



CCTV Code of Practice

Incorporating Public Static Camera Scheme, Leisure Centres, Parks, Waste Service Vehicles and Lichfield District Council Depot, Lichfield District Council Offices, Body Worn Cameras and Fly Tipping Cameras

February 2017

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A CODE OF PRACTICE FOR

LICHFIELD DISTRICT COUNCIL CCTV SYSTEMS

1 CODE OF PRACTICE INTRODUCTION

This Code of Practice reflects the Council's adoption of and compliance with the Surveillance Code of Practice published by the Home Office June 2013 and the principles of surveillance by consent which are set out within that code.

This code of practice covers the following areas Public Static Camera Scheme, District Council offices, Leisure centres, Waste Service Vehicles and Lichfield District Council Depot.

For all enquiries about the Code of Practice, please telephone the Council's Solicitor, at Lichfield District Council, on (01543) 308002.

For the purpose of these Codes of Practice the following systems together will collectively be known as the CCTV systems.

- Public Static CCTV system
- Waste Vehicle CCTV
- District Council Depot CCTV
- Leisure centre CCTV
- District Council CCTV
- Body worn cameras
- Fly tipping surveillance Cameras
- Parks

2 PURPOSE STATEMENTS

The purpose of this code of practice is to ensure that the CCTV systems are used effectively and that their use complies with the current relevant legislation.

The systems will not be used for any other purpose than those set out in this document without prior approval of the Council's Employee Liaison Group and in accordance with legislation. This Code is to ensure that the Council, staff involved in managing operating and running the system, and the public, are protected from inappropriate operation of the CCTV system.

When clarification is required as to the extent and meaning of this Code of Conduct, employees should seek the view of the Chairman of the Employee Liaison Group or the Council's Solicitor. This Code of Conduct is available on the Council's Intranet

Description of systems and identification of responsibilities

2.1 Public Static CCTV system

Three Spires Control Room, Gresley Row, Lichfield, operate the CCTV cameras in partnership with Lichfield District Council and are jointly responsible for the fair and effective operation of all aspects of the CCTV service.

The Code is also supported by an Operational Manual for staff operating the system. Only CCTV Staff, The Three Spires Manager, the operator company and the relevant Lichfield District Council Manager has authorised routine access to the CCTV Control Centre. Daily management of the system lies with the Control room manager.

The System comprises of a number of colour and monochrome cameras and is operated from a Control Room located at the Three Spires Shipping Centre, Gresley Row, Lichfield. The images from these cameras are recorded and monitored 24 hours a day, 365 days a year. All recorded material is the property of Lichfield District Council, which retains copyright.

2.2 Waste Vehicle CCTV

This system consists of colour cameras mounted upon the waste vehicles utilised by Lichfield District Council and Tamworth Borough Council, through its Joint Waste Service.

The day-to-day management of the CCTV systems mounted on the fleet vehicles is the responsibility of the Streetscene and Fleet Manager. It is the responsibility of this postholder to ensure that cameras and recording systems are working.

The cameras record whilst the vehicles are in use. All recorded material is the property of Lichfield District Council, which retains copyright.

2.3 District Council Depot CCTV

This system consists of CCTV cameras monitoring the outside of the depot building (gate, car park, fuel store) and inside the depot itself and related buildings.

Day to day management of the District Council Depot is the responsibility of the Streetscene and Fleet Manager.

The images from these cameras are recorded 24 hours a day, 365 days a year. They are monitored by a 3rd party alarm receiving centre. All recorded material is the property of Lichfield District Council, which retains copyright.

2.4 Leisure Centre and Parks CCTV

This covers systems in Beacon Park and the following leisure centres:

Burntwood Leisure Centre, High St, Chasetown, Burntwood WS7 3XH
King Edward VI Leisure Centre, King's Hill Road, Lichfield WS14 9DE
Friary Grange Leisure Centre, Eastern Avenue, Lichfield WS13 7SQ

The cameras in each Leisure centre are located in the public areas but not within the changing rooms.

The camera at Beacon Park is located on the main office building as security and is a requirement of the HLF grant.

Day to management of the Leisure centre CCTV is the responsibility of the individual centre managers and Beacon Park CCTV is the responsibility of the Greens and Open Spaces Strategic Manager.

The images from these cameras are recorded 24 hours a day, 365 days a year. These cameras are monitored on site in staff areas. All recorded material is the property of Lichfield District Council, which retains copyright.

2.5 District Council Offices CCTV

This system consists of cameras in and around the Frog Lane Offices. The responsibility for their management lies with the Council's Solicitor, Lichfield District Council. The images from these cameras are recorded 24 hours a day, 365 days a year. These cameras are not monitored. All recorded material is the property of Lichfield District Council, which retains copyright.

2.6 Body Worn Cameras (BWC)

These cameras are worn by Environmental Health officers whilst on visits. These cameras are used to record incidents where a member of the public is confrontational. Recording is stopped at the end of the visit. All recorded material is the property of Lichfield District Council, which retains copyright.

2.7 Fly Tipping Surveillance Cameras

This system consists of battery powered cameras which are portable and moved to fly tipping hotspots. These cameras are motion activated and recording takes place for a set period of time following activation. All recorded material is the property of Lichfield District Council, which retains copyright.

3 MEETING THE 12 PRINCIPLES

The Codes of Practice have been set out in the order of the 12 principles from the Surveillance Camera Commissioner Codes of Practice.

4 Principle 1 – Purpose, Aim, Pressing Need

Principle 1 : Use of a surveillance cameras system must always be for a specified purpose which is in pursuit of a legitimate aim and necessary to meet an identified pressing need.

4.1 CCTV Systems

The purpose and aims of these systems to meet a pressing need are to :-

- Protect areas and premises used by the public
- Deter and detect crime and anti-social behaviour
- Prevent fly tipping
- Assisting in the identification of offenders leading to their arrest and successful prosecution
- Reducing anti-social behaviour and aggressive begging
- Increasing public reassurance
- Encouraging better use of city facilities and attractions
- Maintaining and enhancing the commercial viability of the city and encouraging continued investment
- Improve public safety
- The CCTV system is provided to help the Council to meet its responsibilities under the Health and Safety at Work Act 1974 and to record evidence that might be used to investigate accidents, 'near-misses' or other incidents
- Complaints about the behaviour of members of the public towards staff; or
- Complaints made about the behaviour of staff on matters which affect the health and safety of any person or safety of equipment or the way it is used
- Discourage aggressive or violent behaviour towards staff
- Reassure employees that crime or aggressive or violent behaviour towards them will not be tolerated
- Assist staff in the safe operation of equipment and where appropriate assist in the training of staff
- Reduce the likelihood of vexatious or frivolous complaints from members of the public

4.2 Waste Vehicles

In addition to the above, aims and purposes of CCTV on Waste vehicles to meet a pressing need are to :-

- Help the Council to meet its responsibilities under the Health and Safety at Work Act 1974 and to record evidence that might be used to investigate accidents, 'near-misses' or other incidents
- Incidents that have caused harm to people or damage to property,
- Damage to the vehicle or an unexplained change in the condition of the vehicle; reported 'near misses';
- Incidents relating to allegations made by staff or members of the public of accidents, near misses or damage caused by the operations of, around, or condition of, the vehicle,
- Prevent and detect crime and anti-social behaviour targeted at the vehicle and staff

Investigations will:

- Assist the Council and its insurers to defend or progress insurance claims;
- Provide evidence to help understand the cause and seriousness of accidents or 'near misses'
- Help investigate reported breaches of the Health and Safety Policy and established working practices
- Provide evidence to resolve complaints, grievances or whistleblowing reports
- Provide evidence to support the inquiries of enforcement bodies.

Other benefits include:

- Reduced insurance premiums
- More effective management of insurance claims
- Enhanced vehicle security
- Better protection of staff and members of the public in the vicinity of the vehicle

5 Principle 2 – Privacy and Reviews

Principle 2 : The use of a surveillance camera system must take into account its effect on individuals and their privacy, with regular reviews to ensure its use remains justified.

5.1 CCTV Systems with the exception of waste services vehicles and body worn cameras.

We respect and support the individual's entitlement to go about their lawful business and this is a primary consideration in the operation of the System. Although there is inevitably some loss of privacy when CCTV cameras are installed, cameras will not be used to monitor the progress of individuals in the ordinary course of lawful business in the areas under surveillance. Individuals will only be monitored if there is reasonable cause to suspect that an offence has been or may be about to be committed.

1. The Control Centre Operators must only use the cameras to view public areas and not to look into the interior of any private premises or any other area where an infringement of privacy of individuals may occur (e.g. changing rooms) The only exceptions to this rule are first, if an authorised operation is mounted under the Regulation of Investigatory Powers Act (see paragraph 1.6) or an immediate response to a police or other enforcement agencies' request for assistance following a crime being committed, or if an Operator, whilst operating the cameras in accordance with this Code of Practice, nevertheless happens to observe something which she/he believes indicates that a serious crime is being, or is about to be committed in a non-public area.
2. Static Cameras must be positioned in such a way as not to view private areas
3. Any event where an Operator takes a decision positively to view or continue viewing a private area must be entered into the Incident Log. The details must include location, time, date, camera number and the reason for the observation. Operators will be required to justify their actions. Any breach of this condition of employment will result in disciplinary proceedings and may lead to the dismissal of the Operator.
4. A privacy impact assessment each camera in the system will be carried out and reviewed on a yearly basis by the Managers identified in Section 2 of the Policy.
5. The public are informed of a CCTV system being in operation through the use of appropriate signage throughout the monitored area.

5.2 Waste Services Vehicles

1. Privacy of the Public

We respect and support the public's entitlement to go about their lawful business without surveillance and this is a primary consideration in the operation of the system.

Although there is inevitably some loss of privacy when CCTV cameras are installed, cameras will not be used to monitor progress of individuals in the ordinary course of business in the area captured by the surveillance.

2. Surveillance of staff

The system is not provided and is not to be used for the routine monitoring and supervision of staff including monitoring productivity, or monitoring levels of customer service.

3. Camera Signage

The cameras are sited on the exterior of the vehicle in plain view. Their presence is advertised by clear signage on the vehicle. This will ensure that both the maximum deterrent value is achieved and that the public and staff are aware that they are in a monitored area. The cameras record only digital images and do not record sound.

5.3 Body Worn Cameras (BWC)

These cameras are worn by Environmental Health Officers (EHO) whilst on routine visits. Signage will be placed on or near the camera to alert the public to its presence. The cameras will only be activated in a situation where the officer feels threatened / intimidated and/or need to gather evidence.

A verbal warning should be given prior to activation of the BWC

Upon activation the EHO will inform the member of the public that:-

1. The camera is recording
2. Their name and the number of the case
3. The names of other persons present
4. That they are working on behalf of Lichfield District Council
5. They will also state the date, time and location

Recording should last for the length of the incident and there should be a new recording for each incident.

Upon returning to the office an incident log should be completed and the camera handed over to the designated officer in charge of collecting incident evidence to be downloaded. No individual EHO should download their evidence from their own cameras or tamper with evidence. If this were to occur the EHO would face Disciplinary proceedings. All evidence should be deleted from the camera once it has been downloaded.

6 Principle 3 – Transparency and Contact

Principle 3: There must be as much transparency in the use of a surveillance camera system as possible, including a published contact point for access to information and complaints.

6.1 Cameras and Signage

All cameras are sited so that they are clearly visible, although some are mounted within protective domes. No hidden cameras will be used (except for Fly Tipping cameras), nor will the Scheme utilise any non-functioning or 'dummy cameras'.

Publicity will be given to the system by clear signing within the monitored area. This will ensure that both the maximum deterrent value is achieved and that the public are clearly aware when they are in a monitored area. The system will not record sound in public places with the exception of BWC. BWC will also have clear signage on the uniform of the attending EHO.

Moveable cameras used for monitoring fly tipping will be discreetly located but signage will be in the area.

If any re-deployable CCTV cameras are used then these are normally mounted on posts and send their images back to the CCTV Control Room via an encrypted radio signal. The use of these cameras is governed in exactly the same way as the fixed position cameras and they will be operated in accordance with this Code of Practice.

6.2 Access to information

Copies of the Code of Practice will be made available for public inspection at all Council reception points, public libraries and on the Council's Website <https://www.lichfielddc.gov.uk>

The point of contact is the Council's Solicitor at Lichfield District Council, on (01543) 308002.

6.3 Complaints

The Council's formal complaints procedure covers complaints concerning the operation of CCTV. <https://www.lichfielddc.gov.uk/Council/Voice-it/Complaints-suggestions-and-compliments-form.aspx>

6.4 Transparency

Statistics on the use of the cameras within the system e.g. number of requests for information, use of recordings as evidence and the number of incidents dealt with by the CCTV system should be recorded and made available to the public through the Lichfield District Council Website and at the council reception desk.

7 Principle 4 - Accountability

Principle 4: There must be clear responsibility and accountability for all surveillance camera system activities including images and information collected, held and used.

7.1 Public Static CCTV System

Overall responsibility for the static CCTV system lies with the Technical Assistant at Lichfield District Council, on 01543 687546.

The daily responsibility for the system lies with the Control Room Manager.

7.2 Waste Services Vehicles and District council depot

The day-to-day management of the CCTV systems mounted on the fleet vehicles and the CCTV in and around the council depot is the responsibility of the Streetscene and Fleet Manager. It is the responsibility of this postholder to ensure that cameras and recording systems are working.

7.3 Leisure Centres and Parks

Overall responsibility for the Lichfield Leisure Centres lies with the Area Manager on 01543 308843. Overall responsibility for Burntwood Leisure Centre rests with the Burntwood Leisure Centre Manager on 01543 308825.

Daily responsibility for the Leisure Centre systems lie with the duty manager

Responsibility for the CCTV camera at Beacon Park lies with the Greens and Open Spaces Strategic Manager on 01543 308016.

7.4 Body worn cameras and Fly tipping cameras

Responsibility lies with the Head of Regulatory Services, Housing and Wellbeing for the maintenance and use of these cameras on 01543 308741.

Those identified above are also responsible for the development and operation of each surveillance camera system, for ensuring there is appropriate consultation and transparency over its purpose, deployment and for reviewing how effectively it meets its purpose

8 Principle 5 – Polices for Use

Principle 5: Clear rules, policies and procedures must be in place before a surveillance camera system is used, and these must be communicated to all who need to comply with them

8.1 Public Static CCTV System

8.1.1 Staffing

The Control Centre will be operated on a 24-hour basis. Staff are employed under contract by Three Spires Shopping Centre “the employer” and are appointed subject to approved vetting procedures, to ensure their suitability for the work. The employer will require that the operator company (currently G4S) ensure that all Operators are trained to a proficient level and are licensed by the Security Industry Authority before they are allowed to take up an operational position in the Control Room.

Training will include:

- Use of equipment
- Observation techniques
- Council procedures and record keeping
- Report procedures and action on incidents
- Evidence handling
- Actions in the event of an emergency
- Legislation and crime prevention
- Operational exercises

A suitably qualified member of the CCTV staff or G4S will supervise all training at all times. The Employer will also ensure that all Control Room Operators are provided with annual “Refresher Training” to ensure that the highest operating and management standards are maintained. The Employer will ensure that training records are maintained for each member of staff employed in the Control Centre. The conditions of employment will require a “Confidentiality Clause” which prohibits public and private disclosure of information obtained during monitoring. This clause will be effective both during and after staff service on the scheme.

The Employer (Three Spires Shopping Centre), the operator company (G4S) and the Council all reserve the right to exclude permanently from the Control Centre, and/or require the dismissal of, any Operator who is in breach of this Code. Staff will be required to provide the Police from time to time with statements required for evidential purposes.

8.1.2 Operating Efficiency

The Control Centre Duty Operators will confirm daily the operational efficiency of the system and the link to the Police. Any defects will be reported to the Council. They will be logged and remedial action will be taken as quickly as possible. At all times there will be at least one person remaining in the Control Centre. All use of the cameras shall accord with the purposes and key objectives of the Scheme as developed in training and specific operating instructions to staff, and shall comply with the Code of Practice.

Images and records will be reviewed periodically, and without prior notice to staff, by the Employer and audited by the Council to ensure that this is happening. Staff will be aware that they will be subject to this audit of their recordings and will be required to justify their interest in a member of the public or particular premises. In the event of an emergency requiring evacuation of the Control Centre, procedures will be put into operation to ensure the continued operation and security of the system.

8.1.3 Access

The Control Centre door has an access control system and will remain secured at all times. Routine access to the Control Centre will be limited to:

- Duty CCTV staff
- Designated officers of the Council
- Designated police officers
- Police officers who have been authorised by the Police Duty Officer and by prior arrangement with the CCTV Manager or duty CCTV staff

8.1.4 Visitors

Organised visits for viewing the operation of the system will be arranged from time to time, but these may be subject to change or termination at short notice to meet operational requirements. Operation of equipment will only be carried out by the duty staff. All other persons wishing to visit the Control Centre must make their request to the relevant Lichfield District Council Manager. Visitors may be asked to make their request in writing specifying the reasons for that request.

It is important that operations are managed with the minimum of disruption. Casual visits will not be permitted. All visitors will sign a log detailing their name, company, organisation, and their arrival times. This log will be subject to regular audit and assessed to ensure compliance with the Code of Practice and operating procedures.

8.1.5 Contractors

Access for contractors will be necessary from time to time for the purpose of maintaining the Control Centre and its equipment. This will be limited to that strictly necessary for the work. At no time will contractors be left unattended in the Control Centre. All contractors' visits will be logged.

8.1.6 Police

The Police should not require access to the Control Centre unless specifically designated or authorised. Police officers attending unexpectedly shall only be admitted after the purpose of the visit has been approved by contact with the Police Duty Officer or the CCTV Supervisor. Their attendance will be logged.

8.1.7 Control Centre Operation

There must always be at least one Operator present within the Control Centre. An Incident Log will be maintained on the basis of date and time of day throughout operation. It will give brief details of all incidents monitored and show all relevant actions taken by Operators.

A Visitor Log will be maintained in the Control Centre, which all visitors will be required to complete. The entry will show the time, duration, date and intended purpose of the visit. A Media Movement Log will be maintained.

8.2 Other Fixed Systems

The CCTV code of practice seeks to ensure that appropriate controls and processes are in place for the correct use of the images including data security. The application of the code of practice will be regularly reviewed by Management and Employee Liaison Group.

For these systems the designated management is the Streetscene and Fleet Manager (Vehicles and Depot), the Leisure Centre Managers, Green and Open Spaces Strategic Manager (Parks), the Solicitor (Frog Lane system)

Day to day control (specification, maintenance, access to equipment / software, system checks etc) will be managed by the relevant Manager. As such they are nominated as the Council's Data controller (and Deputy Data Controller for the Transport Officer). In their absence the role of data controller and deputy data controller will transfer to the Head of Service and the Health and Safety Manager.

Only the relevant Manager, Head of Service or Safety Manager will have access to the keys for the locked compartments containing video recorders.

In the case of the vehicle recorders, the data on the hard disk is encrypted and the footage can only be viewed with specific password protected software only available on the dedicated workstation for this purpose. It is the role of the Solicitor to ensure these passwords are kept private.

Only the relevant Manager, Head of Service or Safety Manager and Solicitor will have access to the software used to replay recordings.

Specific evidential material will be retained in a separate temporary file for the period of the investigation or prosecution and then be deleted. Details of viewing of digital images will be logged in the CCTV image access register which will be maintained by the Council's Solicitor.

8.3 Waste Services Vehicles

The CCTV code of practice seeks to ensure that appropriate controls and processes are in place for the correct use of the images including data security. The application of the code of practice will be regularly reviewed by Management and ELG. Day to day control (specification, maintenance, access to equipment/software, system checks etc) will be managed by the Streetscene and Fleet Manager and the Transport Officer. As such they are nominated as the Council's Data controller and Deputy Data Controller. In their absence the role of data controller and deputy data controller will transfer to the Council's Solicitor and Health and Safety Manager.

Only the Streetscene and Fleet Manager, the Transport Officer, Solicitor, or Health and Safety Manager will have access to the keys for the locked compartments on the vehicles. The data on the hard disk is encrypted and the footage can only be viewed with specific password protected software only available on the dedicated workstation for this purpose. It is the role of the Streetscene and Fleet Manager to ensure these passwords are kept private. Only the Streetscene and Fleet Manager, the Transport Officer, Solicitor or Health and Safety Manager will have access to the software.

Retaining Evidence

Specific evidential material will be retained in a separate temporary file stored in a password protected folder for the period of the investigation or prosecution and then be deleted. Details of viewing of digital images will be logged in the CCTV image access register which will be maintained by the Transport Officer

Environmental Health Cameras

The Body Cameras will only be operated if they see an incident taking place or there is a need to gather evidence due to threats or abuse.

9 Principle 6 – Information storage

Principle 6: No more images and information should be stored than that which is strictly required for the stated purpose of a surveillance camera system, and such images and information should be deleted once their purposes have been discharged.

9.1 CCTV System

Data / images will be stored for 30 days to allow time for any requests for information to be made. After the 30 day period all data / images will be deleted / destroyed.

Any information passed to the police will be signed for and will then become the responsibility of the police force to delete/ destroy once it has finished being used.

In certain circumstances images may be retained or copied for training, demonstration or evidential purposes. All other routine recordings will be retained for 30 days and then erased in accordance with defined operating procedures. Details of all reviewing of images will be recorded in the Third Party Viewing Log. The Council retains copyright of all images and would use this to restrain unauthorised use of them. This would remain the case even if the monitoring were being carried out by contractors.

9.2 Control of DVD/CD Media

All images reproduced on any media will remain the property of the Council. Each new downloaded recording must be clearly and uniquely marked before it is brought into operation.

At each use the identification number of the media, date, time of insertion and time of removal shall be noted in the Media Movement Log. Except for evidential, training and demonstration purposes media containing recordings must not be removed from the Control Centre under any circumstances. All media will be erased prior to disposal.

9.3 Copying Images

If after viewing the images, there is a requirement to copy the recording, in order to protect it and to provide it as evidence then one copy shall be provided for the requesting officer. A second copy will also be made and stored safely. This second copy may be used to make further copies if required.

Copies remaining in the possession of the Council will be destroyed once investigations and proceedings related to those investigations are complete.

If the request has come from an enforcement agency, or on advice of a solicitor or insurance company, then the master disk will be withdrawn from use and placed in the Council's safe until the investigations and proceedings related to the investigation are concluded.

Any media containing images should be uniquely marked and the number recorded for ease of identification

10 Principle 7 – Access to Retained Images

Principle 7: Access to retained images and information should be restricted and there must be clearly defined rules on who can gain access and for what purpose such access is granted; the disclosure of images and information should only take place when it is necessary for such a purpose or for law enforcement purposes.

CCTV Systems

10.1 DVD/CD Recording

Recorded materials may need to be submitted as evidence in criminal proceedings and therefore must be of good quality, and be accurate in content. All such material will be treated in accordance with strictly defined procedures to provide continuity of evidence and to avoid contamination of the evidence. The Control Centre system is supported by permanent digital recording for all cameras. Recorded material will not be sold or used for commercial purposes or the provision of entertainment.

The showing of recorded material to the public will only be allowed in accordance with the law; either in compliance with the needs of Police in connection with the investigation of a crime, which will be conducted in accordance with the provisions of this Code of Practice, or in any other circumstances provided by law.

10.2 Access to Images need to also use the image release form (Example in Appendix 1)

The principal external source of requests for access to images is expected to be from the Police or other enforcement agencies. The Duty Operators / points of contact may deal with these requests. Other requests for access, such as for monitoring traffic flows, must be made in writing to the relevant Lichfield District Council Manager, specifying the reasons for the request.

Such reviewing may be refused and if allowed must be directly supervised at all times. Access to images by third parties will not normally be allowed except where a formal agreement is in force relating to monitoring of third party cameras. There may be circumstances in which the Council is subject to a court order to release images in connection with civil disputes. These cases are likely to be unusual, but the Council would be unable to refuse to release material in these circumstances. Access to disc containing the images or video print image evidence for lawyers acting for defendants or victims in connection with criminal proceedings will be provided under the Disclosure of Evidence Act by the Police, Crown Prosecution Service or enforcement agency dealing with the case.

There may be a request under the Data Protection Act or the Freedom of Information Act to allow individuals to see or be informed about any data held about them. Since data is only stored for a maximum of 30 days it is vital that such requests are made in writing to the Council as quickly as possible but in any event within 21 days to allow the relevant data to be held.

No other access will be allowed unless approved by the relevant Lichfield District Council Manager and approval would only be given if the request falls within the purposes and objectives of the Scheme and in accordance with the Code of Practice.

10.3 Viewing images and the provision of Evidence

Images from the CCTV recordings will be viewed only in the following circumstances:

- For the purposes of investigating a specific incident identified by a date, time or location, and brought to the attention of the Council by a member of staff, a member of the public, or another organisation like the police.
- For the purposes of investigating the cause of damage to the vehicle when it is not clear how and when it was caused.

In the first instance, the images will be viewed only by the Council, unless the police, HSE, or other enforcement agency, have requested access for the purposes of detecting crime.

10.4 Process for Approving the Viewing of Images.

It is critical that a full and detailed record is kept of all viewings of the systems and all instances when images are used and that images are only viewed for the purposes described by this Code.

To arrange a viewing the “Access to CCTV – Image Request Form” (See appendix), must be completed.

The image request form must describe the following:

- The incident that is being investigated;
- The consequence of the incident, e.g. damage to vehicle, injury, near miss, claim against the Council, etc;
- The source of the report of the incident;
- The vehicle, date, time and location of the incident where known.

The form must also identify who is requesting the image to be reviewed. The employees listed on list 1 and list 2 can REQUEST to view CCTV images but must obtain APPROVAL from one of the post holders from list 3 - the approval list:

List 1 - Employees able to request to view CCTV images are:

Public static system	Waste vehicles and depot	Body worn cameras and fly tipping cameras	District Council offices
1. Technical Assistant, Operations 2. Control Room Manager 3. Duty Manager	1. Personnel Manager 2. Streetscene and Fleet Manager 3. General manager – Joint Waste Service 4. Operations Manager – Joint Waste Service	Principal EHO	Solicitor

List 2 - Employees able to request to view CCTV images relating to an accident or an incident resulting in an actual or potential insurance claim are:

Public static system	Waste Vehicles and Depot	Body worn cameras and fly tipping cameras	District Council offices
1. Insurance Officer 2. Health and Safety Manager	1. Transport Officer 2. Insurance Officer 3. Health and Safety Manager	1. Insurance Officer 2. Health and Safety Manager	1. Insurance Officer 2. Health and Safety Manager

The following employees on list 3 can request to view images but must obtain approval from one other person on the approval list. Employees on List 3 can approve a request from any person on list 1, 2 or 3.

List 3 - Employees able to request to review CCTV images AND approve CCTV Image requests for anyone from Lists 1, 2 or 3.

1. Chief Executive
2. Any Director including the Director of Tamworth Borough Council in charge of the Joint Waste Service (waste vehicle services and depot only)
3. Health and Safety Manager
4. Solicitor
5. Internal Audit Manager

Approval will not be granted for any request which is not supported by a specific incident that requires investigation. No authorisation is granted for 'fishing trips'.

A comprehensive record of all requests – approved or otherwise – will be maintained together with the request forms.

If approval to view the images is granted, then the recording will be viewed at the depot / control room/ leisure centre/ council office unless the images relate to an actual insurance claim whereby the footage will be downloaded and sent on CD to the Insurance Officer.

In the event of an incident relating to a specific individual, the employee's representatives may ask for the CCTV recording to be viewed in order to provide evidence for the employee.

In such instances, the request of the employee will be made to the Personnel Manager or to the Chairman of the Employee Liaison Group, who will submit the request to view the recording. There will be a presumption that this request will be permitted provided that the request is in accordance with the usual criteria for requesting a viewing.

10.5 Police Role

The control of the cameras and monitoring is in the hands of the Control Centre staff only. The Police may request assistance in order to:

- Assist with the deployment of resources
- Monitor potential public disorder or other major security situations
- Assist in the detection of crime
- Facilitate the apprehension and prosecution of offenders in relation to crime and public order
- Assist with the detection of moving traffic offences where it is considered that the public safety is at risk

Such requests will usually arise after the Police have been contacted by the Duty Operator. In these circumstances the Police Duty Operator may request the Duty Operator to take further action. In circumstances when problems are anticipated, arrangements may be made for a Police Officer to be present within the CCTV Control Centre for liaison purposes. This will normally apply for the duration of the incident and will be subject to the arrangements made by the Police Duty Officer. On each occasion a record must be made in the Incident Log.

10.6 Major Incidents / Emergency Planning

Procedures during major civil emergencies. If required, the Chief Executive or their designated deputy will authorise the deployment of a Liaison Officer from the major civil emergencies team into the CCTV Control Centre.

The Duty Operator(s) will give assistance and technical advice as required in all matters concerning the deployment and use of the facilities within the CCTV Control Centre.

10.7 Using CCTV images as evidence

The CCTV images obtained in the investigation of an incident may be used by the requesting officer as they see fit to use such evidence. For instance, it may be provided in defence or in pursuit of an insurance claim, to investigate a whistleblowing complaint, -all or to be used in evidence, either in support or in defence, of a disciplinary investigation.

In certain circumstances it may be used as a health and safety training aid but only with the permission of the employee(s) involved.

10.8 Recording Systems

All staff required to operate CCTV equipment are to receive training in the use of the equipment and must conform to this Code of Practice at all times.

They will be required to sign a 'Confidentiality Statement' (available on the Council's Intranet') which prohibits them from making any material available for purposes other than those stated in The Code of Practice. Any other staff having access to the equipment will also sign confidentiality statement. Once signed, the confidentiality statement should be placed in the persons 'Personnel' file. Except for evidential purposes, images will not be copied in whole or in part.

10.9 Control of Images

All images will remain the property and copyright of Lichfield District Council. Where copies of images are made they will be clearly marked copy with indelible ink. Each use or issue of an image will be noted in the relevant CCTV Image Access Register. Both the image and the register will be stored in a secure place. All recording media will be erased prior to reuse or disposal.

For Vehicles, in order to ensure compliance with the policy the "Joint Waste Service Health and Safety Group" will discuss at each meeting the number and type of requests made for CCTV viewing and release. In addition the Health and Safety Manager will produce a report for review by the Employee Liaison Group on an annual basis for the waste service vehicles and council depot.

For the other CCTV systems, ensuring compliance will rest with the Head of Service.

11 Principle 8 - Standards

Principle 8: Surveillance camera system operators should consider any approved operational, technical and competency standards relevant to a system and its purpose and work to meet and maintain those standards.

11.1 SIA Licences and Vetting

Employees on the council payroll monitoring only council cameras do not need a SIA CCTV operator licence however it is recommended that operatives obtain a SIA licence as it demonstrates professional training and competency.

Contract staff or council staff monitoring 3rd party cameras must have a SIA licence.

All staff involved in the review and export of recordings should also have a BS7858 background check carried out.

11.2 Technical Standards

The systems must be installed and maintained by professional CCTV Installation and Maintenance contractors who can ensure that installations meet relevant installation standards and that suitable fit-for-purpose equipment is installed that will be reliable and deliver clear images.

12 Principle 9 – Security and Safeguards

Principle 9: Surveillance camera system images and information should be subject to appropriate security measures to safeguard against unauthorised access and use.

The Digital Recording System

Only the Streetscene and Fleet Manager, the Transport Officer, Council's Solicitor or Health and Safety Manager will have access to the keys for the locked compartments on the fleet vehicles.

Within the Leisure centres the recorders will be kept in locked boxes and only the duty managers will have access to the keys

All recordings downloaded by the principle EHO will be kept in a password protected folder. Recordings made by the council offices CCTV will be stored on the secure server and will be managed by the Head of IT.

Details of viewing of digital images will be logged in the CCTV image access register which will be maintained by the Transport Officer / Duty Manager / Head of Regulatory Services, Housing and Wellbeing / Solicitor.

In addition the data on Waste services vehicles hard disk is encrypted and the footage can only be viewed with specific password protected software only available on the dedicated workstation for this purpose.

It is the role of the Streetscene and Fleet Manager to ensure these passwords are kept private. Only the Streetscene and Fleet Manager, the Transport Officer, Solicitor, or Health and Safety Manager will have access to the software.

Specific evidential material will be retained in a separate temporary file for the period of the investigation or prosecution and then be deleted.

13 Principle 10 – Review, Audit and Reports

Principle 10: There should be effective review and audit mechanisms to ensure legal requirements, policies and standards are complied with in practice, and regular reports should be published.

13.1 Annual Review

An annual review should be carried out by Heads of Service to re-confirm the systems remains necessary, proportionate and effective in meeting their stated purpose.

The review should assess

- The location of each camera against its stated purpose, its legitimate aim and its pressing need. (Principle 1)
- The image quality of the camera
- Correct locations of camera privacy zones
- The number of times the camera has been used during incidents and in evidence.
- Whether a camera should be removed or relocated.

13.2 Reporting

An annual report should be produced detailing the findings of the annual review including usage statistic. This report should be published on the Council's web site.

14 Principle 11

Principle 11: When the use of a surveillance camera system is in pursuit of a legitimate aim, and there is a pressing need for its use, it should then be used in the most effective way to support public safety and law enforcement with the aim of processing images and information of evidential value.

14.1.1 Equipment Health Checks

Staff must check the health of the CCTV system on a regular basis. (Sample form at Appendix 2).

14.1.2 Systems with no live viewing (Vehicles, Body Worn Cameras, Fly Tipping Cameras)

These are systems where camera footage is not viewable live and can only be accessed retrospectively by collecting a hard drive from the vehicle, or downloading the footage via the Wi-Fi link at the Depot, recovering a Body Worn or Fly Tipping Camera or starting video recorder replay software. Audits are necessary to ensure cameras are working and recording and that the time and date programmed into equipment is correct. Audits will be carried out once per month unless there is good reason to believe functionality may be impaired and an audit is required more imminently.

Initial audits may also be carried out when new equipment is installed or purchased.

An automated health check is carried out on the Waste Vehicles every day the vehicle is used. This will include a check of the whole recording system to ensure it is in good health and working correctly. The check will include a single snapshot being taken from each vehicle camera to allow the authorised officer to check the camera position. A daily email is sent to the Streetscene and Fleet Manager and the Council's Solicitor informing them if there are any health issues with the systems that need to be further investigated.

14.1.3 Systems with live viewing

Audits will be carried out on a daily basis on every camera to check cameras are working, check the image quality and test Pan/Tilt/Zoom functionality.

Audits will be carried out once per month to test the quality of the recordings during daylight and after dark and to check the recording duration of each camera.

14.1.4 Time and Date Checks

All CCTV systems contain a clock used to timestamp recordings. The system health check audit must check the clocks in the system against the actual time and date and any discrepancies corrected. The health check sheet must record any discrepancy that was found so that timestamps on video recordings made by the video recorder can be related to the actual time and date.

14.1.5 Audit and Fault Reporting

Audits will be carried out by the relevant officer/manager or an appointed member of staff and the date and time of each audit will be recorded on the system health check sheet along with the staff name and the findings. Copies of video will not be made of any footage for the purpose of audits.

Any faults identified with the equipment are to be reported to the Head of Service.

14.1.6 Camera Operation

Staff are to be trained in the proper operation of the CCTV system where Pan/Tilt/Zoom cameras are used to ensure they can correctly operate the system and know how to gather the highest quality evidence and maintain continuity of evidence through the use and knowledge of neighbouring cameras, paths, alleys and roads.

14.1.7 Operator Efficiency Review

Images and records of operator usage will be reviewed periodically, and without prior notice to staff, to ensure that equipment checks and suitable camera operation is occurring. Staff will be aware that they will be subject to this audit of their recordings and will be required to justify their interest in a member of the public or particular premises.

14.1.8 Maintenance and Cleaning

The Council will ensure a suitable CCTV contractor is engaged to clean and maintain the camera system and to repair faults.

14.1.9 Audit Trail

Records must be kept of who has reviewed footage, who has exported it and which cameras were involved as part of the chain of evidence for law enforcement agencies and other users of camera footage.

15 Principle 12

Principle 12 – Any information used to support a surveillance camera system which compares against a reference database for matching purposes should be accurate and kept up to date

Databases

The systems do not reference any databases for matching purposes.

Time Synchronisation

Images are timestamped and equipment must be synchronised with an accurate master clock.

16 Appendix 1. Image request forms

ACCESS TO VEHICLE CCTV IMAGE REQUEST FORM

Lichfield District Council, Operational Services, Reliant Way, Burntwood, Staffs, WS7 3JH

You must fill this form in if you require access to CCTV images held by Lichfield District Council

Declaration: I understand that any information I obtain from recording medium is protected under the Data Protection Act 1998.

Details of Person Requesting Image Viewing (must be person on list 1 or 2 of Code of Practice)

Print Full Name

Position

Signature

Date of request

The reason for viewing/releasing the image

To enable the investigation into the circumstances surrounding (tick as appropriate)

- incidents that have caused harm to people or damage to property,
- damage to the vehicle or an unexplained change in the condition of the vehicle;
- reported 'near misses'
- incidents relating to allegations made by staff or members of the public of accidents, near misses or damage caused by the operations of, around, or condition of, the vehicle,
- complaints about the behaviour of members of the public towards staff
- complaints made about the behaviour of staff on matters which affect the health and safety of any person or safety of equipment or the way it is used
- prevent and detect crime and anti-social behaviour targeted at vehicles, property or staff.

Details:

Details of Person who will assess the request of Access (must be person on list 3 of code of practice)

Print Full Name

Position

Signature

Date

Access approved

Access not approved

Reasons.....
.....

Details of Person Obtaining/Releasing the Image (must be either Streetscene and Fleet Manager, Transport Officer, Head of Environmental and Regulatory Services, ICT Manager or Leisure Centre Manager; or in their absence the Head of Service or Health and Safety Manager)

Print Full Name _____ Position _____
Signature
Date and times Image to be released/Viewed.....
Vehicle/Camera Reference to be released

Details of person to whom Images released

I certify that, in line with Lichfield District Council policies, I accept responsibility for the recorded images and will use them only as prescribed within the 8 principles of the Data Protection Act of 1998

Print Full Name _____ Position _____
Signature
Date and times of Image released.....
Vehicle/Camera Reference to be released

Serial Number of CD/DVD

17 Appendix 2. Sample System Health Check Form

SYSTEM HEALTH CHECK AUDIT FORM

Lichfield District Council, District Council House, Frog Lane, Lichfield, Staffs. WS13 6YU

You must fill this form in when carrying out the system health check audits

Declaration: I understand that any information viewed during the audit will remain confidential is subject to the Data Protection Act and will not be copied in any way.

Site/Vehicle/Camera Details

E.G. BWC or Fly Tipping Camera serial number. Building Address (Depot, Leisure Centre). Vehicle Registration

Live Image Quality and Camera Control

Confirm that there is a clear, fault free, image from each camera on the system.

For Pan/Tilt/Zoom cameras a check of the pan, tilt and zoom functions must be made

E.G. List of cameras checked for example Cameras 1 to 17 and list of cameras with PTZ control that were checked

Recorded Image Quality

Confirm that there is a clear, fault free image recorded during daylight hours for each camera.

Confirm that there is a clear, fault free image recorded during darkness for each camera

Check the date of the oldest recording for each camera

E.G. List of cameras checked for example Cameras 1 to 17 and make note of the oldest recording

Time and Date Checks

Compare the time and date of the clock in the CCTV system with an accurate clock (the talking clock or a computer synchronised to a master clock). Note any time difference and if the CCTV system clock was adjusted

E.G. Digital Recorder time 12:01:30. Actual time 12:01:10. Time difference 20 seconds

Print Full Name

Position

Signature

Date