

CITY AND COUNTY OF SWANSEA COUNCIL

CODE OF PRACTICE

1. Introduction

The City and County of Swansea Council have installed a CCTV security system to help provide a safer environment for the benefit of the community. Cameras have been installed at Swansea City and are located in shopping and commercial areas, car parks, and Council buildings. The system is monitored around the clock 365 days a year at a central control room.

The system is owned by City and County of Swansea Council, County Hall, Oystermouth Road, Swansea SA1 3SN and trained City & County of Swansea employees staff the control room.

Existing camera positions are shown appended to these Codes; any new cameras will be added as necessary.

The service has been developed and managed by the Safer Swansea Partnership. A monitor has been installed at Swansea Central Police Station, Grove Place, Swansea that will allow the Police to maintain an overview when alerted to an incident by the control room staff. A Review Suite has also been installed in Central Police Station which will allow authorised officers to access recorded footage prior to requesting evidence from the control room. South Wales Police will provide pre labelled DVD's and exhibit labels throughout the year for evidential purposes. However, the ownership and the copyright of the recorded material remain with the Council. The Police will also provide an external hard drive when required as laid out in the CCTV protocol.

The Council welcomes the involvement of other local organisations as partners in the CCTV service.

The Head of Poverty and Prevention is responsible to the Council for the overall management of the system.

This Code of Practice has been prepared jointly by the Council and the South Wales Police. It is intended to provide rules for managers and operators of the system. It is also a commitment to the people of the district that the system will be operated in a responsible manner and with due regard for civil liberties and data protection.

Signed.....

Head of Poverty and Prevention

Signed

Superintendent, South Wales Police

Purpose Statement

The main purpose of the service is to provide a safer environment for the benefit of those who live, trade, or work in the district, as well as visitors. The service is intended to:

- to help reduce the fear of crime;
- to help deter crime;
- to help detect crime and provide evidential material for court proceedings;
- to provide assistance in the overall management of public health and safety;
- to enhance community safety, assist in developing the economic wellbeing of the City and to encourage greater use of the town centres, shopping areas, car parks and similar locations within the district;
- to assist in traffic management. The system may be used for optimising the Council's resources in managing and operating its services. It may also be used in certain circumstances as evidence in the investigation of Council internal matters such as staff discipline etc.

The locations of cameras will be clearly indicated. The system will not be used for gathering information on people going about their lawful business.

Key Objectives

Areas which are already covered by cameras have seen a significant reduction in certain categories of crime. In these areas, the key objective is to maintain the reduced level of crime, compared to the previous year level for: burglary, motor vehicle crime and assaults.

For schemes covering new areas, the objective is to achieve significant reductions in some or all of the following crimes, depending on the size and nature of the scheme:

Theft	50%
Motor vehicle crime	50%
Criminal damage	25%
Public disorder	25%

The information on crime figures will be taken from official Police crime statistics. Key objectives will be reviewed every 12 months and details will be included in an annual report.

2. Procedural Manual

City and County of Swansea Council will publish a separate manual, based on the code of practice, to set out the detailed operating procedures. Access to the document will be restricted to the partners and staff members only. The manual normally will be kept in a secure cabinet.

3. Data Protection

The Data Protection Act 1998 now applies to the Swansea CCTV system, the Council and any present or future partners will operate in compliance with this Act, wherever possible.

4. Changes to the Code

From time to time, there will be a need to review and revise the code of practice. The system manager will implement minor changes, identified during operation. Any major change will need to be agreed formally by the relevant Council Committee given in open Committee session, after consultation with the South Wales Police.

5. Ownership

The CCTV system is owned by the City and Council of Swansea Council. The Head of Poverty and Prevention is responsible, on behalf of the Council, for the management, administration and security of the system. The Head of Poverty and Prevention will nominate a senior officer, as CCTV system manager, to act on his behalf and with full authority in his absence.

6. Partnership

The City and County of Swansea Council, whilst retaining ownership of the system, recognises the role of the South Wales Police (City and County of Swansea Council Area) as a key partner involved with the overall service.

The Council has also, during the development of the system, received the support of local bodies, in particular the Chamber of Commerce and local businesses.

The Council is keen to develop long term arrangements with other local bodies and may be able to offer a central CCTV monitoring service to suit the security requirements of individual public or private sector organisations.

All partners present and future, must work in strict accordance with the code. The partners will have no involvement in operating the system, except the Police who, under special circumstances set out in this code, may instruct the control room staff in monitoring a crime or special incident. Access to the control room and the use of DVD's will be strictly in accordance with this code of practice.

7. Management of the System

Overall Management

The Head of Poverty and Prevention, City and County of Swansea Council is responsible to the Council for the overall management of the system. He has nominated a CCTV system manager, to act in his absence and to deal with routine matters relating to the management and administration of the overall service.

The Head of Poverty and Prevention, City and County of Swansea Council and his nominated officer will be responsible for reporting to the Council and providing the public with information about the scheme. They will also produce an annual report which will be made available through all local public offices and libraries.

The City and County of Swansea Council have contracted the day-to-day monitoring. The individuals with direct responsibilities for control room staff are the system manager and the Head of Poverty and Prevention, City and County of Swansea Council. All staff involved in the CCTV service, whether management or operational, are required to conform fully to this code of practice.

All managers and operators will work in accordance with the procedures set out by the Council and by the Head of Poverty and Prevention.

The South Wales Police will nominate officers from Central Police Station, Swansea to liaise with the Council, for day-to-day purposes.

All managers, supervisors and operators are accountable for their own actions. Any breach of this Code of Practice by any member of staff will be treated as a disciplinary offence.

Complaints

Any complaints concerning the CCTV system will be dealt with through the normal complaints procedure of the City and County of Swansea Council.

8. Installation

8.1 Consultation

Any new proposal for installing new cameras or significantly relocating existing cameras must involve early consultation with the Police. Wherever possible, there should be effective consultation with local businesses, and with the local community.

8.2 Sound

The CCTV system will have picture only with no sound recording capability.

9. Accountability

9.1 The Public

The Council, through the Head of Poverty and Prevention, City and County of Swansea Council, will make copies of the Code of Practice and details of the complaints procedure available to the general public. Copies will be distributed to public offices and libraries within the district.

9.2 The Council

Any significant changes relating to the strategic management of the CCTV service must be reported to, and approved by, the Council's Community Safety and Development Sub-Committee and thereafter ratified by Council. These include:

- a. adoption of the CCTV Code of Practice;
- b. any major revision to the code;
- c. the setting of objectives;
- d. new installations; and
- e. proposed new partnership arrangements.

The annual report will be formally reported to the Policy Committee and copies will be made available in public offices.

9.3 The Police

The South Wales Police will give a formal undertaking to comply with the code of practice. The Police will assist the City and County of Swansea Council in assessing new installations and in the presentation of crime statistics for the annual, and other, reports.

9.4 Partnerships

Local partnership agreements will be completed where third party CCTV systems wish to join the City and County of Swansea Council scheme. Such agreements will incorporate the following subjects:

- Acceptance of the Code of Practice;
- The primary objectives of the scheme at a particular site;
- Operational methods to be utilised on the particular site;
- Methods of receiving regular reports within the partnership on matters relative to the code of practice and management of the scheme.
- Safeguards regarding Police operations.

10. Public Information

10.1 Signs

No cameras will be deliberately hidden from public view. Signs indicating that CCTV cameras are operating will be displayed at key points in the areas covered. The signs will state that the cameras are owned by the Council and will include a contact telephone number in the City and County of Swansea Council.

10.2 Public Documents

The code of practice and the annual reports are public documents and will be made available for inspection at libraries and other public offices.

The Annual Report will include details of the ownership of the scheme, the extent, the cost, the objectives, any evaluation and details of complaints.

The Council will encourage the local press to publish details of the annual report.

10.3 Complaints

The Council has an established procedure for receiving and monitoring public complaints. Complaint forms are available at all Council Offices. Any complaint relating to the CCTV system will be referred to the Corporate Complaints Officer, City and County of Swansea Council. Any complainant who is dissatisfied with the response can request that the Council's Chief Executive deal with the matter. Details of complaints, and the outcome of any investigation, will be summarised in the Annual Report.

11. Control and Operation of Cameras

All cameras will be prominently placed within the public view.

Only staff with responsibility for using the equipment will have access to operating controls.

Cameras will, wherever possible, be placed to provide the best coverage of the area. Intrusion into private property will not be allowed, and random checks will be made to ensure that public privacy is not abused. Any abuse will be considered gross misconduct.

Recordings will be subject to random audit by the Head of Poverty and Prevention, City and County of Swansea Council or his representative, and operators may be required to justify any prolonged surveillance of an individual or property.

12. The Control Room

12.1 Access

The Control Room door will remain secured at all times. Access to the CCTV Control Room will be limited to the duty operators, authorised personnel from the Council, the Police and officers from other statutory services. Only authorised persons will be allowed access, those not individually named will require a written authority or signature from the system manager. Operators must satisfy themselves of the identity of any caller and the purpose of the visit before allowing access. An Access Log will be kept for all persons entering the control room.

Special arrangements will apply to access for contractors, either for system maintenance, office cleaning or for emergency attendance. In these circumstances the Duty Operator, must be satisfied of the identity and purpose before allowing entry.

All official visitors to the control room must be approved and arranged through the System Manager, or Head of Poverty and Prevention, City and County of Swansea Council.

All visitors, including contractors, must be accompanied by operating staff throughout their stay in the control room.

A list of City and County of Swansea Council officers, with management responsibilities for the system as set out in Section 7 will be allowed unrestricted access at all times, their names will be appended to these Codes.

Independent inspectors, appointed by the Council's Policy Committee under this code, may visit the control room without prior appointment. The Head of Poverty and Prevention, City and County of Swansea Council or his nominated officer will accompany them.

Access by Police officers will be prearranged.

It will be necessary to allow access for cleaning staff. The Offices Services Manager will ensure that contractors understand that entry to the control room will be for cleaning only and that they must leave the room immediately, if instructed to do so by the Duty Operator.

12.2 Occurrence Log

A shift Occurrence Log must be maintained to record details of all incidents within the control room, including time and date of events and particulars of visits and telephone calls. The Operator will confirm the efficiency of the system by testing all cameras at the commencement of every shift and sign the Log accordingly; any defects will be reported. The link to the Police Station will also be tested.

12.3 Incident Log

An Incident Log will record brief details of every incident recorded by the system cameras. Details will include the date, time, location, camera number, description of incident, date of working copy DVD and person collecting that copy, action taken, result and DVD numbers. The operator will complete these details as soon as is practicable after the incident.

12.4 Review Log

Whenever a HDR review is required, the operator will complete the Review Log. Details will include the date of request, details of incident, DVD number, date of review, all persons viewing the DVR.

12.5 Hard Copy Print Log (See 14.6)

12.6 Maintenance and Repair Log

The operator will complete this log when a fault occurs or a contractor makes a service visit. This will include the time and date that the fault is repaired.

13. **Staff**

13.1 Recruiting and Selecting

All persons employed in any part of the CCTV control room must meet high standards of honesty. Recruitment and selection of staff will involve a thorough validation of the suitability of candidates to work in a CCTV control room. Candidates will be required to disclose relevant criminal convictions. Non-disclosure of relevant information will be subject to disciplinary action including possible dismissal, if it emerges after appointment.

13.2 Training

To operate the system effectively, CCTV operators need to be properly trained. A recognised continuous training programme will be condition of service.

When suitable National Vocational Qualification (NVQ) courses are available to cover the operational requirements of CCTV, nominated staff will be expected to participate in such courses.

13.2 Confidentiality

All staff will be subject to conditions of employment which requires compliance with the code of practice and confidentiality. A breach of the code could result in disciplinary action and possible dismissal.

Staff shall be required to sign an undertaking of confidentiality and respect confidentiality during and after termination of employment.

14. Recorded Material

14.1 Statement of Intent

Recorded material will be used only for purposes defined in this code of practice. Access to recorded material will only take place as defined in this code of practice. Recorded material will not be sold or used for commercial purposes or the provision of entertainment.

The showing of recorded material (DVD or HDR) to the public will be strictly regulated. Such a case will be in compliance with the Purpose statement at 2.1. If the Police in connection with the investigation of a crime require the showing, it will be conducted in accordance with the provisions of the Police and Criminal Evidence Act 1984. There will be other circumstances i.e. missing person enquiries; Selected Police Training initiatives, or whereby a genuine Police investigation will be assisted. In either case the showing will be strictly supervised, authorised by way of the CCTV Authorisation form and agreed by the Head of Poverty and Prevention or his nominated deputy.

14.2 Use of DVD's

Recording equipment will be checked at the commencement of each shift to ensure it is in good working order.

The current system used hard drive recorders (HDR) which record images up to 28 days before automatically over writing themselves. Once a request is submitted for a recording this is then kept in a folder for 90 days before being deleted.

HDR reviews will normally only be carried out by a CCTV Operator during quiet periods. The Police will be expected to review HDR's where offences have been reported. Details of requests for HDR reviews must be recorded on the review log.

14.3 Police Access

The Police may apply for access to HDR's for viewing at the control room, or for removal, provided they follow the agreed procedures set out in these Codes. They must reasonably believe that access to specific HDR's is necessary during an investigation and/or the detection of a particular offence, or for the prevention of crime.

Recorded HDR footage will be reviewed at the control room by South Wales Police officers. Such action should be suspended if operational incidents occur that require action from the operator. Any request for a HDR to be viewed in the Council's Control Room must be made in writing and recorded in the Review Log.

No copies will be made of any DVD. The Police must provide a B56 number when collecting DVD's. Unauthorised copying of tapes may be deemed gross misconduct. In the event of formal notification from the Police that a DVD is required for evidence, then it will be retained for an appropriate period. The Police will be required to confirm the need to retain the DVD through the Police Liaison Officer periodically.

Any DVD created for evidence will be deemed as the master copy. If handed to the Police or other authority the DVD copy Log must be completed, a record will be made and the signature of the recipient obtained. Once in the possession of the Police, the DVD's are subject to the policies and rules of the Chief Constable

14.4 Subject Access Requests

If a person requests a review or copy of a DVD, the request must be made in writing and will include the time, date, location and description of the incident to which the request applies and the reason for making that request. If it is found that any part of this section contravenes the Data Protection Act 1998, the Data Protection Act requirements will prevail. The relevant section of these Codes of Practice will then be changed to ensure compliance.

14.4.1 Civic Court Proceedings

Access to DVD's may be obtained in connection with civil disputes by court order.

14.4.2 Criminal Court Proceedings

The Police will provide access to solicitors under advance disclosure rules in connection with criminal proceedings. The City and County of Swansea Council will retain copyright.

If the incident has been copied or passed to the Police, the person will be directed to the relevant Police station to obtain a copy of the DVD or to request a review of the DVD from the Police.

14.5.3 Criminal Court Proceedings

In a case where the incident has not been reported or copied to the Police. The request to review or receive a copy of a DVD must be made in writing as previously shown. The procedures for Subject Access Requests will be followed as in Section 14.4

14.5.4 Criminal Court Proceedings

In a case where the incident has been reported and copied to the Police. The person requests a review and/or a copy of footage from a HDR in addition to that supplied to the Police. The procedure for Subject Access Requests will be followed in Section 14.4

14.6 Hard Copy Prints

The current system does not have the facility to provide hard copy prints.

15. Assessment of the System

15.1 Evaluation

The CCTV system will be evaluated to find out whether key objectives are being met, whether the scheme is operating according to the purposes for which it was established and whether it is giving value for money. The costs of evaluation will be allowed for in the Council's annual revenue budget for the CCTV service. Evaluation will be conducted independently or carried out according to independently established criteria it should include the following:

- assessment of impact upon crime;
- assessment of neighbouring areas without CCTV;
- the views of the public;
- operation of the code of practice; and
- whether the purposes for which the scheme was established still exist.

The results of the evaluation will be reported to the Council's Community Safety & Development Sub-Committee, and will thus become a public document. Details will be summarised in the Annual Report which will be made available for inspection at libraries and other public offices in the district (see 10.2). The results and recommendations from the evaluation will be taken into account in periodic reviews into the operation and management of the service.

15.2 Monitoring

The Head of Poverty and Prevention, City and County of Swansea Council will be responsible for ensuring that all control room personnel are aware of the requirements of the code and operational procedures. They will be responsible for arranging periodic checks of all the equipment, logs and HDR's, to ensure that the code and operational procedures are adhered to, and the security of equipment and recorded material is maintained.

15.3 Audit

Procedures relating to the operation of the scheme, the code of practice and the use of HDR's will be subject to annual audit, to be arranged by the Head of Poverty and Prevention, City and County of Swansea Council or their nominated deputy. Any changes as a result of the Audit must be placed through Committee.

15.4 Independent Inspection

The management and operation of the CCTV service will be open to independent inspection. The Council may, at any time, nominate a Sub-Committee composed of Members and, if required, co-opted lay visitors to carry out an inspection. A report of the outcome of the inspection will be made to the Community Safety and Development Sub-Committee.

All those involved in inspections will be expected to respect confidentiality and to act in compliance with the code of practice.

16. **Dealing with Incidents**

16.1 Police Use of System

Regular meetings should be held between the Head of Poverty and Prevention, City and County of Swansea Council and his representatives, the local Police, and, when appropriate, the operators to ensure that problems are dealt with in good time. The frequency of such meetings will be agreed between the Head of Poverty and Prevention and the nominated Police representative.

Any suspicious incident, which is noted by the Operators, will be immediately reported to the Police via a direct telephone line to the Police Control room. By agreement between the Operator and the Police, live pictures can be transmitted by the video link onto a monitor located in the Police Control Room.

The operator, monitoring the incident, which will provide the best evidence available at that time, will ensure that a recording is made of that incident.

Control of the system will remain with the CCTV operator, but the Police may direct the operator to carry out specific functions to:

- assist them with the deployment of resources;
- to monitor any potential public disorder or other major security situations;
- to assist in the detection of crime;
- to facilitate the apprehension and prosecution of offenders in relation to crime and public order; and