

SUBMISSION TO COMMUNITY, HOUSING AND HEALTH (OVERVIEW AND SCRUTINY)

COMMITTEE:

Date: 29 September 2014

Agenda Item: 9...

Contact Officer: Jenni Coleman

Telephone: 01543 308005

SUBMISSION BY CABINET MEMBER FOR COMMUNITY, HOUSING AND HEALTH

<p style="text-align: center;">LICHFIELD DISTRICT COUNCIL CCTV ANNUAL REPORT 2013/14 AND CODE OF PRACTICE</p>
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<p>1. Purpose of Report</p>

- 1.1 To consider and approve the Lichfield District CCTV Annual Report 2013/14 and the Code of Practice for the operation of the system

<p>2. Background</p>

- 2.1 The introduction in June 2013 of the Surveillance Camera Code of Practice pursuant to the Protection of Freedoms Act 2012 incorporated elements of the Data Protection Act 1998, Human Rights Act 1998 and Regulation of Investigative Powers Act 2000. The Code of Practice ensures the use of CCTV is open and proportionate and is built upon the 12 guiding principles which systems operators should follow:

(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.

- 2.2 In response to the requirements of the Code of Practice Lichfield District Council has prepared its second Annual Report on the performance of the CCTV system within the city centre. The Annual Report regarding the operation of the overt Lichfield District Council static CCTV system will be made publicly available together with the updated Code of Practice. The Annual Report 2013/14 can be found attached as **Appendix 1** to this report, and the updated Code of Practice as **Appendix 2**. Members are asked to consider and approve both of these documents. Amendments to the Code of Practice are shown in 'track changes'.
- 2.3 The District Council system is run in partnership with Three Spires Shopping Centre and the camera operational staffing is provided under contract by G4S. Monthly monitoring meetings are held with representatives of each agency in attendance. The control room also works closely with the Police, the Stornet and Pubnet radio systems and members of the public.

3. Recommendation

- 3.1 The CCTV Annual Report 2012/13 and Code of Practice for the operation Of Lichfield District CCTV are approved.

4. Risk Management Issues

Risk	Likelihood/ Impact	Risk Category	Countermeasure	Responsibility
That the Council operates CCTV in contravention of the protections of the Freedoms Act 2012.	Low/high	Financial and Reputational	Utilisation of the Code of practice for the operation of the System. Close working relationship with the Control Room.	Director Community, Housing and Health

Background Documents:

Surveillance Camera Code of Practice

https://www.gov.uk/.../Surveillance_Camera_Code_of_Practice_WEB.pdf

Information Commissioner's Office - CCTV Code of Practice

www.ico.org.uk/upload/documents/cctv_code_of_practice.html

Lichfield District Council Partnership CCTV System

Annual Report 2013/2014

1. Introduction

This annual report is published by Lichfield District Council in accordance with the CCTV Code of Practice for the operation and management of the system.

Lichfield District Council system is run in partnership with Three Spires Shopping Centre and the monitoring staff are provided under contract by G4S. For enquires please contact in the first instance Jenni Coleman, Community Safety Manager, Lichfield District Council, Frog Lane, Lichfield. Email: jenni.coleman@lichfielddc.gov.uk.

At the 31st March 2014 the CCTV system comprised 129 cameras in total, 21 cameras installed and maintained by Three Spires Shopping Centre, and 108 Cameras installed and maintained by Lichfield District Council. There are 10 cameras in Burntwood/Chasetown, 2 in the Dimbles area of Lichfield, and the remaining cameras are in the city centre and the city car parks.

During the year 9 cameras previously operated by the District Council were decommissioned and removed. One due to landlords consent expiring, one due to it being obscured by development, and seven due to the redevelopment of Friary Outer Car Park.

The cameras are all overt, that is visible and signed to the public.

2. Purpose and key objectives of the scheme

The key objectives are set out in the code of practice and they are:

- Protecting areas and premises used by the public;
- Deterring and detecting crime;
- Assisting in the identification of offenders leading to their arrest and successful prosecution;
- Reducing anti-social behavior and aggressive begging;
- Increase public reassurance;
- Encouraging better use of city facilities and attractions;
- Maintaining and enhancing the commercial viability of the city and encouraging continued investment.

The performance of the system against these objectives is considered in section 4 below.

3. Changes to the Code of Practice

During the latter part of 2013 the Code of Practice was substantially rewritten so that the scheme complies with the government guidance on codes for CCTV. The revised Code of Practice was considered by the relevant District Council Overview and Scrutiny Committee at the same time as the 2012/13 annual report and is available on the District Council website. Subsequent revisions to the code have been made as **Appendix 2**.

4. Performance of the system

The numbers of incidents recorded have reduced over the last three years by 12.5% the numbers of arrest have reduced, by 39.6%. The numbers of nighttime incidents recorded have fallen by 25.4% over the same period.

	2011/12	2012/13	Year on year	2013/2014	Year on Year
Incidents	1856	1591	-14%	1625	+2%
Arrests	260	255	-2%	157	-38%
Incidents that were between 12:00pm and 6:00 am	653	524	-20%	487	-7.1%

The types of incidents recorded in 2013/2014 compared to 2012/2013 are set out below.

	2012/2013	2013/2014	Year on Year
Alarm Activation	38	37	-2.6%
Alcohol Related Offence	35	18	-48.6%
Anti-Social Behaviour	183	223	22%
Auto Crime	6	9	50%
burglary	25	11	-56%
Concern for MoP	0	55	
Counterfeit Money	2	5	150%
Criminal Damage	47	30	-36%
Deception	7	5	-29%
disturbance	227	136	-40%
Domestic	42	38	-9.5%
drugs	52	49	-6%
Drunk In Charge	40	36	-10%
drunkenness	133	109	-18%
Excluded Person Obs	15	14	-6%
missing person	110	112	1.8%
Robbery	9	12	33.33%
Sexual Offence	5	7	40%
Stolen Vehicle	0	2	
suspicious behaviour	257	309	20.23%
theft	175	176	.57%
traffic	63	90	42.9%
under age drinking	29	16	-45%
unknown	0	2	

Violence/Assault	53	93	75.5%
Wanted Person	18	16	-11%
Weapons	20	15	-25%
	1591	1625	

5. Staffing Issues and Achievements

During 2012 G4S were successful in winning the tender for the staffing and operation of the CCTV system and they took over the management of the staff in October 2012 from Europa. During the last 12 months of operation of the service G4S report that the scheme has been fully staffed by trained and qualified personnel. All staff are licensed by the Security Industry Authority (SIA) and have been trained to the relevant standards to safeguard the citizens of Lichfield District.

6. Equipment

There have been a number of faults in the system during the year; these have been at a level which would be considered to be usual for a system of this type and size. All were relatively minor in nature and were resolved relatively quickly. Maintenance is carried out by ADT Security. During 2013 we explored the possibility of being part of an ESPO Framework contract to achieve more cost effective maintenance, but it proved to be too expensive as routine preventative servicing was required as a precursor to responsive maintenance at the advertised rates. The system currently operates on a call out only when there is a problem.

All of the system is digital including the 21 Three Spires Shopping Centre owned cameras which were updated this year. In all other respects the partnership continues to work well with both partners valuing the service, its performance and its efficiency.

7. Data Protection

The scheme is registered under the Data Protection Act 1998 and Lichfield District Council undertakes to cooperate with the Data Commissioner in all matters involving the Commissioner Act. Data is stored and held only for the purposes set out in the Code of Practice and in accordance with its provisions.

8. Communications

A number of communications are used at the control room. They include the Staffordshire Police Airwave Radio System, Storenet (including Pubnet), radio links to Three Spires patrol staff and landline telephone links.

9. Partnership

The system is operated in partnership with Three Spires under a formally approved partnership agreement established in 1996. Regular liaison meetings are held and as set out in section 6 above both partners continue to be happy with how the partnership operates.

10. Staffordshire Police Comment

The CCTV Control operators and system continue to work well in partnership with Staffordshire Police Area Communications Room and the Lichfield District Local Policing Team. The excellent service they provide continues to be effective, the operators remain responsive to real time surveillance requests for spontaneous incidents, are vigilant to monitoring and pro-active reporting of suspicious occurrences. They also provide timely responses to requests for evidence to be made available utilising the appropriate paper work to create the required audit trail.

11. Complaints

Lichfield District Council operates a complaints procedure that will be used in connection with operation of the system and compliance with the Code of Practice. Details of the Code of Practice can be obtained from the Council.

There were no complaints received during 2013/14.

12. Finance

The service cost Lichfield District Council £126,270 to operate in 2013/14 with about half of this being attributed to security in the car parks in Lichfield and the other half for public surveillance cameras in Lichfield and Burntwood. This is the net cost with 49% of the monitoring costs being met by Three Spires Shopping centre, and the majority of this cost is for staffing of the control room.

The cost effectiveness of the system can be assessed by looking at four indicators; cost per member of the population, cost per incident, cost per hour of operation, and cost per arrest. For the system in 2013/14 these are:

Cost per member of the population per annum £1.29
Benchmark¹ Highest £4.49 Average £2.16 Lowest £0.30

Cost per incident £77.70
Benchmark Highest £953 Average £163 Lowest £16

Cost per hour of operation £14.41
Benchmark Highest £91.32 Average £38.32 Lowest £4.26

Cost per arrest £804.27
Benchmark Highest £1000 Average £464 Lowest £65

13. Limitations of the System

Clearly the location of the cameras has a substantial impact on the effectiveness of the CCTV system: locations are to a certain extent determined by logistics for example the position of power lines and access. The camera position will also have an effect: in the monitor position the

¹ CCTV User Group national survey Autumn 2011

camera is zoomed **out** to observe a much larger area. In the recognise position the camera is zoomed **in** and will produce a much better quality picture but it significantly reduces the amount of area you can observe. Skilled CCTV camera operators who are able identify incidents sometimes before they start, zoom in the cameras and record the incidents are vital to an efficient system.

With regards the quality of the pictures we now have a digital system that has greatly enhanced the quality of the pictures which are much sharper. The actual picture quality is determined by a number of factors including the time of year, in the winter when the leaves fall off the trees it is possible to observe bigger areas but in the summer it has the opposite with trees restricting the areas that can covered with the CCTV cameras.

Light conditions are a major factor with low light producing poorer quality pictures which is at times beyond our control. At night the picture quality drops dramatically due to the low light levels as the street lighting comes into effect but the main areas are covered with quite good lighting and so it has not been a real issue in the past. To improve the lighting, or use infra-red cameras, would increase costs dramatically and residents may complain about lights being too bright.

14. Conclusion

Crime and the causes of crime are far too complicated an issue to have one simple solution. So all we can do is develop a 'tool box' of measures which ranges from legislation, designing out crime, improving street lighting, education and activities for young people. CCTV is just one of the tools that plays an important role in preventing and detecting crime and anti-social-behaviour, it also helps us to protect vulnerable people and make people feel safer.

September 2014

A CODE OF PRACTICE FOR LICHFIELD DISTRICT COUNCIL'S PUBLIC CCTV STATIC CAMERA SCHEME

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.

For all enquiries about the Code of Practice, please telephone ~~Jenni Coleman~~, Lichfield District Council, on (01543) ~~308005~~.

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CODE OF PRACTICE INTRODUCTION

The Lichfield District CCTV System has been developed in response to the growth of crime and fear of crime in the city. The sole purpose of the CCTV System is to make the district a safer and more welcoming place at any time of the day or night, allowing all citizens and visitors, regardless of age, gender or race, the opportunity to live their lives fully and without fear.

Three Spires Control Room, Gresley Row, Lichfield, operate the CCTV cameras in partnership with Lichfield District Council and jointly they are responsible for the fair and effective operation of all aspects of the CCTV service. Insurance of the control room and its equipment is arranged by Three Spires, and insurance of district council cameras is arranged by the district council. This is in accordance with the licence between the parties to operate the service.

The Code is also supported by an Operational Manual for staff operating the system. Only CCTV Staff, The Three Spires Manager, G4S (the operator company) and the relevant Lichfield District Council Director has authorised routine access to the CCTV Control Centre. G4S as the operating contractor have the responsibility for all legislation and Health and Safety requirements for their staff working from the control room.

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.

This Code of Practice sets out the aims of the CCTV system and how it will be used. The system will not be used for any other purpose than those set out in this document. The operation of the System will be made accountable to the citizens of Lichfield via Lichfield District Council's relevant Overview and Scrutiny Committee, which will monitor its performance and review its effectiveness. The day-to-day management of the system will be the responsibility of the CCTV Supervisor at Three Spires.

1. PURPOSE STATEMENT

1.1 It is important that all those who will be affected by the Lichfield CCTV Scheme and all those charged with operating the service understand exactly why the system has been introduced and what it will and will not be used for. The key objectives of the Lichfield District CCTV System are:

Protecting areas and premises used by the public;

Deterring and detecting crime;

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

Reducing anti-social behavior and aggressive begging;

Increase public reassurance;

Encouraging better use of city facilities and attractions;

Maintaining and enhancing the commercial viability of the city and encouraging continued investment.

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.

1.2 Privacy

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, as defined by the Operational Manual given to staff.

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 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. 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.

A privacy impact assessment for each camera in the system will be regularly undertaken.

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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.

1.3 Cameras

All cameras are sited so that they are clearly visible, although some are mounted within protective domes. No hidden cameras will be used, 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.

If any re-deployable CCTV cameras are used 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.

1.4 Provision of Evidence

Arrangements will be made to provide recorded images to the Police and other enforcement agencies including local authority departments. These images may be used to conduct investigations into potential criminal offences. Images will only be released in connection with law enforcement processes.

1.5 Breaches of the Code

Any breach of the Code of Practice is a serious matter. Officers or Control Centre staff who are in breach of the Code will be dealt with according to the relevant disciplinary procedures, a process that could ultimately result in their dismissal. If an employee/contractor were to misuse the images to make a profit for him/herself, the Council would take all possible steps to recover the profit made.

The responsibility for guaranteeing the security of the System will rest with the relevant Lichfield District Council Director and Three Spires Shopping Centre, who will in the first instance investigate all breaches or allegations of breaches of security and report findings.

In the event of a serious breach Lichfield District Council will request that a person with relevant professional qualifications, who is independent of the Scheme, undertake an investigation and make recommendations to the Council on how the breach can be remedied.

1.6 Legislation

The CCTV Scheme has been registered with the Information Commissioner's Office and will follow the guidelines of the Data Protection Act 1998 and the principles of good practice identified by the Information Commissioner (address on last page of this document).

In addition, the CCTV system will comply with the Human Rights Act 1998, the Freedom of Information Act 2000, the Regulation of Investigatory Powers Act 2000 and the Protection of Freedoms Act 2012.

The Regulation of Investigatory Powers Act is to ensure that investigatory powers of the intelligence services, the police and other enforcement agencies are used in accordance with the Human Rights Act and Lichfield District Council will ensure that all requests for assistance from the Council's CCTV system under this Act are examined in detail to ensure that they are proportionate, legal, appropriate and necessary. Where any doubts exist, legal advice or advice from the Surveillance Commissioner's Office (address on last page of this document) will be sought before the Council agrees to undertake action under this Act.

1.7 Changes to the Code

Revision and change to the Code of Practice will inevitably occur during the life of the CCTV Scheme, due to evaluation of the Code and developments in the technology used in the Scheme.

2. ACCOUNTABILITY

There is a need for a well-defined structure of responsibility to the public to maintain public support and confidence in the CCTV System. The CCTV Scheme will address this issue in the following way:

Copies of the Code of Practice as agreed following public consultation will be made available for public inspection at all Council reception points, public libraries and on the City Council's Website;

The Council's formal complaints procedure covers complaints concerning the operation of CCTV.

3. EVALUATION

Lichfield District Council will be responsible for the evaluation of the Scheme, which will be conducted at regular intervals following its introduction. This evaluation will be conducted in partnership with Police, Three Spires G4S (the operator company) and Council staff. The following areas will be examined as part of the evaluation process:

- Assessment of the impact on crime;
- Assessment of neighbouring areas without CCTV (Displacement);
- The views of the public;
- Operation of the Code of Practice.

The costs of the evaluation programme will be built in to the annual running costs of the

Scheme and the results of the evaluation, where appropriate, will be published.

4. CONTROL CENTRE OPERATION AND ADMINISTRATION

4.1 Staff

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.

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.

Principle 8 : Surveillance camera 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.

4.2. Operating Efficiency

The Control Centre Duty Operators will daily confirm 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.

4.3 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;
- Particular arrangements will apply to visitors and contractors as outlined in 4.4 and 4.5 below.

4.4 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 Director. 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.

4.5 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.

4.6 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.

4.7 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.

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

5. DIRECTION AND CONTROL OF THE SYSTEM

5.1 Direction

The system is directed towards providing a safer environment for the community. The Council will use the system for:

- Day to day monitoring of the surveillance areas;
- The security of Council premises, land and street furniture;
- Monitoring premises using cameras and alarms owned by third parties under appropriate agreements.

5.2 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.

5.3 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 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.

5.4 Third Party Equipment

The Council may monitor pictures from cameras installed by third parties subject to the making of the necessary formal agreements and the acceptance by third parties of this Code of Practice. Designated persons will have access to the Control Centre by prior appointment only and such visits will be strictly for the purpose of reviewing the operation of their own equipment. Attendance will be closely supervised at all times and equipment will continue to be operated by the Duty Operators. Access to images is detailed in the following section.

6. CONTROL OF IMAGE and RECORDING MEDIA

6.1 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.

In certain circumstances images may be retained or copied for training, demonstration or evidential purposes. All other routine recordings will be retained for 28 – 31 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.

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.

Principle 11 : When the use of a surveillance camera system is in pursuit 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.

6.2 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.

6.3 Access to Images

The principal external source of requests for access to images is expected to be from the Police or other enforcement agencies. The Duty Operators 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 Director, 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 28 days, it is vital that such requests are made in writing to the Council's Information Management Officer (address on the last page of this document) as quickly as possible, but in any event within 21 days to allow the relevant data to be held. The applicant will then be sent the necessary form to be filled in and returned so that their request can be met.

No other access will be allowed unless approved by the relevant Lichfield District Council Director 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.

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.

6.4 Images from Third Party Cameras

Where a formal agreement for third party monitoring is in force, routine access to images will not be allowed. Applications to review images must be made in writing to the relevant Lichfield District Council Director specifying the reasons for the request. Third party viewings and production of recordings will be dealt with in the same way as all other agencies.

6.5 Copying of Images

Except for training, demonstration and evidential purposes images may not be copied in whole or in part.

6.6 Evidential Media

Media required for evidence will be dealt with in accordance with The Police and Criminal Evidence Act 1984 (PACE). A record will be made in the Third Party Viewing Log of the production of the relevant media discs and its release to the Police or to other authorised agencies. Only an authorised officer may remove these media recordings from the Control Centre to a secure store.

Media containing images provided to the Police or other agencies shall at no time be used for anything other than the purposes for which they were originally released.

6.7 Photographs

The use of photographs for briefing camera operators should be conducted strictly in accordance with advice from the Police to avoid contamination of evidence. Unless otherwise advised by the Police, photographs:

- Should not be on display to the public;
- Should only be retained if provided by the Police for this purpose;
- Should be seen only by individuals stipulated by the Police.

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

7. REVIEW AND EVALUATION

7.1 Review

CCTV Operations will be subject to regular review against the objectives of the Scheme. A core set of criteria has been agreed, and information will be collected at regular intervals measuring progress against them. Improvements to operating procedures will be made as soon as they are identified. The system will be subject to regular independent audit and reports will be considered as part of the Councils Overview and Scrutiny process.

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.

8. COMMENTS AND COMPLAINTS

8.1 Comments

Comments on the scheme may be addressed to the relevant Lichfield District Council Director who has operational responsibility for the scheme.

8.2 Complaints

Formal complaints about the operation of the system should be addressed to the relevant Lichfield District Council Director (address is on the last page of this document) as soon as possible after the incident or the CCTV action causing the complaint. They will be dealt with in accordance with the Council's formal complaints procedure.

8.3 Addresses

Contact addresses are:

Jenni Coleman
Community Safety Manager
Lichfield District Council
Frog Lane
Lichfield
Telephone: 01543 308006
Email: jenni.coleman@lichfielddc.gov.uk

Inspector Rachel Joyce
LPT Commander Lichfield and District
Staffordshire Police
Telephone: 07794 358 004
Email: Rachel.joyce@staffordshire.pnn.police.uk

Information Commissioner
Wycliffe House
Water Lane
Wilmslow

Surveillance Commissioner
PO Box 29105
London
SW1V 1ZU

Deleted: Ruth Plant

Deleted: ruth.plant
@lichfielddc.gov.uk
Director of Operational
Services ¶

Deleted: , Reliant Way,

Deleted: Burntwood Business
Park ¶
Burntwood¶
Staffs¶
WS7 3JH

Deleted: Tel

Deleted: 687540

Deleted: The Area
Commander¶
Lichfield and Burntwood Police
Information Management
Officer¶
Inspector Rachel
Joyce . Lichfield District
Council ¶
rachel.joyce@staffordshire.pnn
.police.uk . Frog Lane
Chasetown Police Station¶
High St¶
Chasetown . Lichfield ¶
Tel: 03001232345 . Tel: 015
43 308000¶

Cheshire SK9 5AF
Tel: 01625 545700
Fax: 01625 524510

Tel: 0171 825 3421
Fax: 0171 828 3434

Lisa Prokopiou
Centre Manager
Three Spires Shopping
Centre
12 Gresley Row
Lichfield
Telephone: 01543
417413
Email:
lisa.prokopiou@threespireslichfield.uk.com

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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.

THIS CODE WAS LAST REVISED in September 2014

Deleted: August 2013