



# **Code of Practice for the Management and Operation of the South Kesteven District Council CCTV Monitoring System**

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## **Contents**

- 1. Introduction**
- 2. Aims and Objectives**
- 3. Control Room Operation**
- 4. Personnel**
- 5. Control Room Access**
- 6. Operator Training**
- 7. Image and Recording Medium Administration**
- 8. Directed Surveillance**
- 9. Disclosure of Data**
- 10. Partnerships**
- 11. Accountability**
- 12. Complaints**
- 13. Evaluation**

## **1. INTRODUCTION**

### **1.1 The purpose of this code of practice**

This Code of Practice is based upon the model code of practice and principles set out by the Local Government Information Unit in its publication 'A Watching Brief' and the Information Commissioners Code of Practice for CCTV. The code governs the operation of the Closed Circuit Television Scheme within South Kesteven, all partner areas and the associated control room.

It sets out the rules that are to be observed by the Council's staff, its Members, partner organisations, contractors, the Police and any other party or organisation involved in the administration or operation of the scheme.

### **1.2 Revision**

The Head of Service and the CCTV Manager will review this code annually.

### **1.3 Supplementary Documentation**

This code will be supplemented by the following documents: they contain instructions and guidance to ensure that the objectives and principles set out in this code of practice are achieved.

RIPA Guidelines

The CCTV Operations Manual (Restricted - Control Room Use)

CCTV Operator Aide Memoir (Restricted - Control Room Use)

### **1.4 Ownership of the Scheme**

South Kesteven District Council owns the scheme and the responsible officer is the Chief Executive. The day-to-day management of the scheme is undertaken by the CCTV Manager.

## **2. SYSTEM AIMS AND OBJECTIVES**

The CCTV system in the town centres, Council housing areas and car parks of Grantham, Stamford, Bourne, Market Deeping, Deeping St James and other participating partner areas have been established to:

Protect areas and premises used by the general public

Detect and deter crime

Assist in the identification of offenders leading to their arrest and successful prosecution

Reduce anti-social behaviour

Reduce the fear of crime

Assist with the management of the town centres, car parks, housing estates and leisure facilities

Maintain and enhance the commercial viability of the District and to encourage continued investment

Detect unauthorised access to restricted areas and report any transgression to the Police immediately

Provide assistance to the emergency services

**ANY UNAUTHORISED USE OF THE CCTV SYSTEM WILL RESULT IN A FULL INVESTIGATION AND POSSIBLE SUBSEQUENT DISCIPLINARY ACTION.**

## **2.1 Mobile CCTV**

A mobile unit will be used within the South Kesteven area and will routinely be deployed to monitor areas without a current CCTV system and also to enhance the camera coverage at existing locations. This vehicle is used extensively by Lincolnshire Police in partnership with SKDC under the supervision of the SKDC CCTV Manager and within the terms and conditions of this Code of Practice.

## **2.2 Covert Cameras**

Covert cameras will not be accepted into South Kesteven District Council's CCTV system. Furthermore, South Kesteven District Council will ensure that:

- (i) Signs advertising the presence and operation of CCTV will be predominantly displayed at key points both within and at the periphery of each scheme
- (ii) Information on the signs shall be sufficient to ensure that members of the public will be in no doubt that CCTV cameras are in operation
- (iii) South Kesteven District Council will clearly identify that it is the owner of the scheme and will provide a contact telephone number

## **2.3 Private Areas**

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.

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. The only exceptions to this rule are a) if an authorised operation is mounted under the Regulation of Investigatory Powers Act (see paragraph 1.6) or response to a police or other enforcement agency's request for assistance following a crime being committed, or b) if an Operator, whilst operating the cameras in accordance with this Code of Practice, nevertheless happens to observe something which s/he believes indicates that a serious crime is being, or is about to be committed in a non-public area. 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, without adequate justification, will result in an investigation which could inevitably result in disciplinary proceedings and may lead to the dismissal of the Operator.

## **3. CONTROL ROOM OPERATION**

- (a) The control room will operate 24hrs a day 365 days a year. The control room will be staffed by at least one operator at all times.
- (b) Supervisory visits will take place every month without pre-warning the operator of the visit.

### **3.1 Operational Management**

An appointed CCTV Manager manages the scheme on a day-to-day basis

The CCTV Manager will:

- (a) Manage and supervise the CCTV system on behalf of South Kesteven District Council and in accordance with this Code of Practice

- (b) Liaise with the Police and other agencies and partners;
- (c) Arrange for the viewing of recordings of incidents, which in their judgement, may be viewed
- (d) Ensure the adequacy of procedures for the transfer of images, which are to be used in evidence to other parties, and in particular to ensure those procedures preserve the continuity of evidence
- (e) Advise on the operational use of the system
- (f) Receive and decide upon all requests from statutory enforcement agencies wishing to utilise the system to carry out surveillance
- (g) Ensure that effective monitoring and evaluation of the system takes place in accordance with the guidelines contained in this Code of Practice
- (h) Ensure that effective repair and maintenance of all parts of the system (including system updates) is undertaken
- (I) Ensure that CCTV operators are properly trained and supervised
- (j) Regularly audit the operation of the scheme and this Code of Practice and in particular examine:
  - (i) Control room records
  - (ii) The contents of recording medium (on a spot-check basis)
  - (iii) Equipment performance
- (k) Ensure the destruction of old data is carried out in a controlled and secure manner and environment

### **3.2 Documentation**

#### **(i) Visitors Book**

All visitors to the control room will be required to sign in the visitors book, together with the times of arrival and departure and the reason for the visit.

#### **(ii) Video stills register**

A video stills register will be kept at the review suite and an entry must be made upon the production of each still.

#### **(iii) VTAS**

A video tracking and administration system (VTAS) is in use at the control room and is used to:

- Track the movements of all recording media in use
- Enter the details of incidents that have been monitored by control room staff
- Enter requests made by the Police
- Enter general administrative records on the daily log
- Log system faults and failures
- Log evidence movements

#### **4. PERSONNEL ISSUES**

##### **4.1 Training**

All control room staff are employed by South Kesteven District Council and are employed subject to them attending a BTEC Level 2 course in CCTV PSS Operations and achieving licensed status (S.I.A CCTV PSS Licence).

Training will include:

- Use of all control room equipment
- Basic CCTV terminology
- Basic control room duties
- System aims and objectives
- Familiarisation with the areas monitored by CCTV cameras
- Camera patrolling
- Evidence and statement preparation
- CCTV Legislation
- RIPA Procedures
- The Video Tracking Administration System
- Overview of all control room logs
- Management of recording medium
- Radio/Telephone procedures
- Airwave System - Operating procedure and data protection issues
- Incident reporting procedures
- Relevant governing legislation
- Actions in the event of an emergency

The CCTV Manager will ensure that training records are maintained for each member of staff employed at the control room.

##### **4.2 Confidentiality**

The standard SKDC contract contains a confidentiality clause and disciplinary action will be taken against any individual found to be in breach of this. The installation of a Police communications system has

also meant that all control room staff have been made aware of their responsibilities under the Official Secrets Act.

#### **4.3 Requirement to Give Evidence**

All staff are made aware that they may be called upon to give evidence in a court of law relating to evidential material that they have exhibited, or incidents they have witnessed whilst carrying out their duties.

### **5. CONTROL ROOM ACCESS**

#### **5.1 Authority for Access**

Routine access to the control room will be allowed for:

- (i) All control room staff whilst on duty
- (ii) Police Officers during the course of their investigations and all follow up action i.e. image reviewing, evidence seizure, taking written statements
- (iii) Authorised representation of statutory enforcement agencies
- (iv) Approved maintenance contractors

Scheduled visits by elected members, partner organisations and community groups will take place and be co-ordinated by the CCTV Manager.

**Duty control room staff will check the identity of all visitors.**

#### **5.2 Control Room Security**

A CCTV camera monitors the primary point of entry to the CCTV unit, with a live video feed to the control room. A door access control system restricts unauthorised entry.

### **6. Operational Procedures**

A manual containing operational procedures will be available in the control room and will contain detailed guidance on the following topics:

Alternative telephone/communications  
Emergency procedures  
Emergency contacts  
Telephone bomb warnings or suspect packages  
Fire precautions  
Equipment - maintenance logs  
Camera locations

Incident report procedures  
Recorded image review procedures  
Health and safety hazards  
First aid equipment  
Accident/personal injury  
Operator's duties  
Access control  
Special instructions  
Temporary instructions

## **7. IMAGE AND RECORDING MEDIA ADMINISTRATION**

### **7.1 Ownership of Images**

The images captured by the recording system and transferred to still image or CD/DVD remains the property of South Kesteven District Council.

### **7.2 Image Retention**

Recorded images will be retained for no longer than twenty-eight days, unless seized by an authorised person.

### **7.3 Digital Storage**

Digital recording devices will be checked on a weekly basis to ensure that the correct amount of archive images is being stored.

### **7.4 Recording Media Storage**

CD/DVD-R stock will be stored in the facilities provided for that purpose, and will be booked out of the control room by the duty operator at the time of seizure.

A designated member of the control room staff will carry out an audit of the CD/DVD-R stock on a monthly basis.

### **7.6 Reviews Of Recorded Images**

Requests from the Police for a digital image review may be carried out by the Police Officer concerned without reference to the CCTV Manager. Requests for a digital image review from any other source must be referred to the CCTV Manager and should only be carried out on that Officer's specific authority.

The investigating Officer, upon completion of each viewing, must complete a viewing proforma.

**CCTV control room staff will not carry out reviews of recorded images on behalf of a Police Officer.**

## **7.7 Digital Images**

The only occasions on which recordings of images can be removed from the control room without reference to the CCTV Manager is when a Police Officer wishes to seize the images to be used as evidence. Operators must strictly adhere to the following procedure:

- (i) A seizure request must be received from the Police, signed by the requesting Officer and authorised by an Officer of the rank of Sergeant or above prior to any recording medium being prepared for seizure. It must detail the cameras required, date, time, and brief description of the incident.
- (ii) When an incident has been recorded and the Police request seizure of the recorded images for evidential purposes, the Duty Operator shall follow the relevant procedure as detailed in the operational manual.
- (iii) A copy of the statement and the seizure request is copied and is filed at the control room.

## **7.8 Photographs**

Control room staff will maintain the photograph log.

Photographs will not be taken without sufficient reason for doing so, and the operator taking the photograph should bear in mind that the existence of such photographs must be capable of justification.

Photographs may be taken of live incidents but the taking of such photographs must be recorded in the photograph log. Similarly, photographs may be taken from digital recordings but the taking of such photographs must also be recorded in the photograph log.

All photographs obtained from the CCTV system will remain the property of South Kesteven District Council. A written record will be maintained in the photograph log of the destination of all photographs, and any which are permitted to leave the control room may only do so under signature of the recipient.

Photographs taken from the system and retained in the control room will be filed by date and only retained for as long as is operationally necessary. The photographs will then be destroyed by the CCTV Manager who will record the destruction in the photograph log.

A designated member of the control room staff will carry out a still photograph audit on a monthly basis.

## **8. DIRECTED SURVEILLANCE**

Requests from Police, statutory enforcement agencies or departments within the Council to use the system to carry out directed surveillance upon specific individuals or locations will require authorisation under the Regulation of Investigatory Powers Act 2000 (RIPA). Requests must be made in writing and submitted to the CCTV Manager. The following guidelines apply:

Police requests must be authorised by an Officer of at least the rank of Superintendent or equivalent, and will remain valid for up to 3 months. In the event of an urgent need, an Officer not below the rank of Superintendent or equivalent may give verbal authority. This authority is valid for 72 hrs and must be supplemented by a written authority within 4 hours of the verbal authority being made.

Local Authority requests for directed surveillance submitted by department heads must be authorised by a senior officer of the Council, as outlined the Policy Practice and Compliance Procedures for South Kesteven District Council, in relation to the Regulation of Investigatory Powers Act 2000.

## **9. DISCLOSURE OF DATA**

Ownership of all recorded digital images remains with the South Kesteven District Council's CCTV Unit. Any recordings that are removed from the control room, in accordance with this Code of Practice, must be returned to the South Kesteven District Council's CCTV Unit as soon as reasonably practical after court proceedings are concluded or their use is not legally required. Footage may also be securely held by the Legal Department of SKDC.

Any recorded material shall only be used for the purposes set out at item 2 of this Code of Practice.

### **9.1 Subject Access Disclosure**

Where a named subject requests to view subjective data obtained by the CCTV system, then subject access disclosure will be provided after payment of an initial fee of £10 for any search of data, and that the named subject provides sufficient and accurate information about the date, time and place to the Head of Partnerships and Organisational Improvement, South Kesteven District Council. A subject access request form can be obtained by either writing to the address on the front of this document or alternatively a copy can be downloaded from the Council's website – [www.southkesteven.gov.uk](http://www.southkesteven.gov.uk).

Legal representation of individuals may also apply for access to information on behalf of their clients by completing a Legal Professionals SAR form which can also be downloaded from the Council's website.

The Corporate Manager, Partnerships and Organisational Improvement will verify that a valid request has been received from a named subject or the legal representation of that subject. If the request is found to be valid, either (a) a copy of the requested material may be made available to the named subject or (b) a viewing of the specified images will be arranged between the data subject or legal representation and the CCTV Manager. This will be subject to the relevant terms and conditions of the SAR being complied with.

## **10. PARTNERSHIPS**

Local partnership agreements will be entered into where third party CCTV systems wish to join South Kesteven District Council's scheme. Such agreements will incorporate the following subjects:

- (i) Acceptance of this Code of Practice
- (ii) The primary objectives of the CCTV system at a particular site
- (iii) Operational methods to be utilised on that particular site
- (iv) Methods of receiving regular reports within the partnership on matters relating to the Code of Practice and management of the scheme
- (v) Safeguards for and relating to police operations

### **10.1 Police**

South Kesteven District Council will enter into an agreement with the Police, which will incorporate:

- (i) Acceptance of the Code of Practice
- (ii) The primary objectives of the CCTV system at a particular site
- (iii) Operational methods to be utilised on the particular site
- (iv) Methods of receiving regular reports between the South Kesteven District Council and the Police on matters relating to the Code of Practice and management of the scheme
- (v) Safeguards for and relating to police operations
- (vi) Police intentions regarding the monitoring and audit of their involvement in the scheme
- (vii) A named Police Officer as the point of contact

A monitor is installed in the Control Room at Police Headquarters at Nettleham. Pictures from any of the cameras may be relayed to this monitor at the instigation of the CCTV Operator or at the request of the Duty Police Operator. The Police have no direct control of any cameras nor images relayed to their monitor.

## **10.2 Major Incidents**

Use of the CCTV System will be integrated into the Council's Emergency Planning procedures during major civil emergencies. If required, the Chief Executive or designated deputy will authorise the deployment of a Liaison Officer from this Authority 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.

## **11. ACCOUNTABILITY**

Lines of accountability are as follows:

### **11.1 Elected Members**

Responsibility for the CCTV system lies with the South Kesteven District Council Cabinet's Access and Engagement portfolio holder.

### **11.2 Internal System Evaluation**

The cabinet member responsible for Access and Engagement will receive regular updates on the activities of the CCTV system from the Corporate Head, Partnerships and Organisational Improvement.

### **11.3 Annual Review**

A review of the CCTV operating procedures will take place on an annual basis and will align with the Service planning schedule.

### **11.4 Publication of the Code of Practice**

A copy of the Code of Practice will be made available for at the locations below:

Council Offices at Grantham, Stamford and Bourne  
Police Stations at Grantham, Stamford, Bourne and Market Deeping  
Public Libraries in the South Kesteven area  
South Kesteven District Council's website - [www.southkesteven.gov.uk](http://www.southkesteven.gov.uk)

## **12. COMPLAINTS PROCEDURE**

South Kesteven District Council will ensure that its complaints procedure is applicable to the CCTV system, and will publish information about the manner in which an individual may make a complaint about the administration of the scheme.

### **12.1 Legal Requirements**

At all times, and without exception, all staff employed at the CCTV Unit will comply with the relevant sections of the following legislation:

Human Rights act 1998  
Freedom of information act 2000  
Data Protection Act 1998  
Regulation of Investigatory Powers Act 2000

## **13. SYSTEM EVALUATION/ASSESSMENT**

In addition to the ongoing internal evaluation of the CCTV system, South Kesteven District Council will carry out independent evaluations on the following basis:

**13.1** South Kesteven District Council accepts responsibility for ensuring that effective independent evaluation of the scheme will be undertaken. It is accepted that without such evaluation no assessment can be made of the overall operation of the scheme or of its impact on the problems that it is intended to address.

**13.2** Evaluation of the scheme will include the following topics as a minimum requirement:

- (i) Assessment of the scheme's impact upon crime
- (ii) Public views
- (iii) The performance of the CCTV operators and observance of the Code of Practice
- (iv) The South Kesteven District Council's observance of the Code of Practice
- (v) Whether the scheme's aims are still valid

**13.3** Any item, in addition to the above, within the guidelines being established by the Association of Chief Police Officers, and the Local Government Information Unit, will also be included.

A comprehensive report will be submitted by the independent evaluators to the Corporate Head, Partnerships and Organisational Improvement who will make the report available in its entirety to elected members and South Kesteven District Council's partners.

Mark Jones  
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