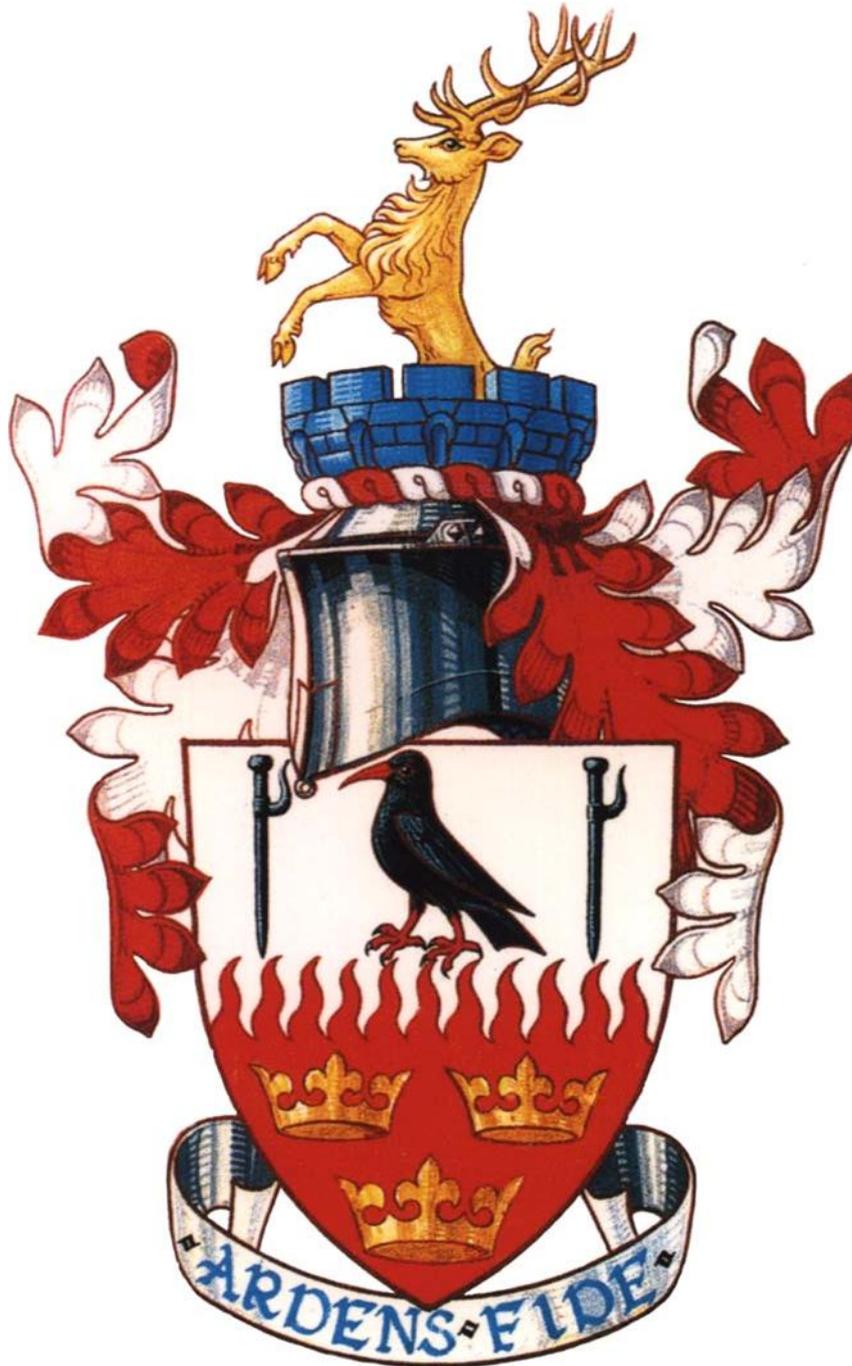


BRENTWOOD BOROUGH COUNCIL
SURVEILLANCE CAMERA CODE OF PRACTICE



August 2016

THE CODE

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BRENTWOOD BOROUGH COUNCIL

SURVEILLANCE CAMERA CODE OF PRACTICE

1.0 INTRODUCTION

1.1. Brentwood Borough Council (the Council) of Town Hall, Ingrave Road, Brentwood, Essex, is the owner of the Brentwood surveillance camera (CCTV) system.

1.2. The Council resolved to operate a surveillance camera system, primarily in the urban areas of the Borough, to monitor and detect crime.

1.3. The system was installed by the Borough Council in partnership with Essex Police, who co-operate to achieve the aims and objectives of the scheme.

1.4. The system comprises cameras deployed in surveillance of the following areas:

- Brentwood Town Centre and Council owned car parks at William Hunter Way, Coptfold Road multi-storey car park and Chatham Way car park.
- Shenfield Town Centre and the Council's car park at Hunter Avenue
- The Brentwood Centre

Cameras are also located within several Council Housing schemes

- Council reception areas at the Town Hall and at 44 High Street
- Deployable cameras to deal with fly tipping, ASB etc.

1.5. The system is licensed by the Highway Authority for use on the highway, and the Council allows Essex County Council to utilise the system for traffic management purposes.

1.6. The system does not record sound.

1.7. Essex Police are consulted with regard to any proposed changes or alterations to the scope and area of the scheme. Where appropriate, the Council will also consult with other appropriate organisations. These may include, for example the Community Safety Partnership, Neighbourhood Watch Groups, the Brentwood Chamber of Commerce, Residents' Associations and Amenity Groups, Parish Councils, etc.

- 1.8 In order to maintain public confidence in the system, the Council will not under any circumstances install any 'dummy' cameras.
- 1.9 Brentwood Borough Council finances the operation, but also receives occasional contributions from other sources. Those contributions from external sources do not under any circumstances create any rights of access to the system or footage by the contributors.
- 1.10 The CCTV Manager has overall responsibility for the system. The CCTV Manager, working with the CCTV Supervisor, in accordance with this Code of Practice and Operating Procedures, controls the day-to-day operation.
- SCC CoP Guiding Principle 4 (see 3.4 below)**
- 1.11 The Council retains ownership and copyright of all recorded material either on digital recording media or on photographic print.
- 1.12 The Operating Procedures and Arrangements are set out in Schedule 1 attached to this Code.
- 1.13 The Council may also operate and/or monitor cameras and systems for which it is not the owner by arrangement with the organisation responsible for the cameras. In certain circumstances the Council may take on the role of Data Controller for these systems where appropriate; e.g. cameras owned by Parish Councils.

2.0 AIMS AND OBJECTIVES

- 2.1 The aims and objectives of the scheme are:
- to reduce the level of crime and the fear of crime within the Borough of Brentwood
 - to assist the detection of crime
 - to create a safe environment in which people may live, shop and visit
 - to reduce the social cost of crime within the commercial areas of the Borough
 - to create an environment which will enhance the economic viability of the Borough
 - to direct attention to areas where parking enforcement is required to relieve traffic congestion
 - to pursue any authorised activity of the Council.
 - to achieve these aims within the partnership of Commerce, Police and the Council
- SCC CoP Guiding Principle 1**
- 2.2 The Council is committed to the aims and objectives of the scheme, together with the other principles set out in the Code of Practice. Where the aims and objectives of the scheme are altered, or the purposes of the scheme have changed, this will be by resolution of the Council.

- 2.3 The Council may be requested by the Essex Police, the British Transport Police or the Police service from other areas of the United Kingdom to assist in a specific investigation, and where this accords with the aims and objectives of the scheme, then the Council will assist in whatever way it can.
- 2.4 Where the specific investigation is outside the scope of the aims and objectives, the CCTV Manager, or other authorised officer, will satisfy himself that the request is proper and authorise assistance, and report the matter to elected Members at the next appropriate meeting of the Council or via the Members' Newsletter.
- 2.5 The Crime and Disorder Act 1998 places a duty on Brentwood Borough Council, Essex Police, the British Transport Police and Essex County Council (the responsible authorities) to work together to develop a strategy to reduce crime and disorder in their area.

3.0 LEGISLATION

- 3.1 In addition to the Council's policies, procedures, guidelines and Codes of Practice, CCTV and its operation are subject to legislation under:

- Data Protection Act 1998 (DPA)
- Human Rights Act 1998 (HRA)
- Freedom of Information Act 2000 (FOIA).
- Regulation of Investigatory Powers Act 2000 (RIPA).
- Protection of Freedoms Act 2012

- 3.2 Brentwood Borough Council is registered as a Data Controller by the Information Commissioner (Registration Z2092695) for the purposes of crime prevention and prosecution of offenders including the use of CCTV.

- 3.3 The Council must also have regard to Codes of Practice issued by the Surveillance Camera Commissioner (Surveillance Camera Code of Practice June 2013) and the Information Commissioner's Office (In the picture: A data protection code of practice for surveillance cameras and personal information; May 2015).

- 3.3 The Surveillance Camera Code of Practice introduced 12 Guiding Principles which the system needs to comply with. These principles are summarised below:

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

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.
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.
4. There must be clear responsibility and accountability for all surveillance camera system activities including images and information collected, held and used.
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.
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.
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.
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.
9. Surveillance camera system images and information should be subject to appropriate security measures to safeguard against unauthorised access and use.
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.
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.
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.

3.4 This Code of Practice has been revised to meet the requirements of the Surveillance Camera Code of Practice. Notes indicating where the

relevant guiding principles have been applied have been included in the document e.g. **SCC CoP Guiding Principle 1**

- 3.5 This Code has also taken into account the guidance provided in the ICO Code of Practice – ‘Conducting Privacy Impact Assessments’. Privacy Impact Assessments (PIAs) of current camera locations have been undertaken and are produced as an Appendix to this document. Where any new locations are considered a PIA will be undertaken prior to installation (see below).

4.0 CHANGES TO THE CODE

- 4.1 Any major changes to this Code will only be made by resolution of the Council after consultation with Essex Police and other relevant interested groups.
- 4.2 Any minor changes made to the Code will be reported to an appropriate meeting of the Council, or via the Members' Newsletter.
- 4.3 The Code of Practice and the Operating Procedures (CCTV System Schedule 1) will be reviewed regularly.

SCC CoP Guiding Principle 1

5.0 RESPONSIBILITIES

- 5.1 Brentwood Borough Council is responsible for producing, implementing and monitoring this Code of Practice, ensuring compliance with operational procedures (CCTV System Schedule 1), its management and the security of the scheme
- 5.2 From time to time the Council may consult with the public about the operation of the scheme and report to the relevant meeting of the Council as appropriate.

SCC CoP Guiding Principle 4

SCC CoP Guiding Principle 3

6.0 PARTNERSHIP

- 6.1 The Council operates the scheme in partnership with Essex Police. Whilst this partnership is not extended to the British Transport Police they are extended the same facilities as Essex Police.
- 6.2 For the purposes of partnership, the Officer in Charge of the Brentwood Police Station is responsible for CCTV matters which involve the police.
- 6.3 Essex Police will be consulted on any changes to the Code of Practice and operational procedures (CCTV System Schedule 1) and arrangements.
- 6.4 The operational arrangements between Essex Police and the Council are reviewed regularly and are the subject of regular liaison meetings. The CCTV Manager will report regularly to the Community Safety Partnership meetings on the performance and operation of the CCTV system in Brentwood.
- 6.5 As primary financial stakeholder in the system, it is the aim of the Council to develop contributions from appropriate sources to support the operational costs of the system. Those contributions from external sources do not under any circumstances create any rights of access to the system or footage by the contributors.

7.0 MANAGEMENT OF THE SYSTEM

- 7.1 The overall control and operation of the CCTV system has been determined by the Council.
- 7.2 The day-to-day management of the scheme is the responsibility of the CCTV Supervisor who is under the overall direction and control of the CCTV Manager.
- 7.3 The CCTV Manager is authorised by the Council to maintain a list of approved personnel who have access to the monitoring room.
- 7.4 The management of the system is carried out in accordance with the approved CCTV System Schedule 1.
- 7.5 Access to recordings and the monitoring room is in accordance with the CCTV System Schedule 1 agreed by the Council, and is monitored and recorded.

SCC CoP Guiding Principle 7

- 7.6 Day-to-day liaison between Essex Police and the Council is controlled by the CCTV Supervisor and the Officer-in-Charge of Brentwood Police Station.
- 7.7 Day-to-day responsibility for monitoring compliance with the scheme rests with the CCTV Supervisor, reporting to the C C T V M a n a g e r, who ensures that the Code of Practice is implemented.
- 7.8 Direct communication with the Brentwood Police is made by dedicated telephone line and other communication via the TownLink and Airwave radio systems.

8.0 MONITORING AND PERFORMANCE

- 8.1 The Council will receive reports from time to time regarding the CCTV system. In addition an annual report will be prepared in consultation with the Police, on the performance of the system.
- 8.2 Essex Police supply an annual report on crime statistics in the areas covered by the CCTV system.
- 8.3 Reports on the operation and performance of the CCTV network will be regularly made to the Community Safety Partnership (CSP).
- 8.3 Compliance with the Code of Practice insofar as it relates to Essex Police, will be the responsibility of the Officer-in-Charge of Brentwood Police Station.

9.0 PUBLIC INFORMATION

9.1 The Council will publish an annual report on the scheme. Where appropriate, the annual report will include a report on the outcome of the success of the scheme in addressing the key aims and objectives. Details of any formal complaints received by the Council will also be reported. The use of the system will be reviewed annually and details of the number of incidents will be retained.

SCC CoP Guiding Principle 1, 10

9.2 It is the policy of the Council to publicise and promote the scheme and, in accordance with its aims and objectives; recorded material will only be supplied to the media where it supports the specified purposes of the scheme.

9.3 The object of publicity will be to achieve the aims and objectives of the scheme.

9.4 All cameras are located in public areas (except when incorporating housing schemes, which may include private access routes to residential areas) and this may include mounting cameras on private buildings from which views of the public areas can be gained. All fixed (not deployable) cameras are visible and not installed in a covert way.

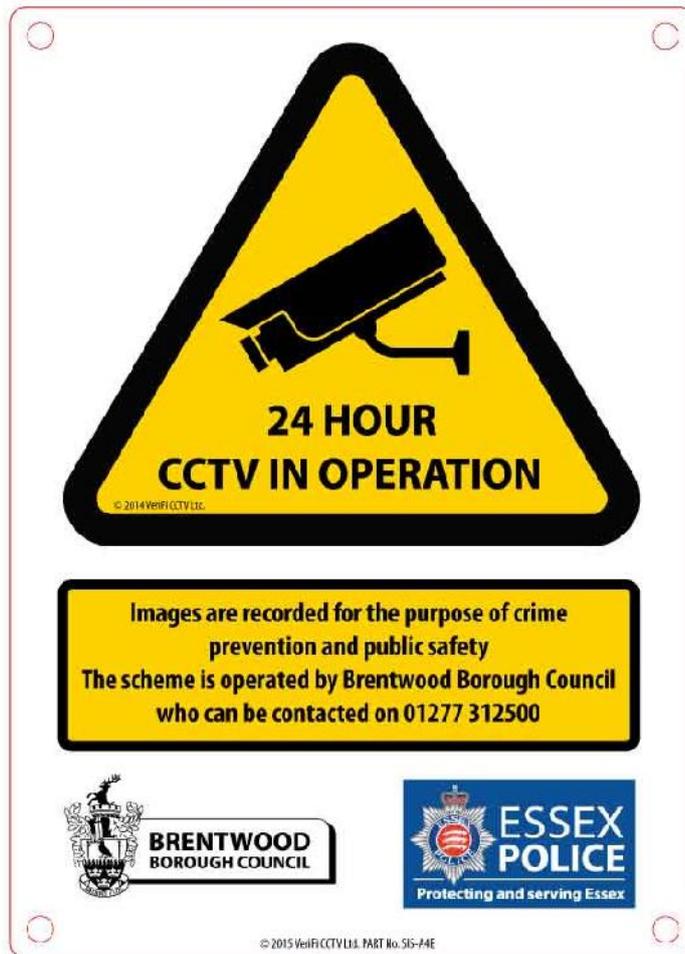
9.5 Signs have been installed in and at the entrances to areas covered by the Council's CCTV systems. The effect of the surveillance camera system on individuals and their privacy and transparency in the use of the system are important principles of both the Surveillance Camera Commissioner's Code of Practice and the Data Protection Act 1998. The contact point for access should be published, together with the information shown below.

Signs are of an appropriate size to the location and will contain the following information:

- i. The purpose of the scheme
- ii. What the Council intends to do with the information gathered
i.e. prosecute offenders
- iii. Who owns the scheme
- iv. Contact details
- v. Carry relevant Council and Police logos and CCTV symbol

SCC CoP Guiding Principle 2, 3

A copy of the sign information is shown on the next page:



- 9.6 The Council will review the performance of cameras and will regularly evaluate whether it is necessary and proportionate to continue to use CCTV in each location where cameras are deployed.

SCC CoP Guiding Principle 2

- 9.7 Signs advertising the presence of a CCTV security surveillance system are erected throughout the area under surveillance, bearing the Council's and/or Essex Police logo, indicating the Council's ownership of the scheme and the partnership with the Police.

SCC CoP Guiding Principle 3

- 9.8 This Code of Practice is available as a public document for inspection and copies are available at the Town Hall and on the Council website www.brentwood.gov.uk.

10.0 RESIDENTIAL AREAS

- 10.1 The scheme operates in a manner that is sensitive to the privacy of people living and working in the area. Using surveillance systems can be privacy intrusive and we will ensure that the impact on privacy is assessed and will seek to minimise this impact where possible.

SCC CoP Guiding Principle 2

10.2 A Privacy Impact Assessment (PIA) has been carried out on the existing camera system and on any proposed cameras before installation. Measures are taken to avoid intrusion of personal privacy in residential areas adjacent to those under surveillance by the CCTV system. The PIA will be reviewed together with the regular assessment of the use of cameras.

SCC CoP Guiding Principle 2

10.3 Monitoring personnel are instructed to report any instance of an intrusion into personal privacy to the attention of the Council.

10.4 Where an intrusion into personal privacy is reported, this will be investigated by the Council.

10.5 Essex Police may require targeted observations to be undertaken by the system. The Council will not refuse or question any reasonable request. Essex Police will be responsible for justifying their request if any complaint is made. Essex Police will provide the required RIPA authority where appropriate and necessary.

11.0 ASSESSMENT OF THE SCHEME AND THE CODE OF PRACTICE

11.1 The scheme is reviewed and evaluated by the Council on a regular basis.

SCC CoP Guiding Principle 1

11.2 Evaluation is as wide as possible and includes the following:

- i. A report from Essex Police indicating the impact upon crime.
- ii. A comparison of crime in those areas not benefitting from CCTV
- iii. When considered appropriate, formal consultation with the public and owners/managers of business premises in the CCTV surveillance areas.
- iv. Operation of the Code of Practice
- v. A review of the aims and objectives of the scheme
- vi. Complaints made about the system

11.3 Any review and report will be shared with partner agencies and published generally on the Council's website.

12.0 CCTV STAFF

12.1 All staff must meet a basic educational requirement and are given in-service training to ensure that an adequate level of competence is achieved.

SCC CoP Guiding Principle 8

12.2 Staff are subject to the Council's disciplinary procedure if the

requirement for confidentiality and measures to protect privacy, is breached.

12.3 Staff are monitored and supervised by the CCTV Supervisor to ensure they comply with this Code of Practice and the CCTV System Schedule 1.

12.4 Staff will be assisted and encouraged to undertake training to achieve nationally recognised qualifications for surveillance camera activities.

13.0 COMPLAINTS

13.1 The Council operates a formal complaints system for those individuals who are unhappy about a Council service.

13.2 If a complaint arises regarding any aspect of the CCTV system, then members of the public are referred to the leaflet, "A Guide to our Complaints Procedure", which gives advice on the lodging of a formal complaint. This is available at the Town Hall and on line on the Council's website at www.brentwood.gov.uk. Alternatively, this may be obtained by post from:

The Complaints Co-ordinator
Town Hall
Brentwood
Essex CM15 8AY

SCC CoP Guiding Principle 3

13.3 Should any complaint by a member of the public relate to the conduct of Essex Police in its use or control of CCTV, then this should be addressed to:

The Chief Constable
Essex Police
Police Headquarters
PO Box No 2, Springfield
Chelmsford
Essex, CM2 6DA.

14.0 BREACHES OF THE CODE AND SECURITY OF RECORDED INFORMATION

14.1 The Council is responsible for the Code of Practice and for security of the system. Any breaches should be reported to the CCTV Supervisor or the CCTV Manager.

14.2 The Council makes sufficient resources available to enable security to be maintained.

14.3 All breaches in the Code of Practice or security will be investigated.

15.0 CONTROL AND OPERATION OF CAMERAS

- 15.1 The CCTV system will only be used in compliance with the Code of Practice and Operation Guidelines (CCTV System Schedule 1).
SCC CoP Guiding Principle 8
- 15.2 The monitoring staff are subject to supervision to ensure compliance with the Code.
- 15.3 Staff are aware that all recordings are subject to routine audit and that they may be required to justify any act of surveillance.

16.0 ACCESS TO AND SECURITY OF MONITORS/CONTROL ROOM

- 16.1 Access to view the monitors, whether to operate the equipment or to view the images, is strictly controlled.
- 16.2 The CCTV Manager authorises officers to access the Monitoring Room. With his consent authorisations may be issued by the CCTV Supervisor. A review of the authorisations is regularly undertaken.
SCC CoP Guiding Principle 7
- 16.3 A monitoring room surveillance log records staff on duty in each shift. The names of any person or groups that have been authorised to have access to the monitoring room and/or to view the monitors are recorded in the visitors' log.
- 16.4 Visitors to the monitoring room are accompanied by an authorised officer and are allowed access only for lawful, proper and sufficient reasons. The Council may from time to time define these reasons.
- 16.5 Access to the monitoring room is secured and protected from unauthorised access.
SCC CoP Guiding Principle 7
- 16.6 Any technical repairs, cleaning and other similar tasks are carried out in controlled circumstances and authorised by the CCTV Supervisor.
SCC CoP Guiding Principle 9
- 16.7 Both the Essex Police and the British Transport Police are given unimpeded access to the monitoring room on demand, and are authorised to remove and use recordings for evidential purposes. Details are set out in the CCTV System Schedule 1 and will be reviewed from time to time.
- 16.8 The Council may also use the recordings for evidential purposes.
- 16.9 The monitoring staff whilst operating the system, maintain a surveillance log, and this gives brief details of all incidents within the monitoring room, including details of visits and telephone calls.

- 16.10 It is a requirement of this Code that all operational arrangements comply with Health and Safety legislation.
- 16.11 Photographing or recording of sound or visual images within the monitoring room will not be allowed unless this has been specifically authorised by the CCTV Manager, in accordance with the aims and objectives of the scheme.

17.0 RECORDED MATERIAL

- 17.1 The Council will use its best endeavours to ensure that recorded material is only used for the purposes defined in this Code of Practice.
- 17.2 The Council will only allow access to the recorded material as set out in this Code of Practice.
SCC CoP Guiding Principle 7
- 17.3 In no circumstances will recorded material be sold by the Council.
- 17.4 The viewing of recorded material by the public will only be permitted with the authority of the CCTV Manager
SCC CoP Guiding Principle 7
- 17.5 Recordings will only be released to third parties on production of an Order from a relevant Court.
SCC CoP Guiding Principle 7
- 17.6 The ownership and copyright of recorded material is retained by the Council.
- 17.7 Whilst the Council retains ownership and copyright it is not responsible for the use of recorded information removed by Essex Police, the British Transport Police or a Police service from other areas of the United Kingdom.
- 17.8 Recorded material will be retained for a maximum of 30 days unless it is required to be retained for evidential purposes.
SCC CoP Guiding Principle 6
- 17.9 The recording storage policy is decided by the Council and is subject to consultation and agreement with Essex Police.
- 17.10 The digitally recorded data is stored securely.
SCC CoP Guiding Principle 9
- 17.11 The control and use of recordings is set out in the CCTV System Schedule 1.
SCC CoP Guiding Principles 7,9
- 17.12 Essex Police, the British Transport Police and Police services from other areas of the United Kingdom are responsible for recordings whilst

in their possession.

17.13 Access to the recorded material will be allowed for approved training purposes for the Police and Council staff. The CCTV Supervisor is responsible for approving such requests.

17.14 Essex Police, the British Transport Police and Police services from other areas of the United Kingdom have authorised access to recorded material and may use footage and stills for use on intelligence bulletins circulated both locally and nationally.

18.0 PHOTOGRAPHS

18.1 Still photographs of incidents are only taken at the request of a police officer or authorised officer, who is identified and whose request is recorded.

18.2 All still photographs remain the property of the Council. A record is kept of the reason for the production of the photograph, date and time.

18.3 Any still photograph may be released to Essex Police, the British Transport Police or Police services from other areas of the United Kingdom to assist them with their enquiries.

18.4 A record will be kept of the destruction of all indexed still photographs.

19.0 DEALING WITH INCIDENTS

19.1 Incidents are dealt with in accordance with procedures agreed by Essex Police and the Council.

20.0 POLICE CONTACTS AND USE OF THE SYSTEM

20.1 Detailed arrangements for contact between Essex Police or British Transport Police and the monitoring room are set out in the CCTV System Schedule 1 and all communications are recorded in the Surveillance Log.

20.2 These arrangements are reviewed and agreed by Essex Police and the Council periodically, following formal liaison meetings to ensure the aims and objectives of the scheme are achieved.

20.3 Essex Police may request images from the CCTV system to be displayed on the Police Monitor and these requests will not be refused. The cameras cannot be controlled from the remote monitor. Essex Police will ensure no recording is undertaken.

20.4 Should Essex Police require use of the system for matters not covered

by the Code of Practice, the agreement of the CCTV Manager and the Divisional Commander, Essex Police, must be obtained.

20.5 The Council will allow Essex Police to take over the system in exceptional or emergency situations, following the request of the most senior officer available to the CCTV Manager, or member of the Council's Emergency Planning team.

20.6 Insofar as it remains possible, the scheme will be operated in accordance with the Code of Practice during such a period.

21.0 DEPLOYABLE CAMERAS

21.1 Overt Surveillance

- (i) Any multi-site cameras will be deployed overtly at all times in areas that are appropriately signed.
- (ii) The deployment will be led by Police intelligence of drug and alcohol related crime, or other intelligence regarding disturbance or anti-social behaviour
- (iii) The Brentwood Community Safety Partnership (CSP) will agree suggested sites and undertake suitability trials prior to deployment to establish successful transmission and infrastructure needs and costs (suitable column and power source)
- (iv) The rotation and deployment of any camera shall be for a maximum of twelve weeks in normal circumstances.
- (v) In exceptional circumstances the CCTV Manager following consultation with the Chair and Vice Chair of the Policy, Finance and Resources Committee, will have delegated authority to authorise other appropriate usages, having due regard to the existing aims and objectives of the Code of Practice for the Brentwood CCTV System
- (vi) The Council may use mobile CCTV camera (or other deployable camera equipment acquired specifically for this purpose) to secure prosecutions under its duties to protect the environment within current environmental legislation. Wherever possible cameras will not be used for covert surveillance and the use of cameras will be appropriately signed.

21.2 Covert Surveillance

- (i) The deployment of any camera for covert surveillance will follow the procedures laid down in current legislation. In particular, the Regulation of Investigatory Powers (RIPA) Act 2000 and the Police and Criminal Evidence Act 1984 (PACE) as

amended.

- (ii) A camera's deployment will be led by recurrent incidents - for example (but not necessarily exclusively) relating to the abuse of recycling sites and fly-tipping on or adjoining highways and Council owned property.
- (iii) Where this is not practicable the CCTV Manager will consider authorisation to deploy camera/s in appropriate areas, subject to the requirements of RIPA and PACE.
- (iv) The deployment of a camera shall be for an appropriate period of time not exceeding six weeks.
- (v) The CCTV Manager will observe the general provisions of this Code of Practice with regard to the operation of any deployable cameras, and shall ensure the security of any recorded data.

CODE OF PRACTICE
BRENTWOOD BOROUGH COUNCIL
CCTV SYSTEM SCHEDULE 1



August 2016

SCHEDULE 1

1. General Procedure
2. Management Arrangements
3. Legislation
4. CCTV Operation and daily routines
5. Digital Video Evidence
6. Photographic prints
7. Access to the Control Room
8. TownLink Radio
9. Copyright
10. Press releases
11. Complaints Procedure

1.0 General Procedure

General

- 1.1. The monitoring and recording equipment within the Surveillance Camera Control Room (Control Room) consists generally of:
 - Video Wall. This continuously shows the current views of the cameras under the control of the operator.
 - Spot monitors. These show the current view of selected cameras. One monitor is used to relay the images to the Police monitor and another is linked to the Automatic Number Plate Recognition System.
 - Two camera control consoles. These select the rotation, elevation and zoom of the cameras.
 - Digital Network Video Recorder. This simultaneously and continuously records the images being transmitted by all cameras. The recorded images are stored in the Council's secure air conditioned Server Farm.
 - System Review Station. This enables the operators to review all recorded material as well as the ability to make system adjustments through the available software.

2.0 Management Arrangements

- 2.1. The overall management of the CCTV surveillance equipment is under the control and direction of the CCTV Manager. Day to day control of the system is delegated to the CCTV Supervisor and the CCTV Manager.
- 2.2. The cameras are monitored on a 24 hour basis, 365 days a year, by monitoring officers recruited by the Council especially for the task.
- 2.3. The Surveillance Camera Control Room will be staffed by two operatives where possible on a rota basis.
- 2.4. The Council has a comprehensive procedure for recruiting and training staff.

3.0 Legislation

3.1. The operation of the surveillance camera system is governed inter alia by the following legislation: -

- Data Protection Act 1998
- Regulation of Investigatory Powers (RIPA) Act 2000
- Human Rights Act 1998
- Protection of Freedoms Act 2012
- Freedom of Information Act 2000

In addition regard will be had to the Information Commissioner and Surveillance Camera Commissioner's Codes of Practice.

4.0 CCTV Operation and daily routines

4.1 There are three main ways in which the system may be used whilst complying with current legislation:

- A CCTV operator may carry out surveillance upon an individual if that individual has been seen to commit an offence.
- A CCTV operator may carry out surveillance upon an individual if that individual has been seen to commit an act, or act in such a way which suggests that the individual may intend to commit an offence.
- A CCTV operator may carry out surveillance in searching for an individual if there are concerns for that individual's personal safety.

4.2 At the start of each shift monitoring staff shall complete the required details in the Surveillance Log. During the course of each shift, staff are expected to carry out continuous surveillance routines utilising all the available cameras.

4.3 A camera routine is defined as a camera operation through 360° or its full horizontal range, at three levels of elevation, monitoring all footways, carriageways around buildings, car park rooftops and alleyways etc. a visual check of each fixed camera will be included.

4.4 If a member of staff detects a suspicious event, or becomes aware of a situation in which the police may have some interest, he should immediately:

- i. Relay the camera image to the monitor at Essex Police
- ii. Inform the Brentwood Police via the direct telephone line, TownLink or Airwave radio depending on the circumstances

- and urgency.
- iii. record a contemporaneous note in the Surveillance database

4.6 As the incident progresses staff shall enter details in the Surveillance database, which will identify the following details:

- i. CCTV camera number(s)
- ii. time the incident was detected.
- iii. name and number of the Police Officer or Officers to whom the incident was reported
- iv. full description of the incident as witnessed
- v. name(s) of the monitoring staff

5.0 Digital Video Evidence

5.1. Essex Police, British Transport Police, Police services from other areas of the United Kingdom and/or the Crown Prosecution Service may be provided with a DVD/CD copy of the original video recording in connection with legal proceedings.

5.2. The Council may use recordings in connection with the performance of statutory duties or other enforcement matters. Police and authorised officers of the Council must follow the procedure set out in 5.3 below.

5.3. Where an authorised officer of the Council is provided with a DVD/CD copy of an original video recording for the performance of statutory duties, the recorded evidence will be governed by the Council's existing written handling procedure prior to an action being taken in court.

5.4. Where the Council has authorised the release of a DVD/CD copy of an original video recording, staff shall enter details in the DVD and Print Copy Register and complete the DVD Seizure Log with the following information:

- i. the reason for the DVD/CD copy and its seizure.
- ii. the name and number of the police officer/authorised officer into whose possession the DVD/CD has now passed.
- iii. the date
- iv. the time
- v. the Police Incident Number
- vi. the signature of the police officer/authorised officer receiving the recording. This will act as a receipt for the DVD/CD whilst in the control of the Police/authorised officer.

5.5. Staff shall also mark the DVD/CD with the Police Incident Number and the DVD and Print Copy Register release number

- 5.6. On the return of a DVD/CD copy to staff, staff shall record within the DVD and Print Copy Register:
- i. The name of the police officer/authorised officer returning the DVD/CD copy.
 - ii. The date
 - iii. The time
 - iv. Staff shall then sign the Log

6.0 Photographic Prints

- 6.1. The System Review Station can produce prints of images from a live screen or a recorded image. Staff may only produce a print when requested to do so by:
- i. a police officer
 - ii. the CCTV Supervisor
 - iii. the CCTV Manager
 - iv. the Head of Paid Service
- 6.2. Staff shall enter all requests for Prints in the Photographic Log. This will include the following:
- i. the date of issue
 - ii. the time of issue
 - iii. the operators name
 - iv. the date printed on the image
 - v. the time printed on the image
 - vi. the camera number
 - vii. the reason for the request
 - viii. the name and number of the police officer/authorised officer into whose possession the print has now passed.
 - ix. the Police Incident Number
- 6.3. The operator shall complete the DVD and Print Copy Register
- i. the date and time of return of the print
 - ii. the date of the prints destruction
 - iii. the name of the person returning the print
 - iv. the member of staff shall then sign the log
- 6.4. The print must be returned to the Control Room within 31 days for destruction unless used for police evidence purposes or with the agreement of the CCTV Supervisor or the CCTV Manager.
- 6.5. All prints no longer required will be destroyed by shredding and a record of the destruction will be entered in the DVD and Print Copy Register.

7.0 Access to the Control Room

- 7.1. Only the CCTV Manager, CCTV Supervisor, Monitoring staff, the Police and approved persons may access the Control Room.
The CCTV Manager will regularly update the list of approved persons.
- 7.2. No photography, video or audio recordings are allowed in the Surveillance Camera Control Room without the express authority of the CCTV Supervisor or the CCTV Manager.
- 7.3. All persons entering the Control Room must enter their names in the Visitors Log setting out the following:
 - i. the date and time of entry
 - ii. the reason for the visit
 - iii. the time of exit
- 7.4. Control Room staff must, upon arrival, complete the attendance record in the Surveillance Log indicating:
 - i. their name
 - ii. the date
 - iii. the day
 - iv. the shift
 - v. the time on and off duty
- 7.5. Staff shall maintain all Logs at all times.

8.0 Town Link Radio

8.1. The Council actively supports the Town Link Radio scheme, an association of local traders who communicate by open channel radio.

8.2. The association of local traders have been made aware that surveillance camera systems are governed by existing legislation:

- Data Protection Act 1998
- Regulation of Investigatory Powers (RIPA) Act 2000
- Human Rights Act 1998

Procedure

8.3. If an offence has been witnessed, then the radio operator should:

- Call the Brentwood Police
- Contact CCTV monitoring staff and other retailers via the TownLink Radio

8.4. If a crime is currently taking place then the radio operator should:

- Dial 999 or use Airwave radio and give details to the police
- Contact CCTV monitoring and other retailers via the TownLink Radio

8.5. If an act has been witnessed which may lead to an offence being committed then:

- Contact the Control Room via the TownLink Radio

8.6. The Council recognises that an intrusion on an individual's human rights is possible whilst carrying out surveillance. Procedures are in place (see Code of Practice) to ensure that the rights of individuals contained in the Human Rights Act 1998 and the Data Protection Act 1998 are preserved.

8.7. Upon receipt of a call via the Town Link radio or the Brentwood Police, the monitoring staff shall:

- (I) Inform the Brentwood Police of the call if applicable
- (II) Record the details of the call in the Surveillance Log
- (III) Carry out an immediate surveillance routine utilising the required cameras.

9.0 Copyright

- 9.1 The copyright of all recorded images belongs to Brentwood Borough Council.
- 9.2 All requests for CCTV video footage and/or photographs must be by written request to the CCTV Manager.
- 9.3 The Council will only release video images in circumstances that accord with the aims and objectives of the scheme. (See para 2.2 Code of Practice). On no account will images be released which do not meet this requirement.
- 9.4 Prior to the required video clips and/or photographs being released, a written agreement between the Council and the recipient must be completed. This agreement must incorporate the following information:
- i. Full details of the parties signing the agreement
 - ii. The date(s) and times(s) the image(s) was recorded
 - iii. A written description of the content
 - iv. The terms on which the recorded image may be used/shown
- 9.5 Where video clips or photographs are released under 9.4 above, **the identity of any individual shown on the video or photograph must be obscured so that they cannot be recognised or identified.**

10.0 Press Releases

- 10.1 All photographs for use in press releases must be obtained by the CCTV Supervisor. Details of the photograph and its reason for production will be recorded in the DVD and Print Copy Register.
- 10.2 No photograph or editorial may be released for publication without the agreement of the CCTV Manager.

11.0 Complaints Procedure

- 11.1 Any complaint from a resident or member of the public regarding the CCTV system or its use, should in the first instance, be referred to the CCTV Manager, in accordance with the Council's Complaints Procedure (see Code of practice Para 15).
- 11.2 The CCTV Manager will establish the precise nature of the complaint, advising the complainant the matter is being investigated and that a formal response will be made.

- 11.3 If the complaint is of a minor nature and can be dealt with without extensive enquiry or delay, the CCTV Manager will respond to the complainant accordingly. This may include inviting the complainant to view the CCTV system from within the monitoring room.
- 11.4 Complaints will be dealt with as thoroughly as possible in accordance with the Council's Complaints Procedure. A leaflet is available on request.