

Surveillance Camera Code of Practice 2013

Slough Borough Council CCTV - Guiding Principles

2.6 System operators should adopt the following 12 guiding principles:

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 which is stated as:

“The CCTV system will only be used as a proportional response to identified problems and be used only in so far as it is necessary in a democratic society, in the interests of national security, public safety, the economic well being of the area, for the prevention and detection of crime or disorder and prosecution of offenders, for the protection of health and morals, or for the protection of the rights and freedoms of others.”

1. This principle is met by installing and using CCTV cameras when:

- a. Evidence of crime & disorder exists and when supported by police and/or those in a crime reduction role such as Community/ Neighbourhood Support officers tasked with the aim of reducing crime
- b. For a specific purpose to address a specific need (and, for redeployables, when discussed at Sector Tasking prior to being installed) and regularly reviewed (every two weeks)
- c. When prominent signage is in place showing who to contact to discuss the camera installation
- d. a process is in place allowing the public to access any captured images
- e. Reporting updates to police partners in review meetings and to the public via public meetings or in private where appropriate
- f. Removing the camera when a review concludes that is appropriate or when the stated aim has been achieved

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. This is met by:

- a. Always taking people’s privacy into consideration when deciding on a suitable location for a redeployable or permanent camera system
- b. Advising those living or working immediately beside the camera why it is being installed and how they can contact the camera operator (signs)
- c. Reviewing the use or continued use of the camera every two weeks at Sector Tasking meetings
- d. Ask people what they think via a survey question added to the ABS Public Survey - results show a support level of 88% for CCTV within the community

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.

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1. This is met by publishing a telephone contact number on every camera site
 2. Information about the service and how to contact CCTV Operators is available on the SBC website
 3. By using the Corporate Complaints process when addressing issues raised in connection with the operation of CCTV within the community
4. There must be clear responsibility and accountability for all surveillance camera system activities including images and information collected, held and used.
1. This is met by:
 - a. Publishing the name of the person responsible for the CCTV system and having access to the system manager to ask questions (published contact information)
 - b. Having the CCTV system registered with the Data Registrar
 - c. Having a council-wide policy for the use of CCTV systems (draft awaiting approval Dec 2014)
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.
1. This is met by:
 - a. Having a fortnightly sector meeting with relevant partners including police to discuss proposed CCTV installations.
 - b. Having a cameras request process and on receipt, making an assessment as to the suitability of a camera system to deal with the issues presented
 - c. Having a process in place whereby the public can easily request access to the recorded images using a simple email form to the Operators and this information is shown on the Councils website
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.
1. This is met by:
 - a. not storing any more images or other information than required for the stated purpose and publishing the storage time for images on the website
 - b. All information is deleted automatically after 30 days unless requested by police in pursuance of an investigation or offence
 - c. Having a robust tracking process which demonstrates how data is moved from the scheme operator to those using it for an investigation

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- d. Publishing information on the data that is captured and the number of evidence data disks produced for police
 - e. by maintaining a master copy of all evidence produced for audit purposes
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.
 1. This is met by,
 - a. Access to the Control Centre is highly restricted,
 - b. The site is under CCTV surveillance and
 - a. an electronic personal fob type access control system is in place
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.
 1. This is met by,
 - a. The Careline aspect of the CCTV and Careline Centre is an accredited operation audited by the TSA.
 - a. Adoption of a similar compliance regime for CCTV is likely under the SCC CoP (when available)
 - b. All installation, maintenance and repair works are carried out by qualified technicians
 - c. All staff undergoing 2 weeks initial training and then a residential BTeC exam to receive a qualification
9. Surveillance camera system images and information should be subject to appropriate security measures to safeguard against unauthorised access and use.
 1. This is met by,
 - a. Access to the Control Centre is highly restricted,
 - b. is under CCTV surveillance and
 - c. an electronic access control system is in place
 - d. All computer systems are within the physically secure environment and are username & password protected
 - e. The server room is always locked with a highly secure (vault type security door) and CCTV camera within.
 - f. Access to the server room key is via a secure room and double magnetic locked doors together with a key issuing signing log (under CCTV surveillance)

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g. All images stored on hard disk media are protected by a

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.

- a. The scheme was visited and audited by the RIPA Auditor (RH Judge Judge) in 2013 and was found to be operating to “best practice standards”
- b. The publication of additional information is currently under review.

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.

1. This is being met fully.

- a. Our proactive incident success and police commendations for staff proactive & reactive performance is testament to the effective operation of the system.
- b. Demonstrating effectiveness by Awards for Operator performance and peer recognition
- c. Working with partner agencies to improve the effectiveness of operations and
- d. Using police intel to deliver reductions in crime within the community
- e. Having repair and maintenance contracts in place to maintain quality standards and camera availability

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.

1. This is being met fully.

- a. This requirement to use licensed taxi and emergency services fleet index numbers is being met by updating our licensed taxi database from the licensing authority and blue light services fleet management team to update our registered vehicle database for access to the High Street via the ANPR controlled bollard.
- b. The Chalvey Waste Site ANPR system data is cleansed frequently and no backup of this data exists