes as para 6.2**

**(a) Wychavon District Council**

Ian Marshall – Head of Legal & Support Services

*[Any reference of the Head of Legal & Support Services in this Code of Practice will, in his absence, be deemed to be a reference to the Managing Director of Wychavon District Council]*

Sheena Jones – Support Services Manager  
Nigel Jancey – Administration & Finance Officer  
Dana Coulson – Admin & Finance Supervisor

**(b) West Mercia Constabulary**

Properly badged and identified police staff.

**(c) Contractors**

Properly badged and identified staff working on behalf of contractors responsible for the maintenance, repairing or installation of the CCTV system.