



**Code of Practice
to regulate the operation of the Closed
Circuit Camera Surveillance System
Managed by Brent Council and Partners**

Brent Council C/O

**LONDON BOROUGH OF Brent
CCTV SERVICE STANDARDS**

The Service

The CCTV service works in partnership with the Police to ensure the safety of those who live and work in, travel through and visit the Borough.

CCTV Service Standards

We will:

- ✓ record CCTV footage and provide this information to the police on request in a timely manner;
- ✓ ensure at least 98% of CCTV cameras and equipment will be fully operational at all times;
- ✓ work with due regard to the Data Protection Act and Approved CCTV Code of Practice;
- ✓ provide appropriate advice and guidance on CCTV camera issues to key stakeholders, including council departments, emergency services and members of the public on request;
- ✓ establish and maintain relationships with key people in other organisations for the purposes of maximising the effectiveness and efficiency of CCTV cameras in the prevention and detection of crime;
- ✓ ensure staff within the CCTV service are competent to perform their duties; and
- ✓ ensure the CCTV service works in co-operation with local and national public sector partners to ensure commonality of approach to incident monitoring using CCTV cameras.

You can help by:

Reporting any concerns about nuisance or suspicious activity to the police

Your rights to equal treatment

The London Borough of Brent is committed to giving an equal service to all. This means that customers should not be treated any differently because of their gender, race, age, disability, sexual orientation or religion.

Your rights to complain

Things can go wrong, and we can make mistakes. If you are not happy with the service you receive, or the way you have been treated, we want to know. This helps us to improve the service we provide.

It is best to try and settle the complaint directly with the staff responsible and at the time you are unhappy with the service.

Therefore, you can:

- Tell a Council employee you wish to complain
- Complete a comments, compliments and complaints form (which can be sent to you on request)
- Write to Control Room Manager
- Phone us
- Fax us
- Email us: Complete the on-line comments, compliments and complaints form (which can be found on the Council's website)

1. Introduction

This code of practice has been drawn up and agreed by Brent Council's Crime Prevention Strategy Group,

The Code of Practice is a strategic document which helps to govern the management of the CCTV elements of the Control Room and facilities of the static and mobile CCTV surveillance systems controlled by Brent

Combined with the Control Room Operators Manual, Metropolitan Police Operational Procedures, etc. The Code of Practice sets out to ensure the most effective use of CCTV to prevent crime and identify perpetrators of crime. The principle of the Code of Practice is to uphold the civil liberties of local residents, shoppers and other genuine beneficiaries of the CCTV system. The mobile CCTV system is used when authority is given by the crime prevention strategy group to collect evidence where specific problems occur.

2. The Purpose of Closed Circuit Television

The use of closed circuit television shall be for the purpose of:-

- i) deterring and preventing crime
- ii) reducing the fear of crime and providing reassurance to the public
- iii) assisting the police in identifying potential criminal activity
- iv) provision of prosecution evidence
- vii) traffic management
- viii) crowd control.
- ix) public assistance observation i.e. looking for a lost child
- x) assistance with Council activities e.g. Adhering to Bye Laws.

The London Borough of Brent is committed to maintaining, reviewing and enhancing its CCTV facilities in order to ensure and improve their effectiveness. The authority is also committed to maintaining civil liberties.

3. CCTV is NOT to be used for:

Intruding un-necessarily into the lives of people, including those visiting the town centres. Specific individuals or groups will not be monitored without cause.

The recordings are not for commercial entertainment any queries contact Brent's Communications team.. .

4. CCTV System Manager

The day to day running of the CCTV monitoring equipment, and management and discipline of the control room will be the responsibility of the head of Community safety and Public Protection. Matters unable to be resolved by the System Manager should be referred to the Operation Director Community Services.

5. Management of the Control Room

The Control Room will be secure at all times. Entry to the room is limited to authorised personnel only.

Visitors to the Control Room must satisfy the criteria established. The CCTV System Manager or Senior Control Room Officer, should approve access to the Control Room.

An authorised person is:

Police, council or government officers with reasons which must be made known to the Supervisor of the CCTV Control Room to view evidence. An appointment to enter the CCTV room must be made in advance.

Movement in and out of the Control Room will be recorded in the Control Room Log Book. Access to the control room shall be controlled by the control room staff.

A Control Room Operators Manual listing duties and responsibilities will be maintained and will implement the principles outlined in this Code of Practice. Work roles will be identified and fully understood by all staff and the manual will be updated by the System Manager as required.

6. Incident Report Record

The Incident Reporting system is split into 2. Part 1 is a check sheet to make notes on, and Part 2 is the Control Room log book. Together they provide a journal of incidents and action taken. Procedures for the reporting system are contained within the Operators Manual.

Where control of the CCTV System is passed to the Police Control Room a record will be made in the log book at the time of release and recovery of the system. Police will also need to maintain their own records. This is entered onto the Council's mapping system Statmap GIS detailing incidents caught by operators and requests externally from mps.cctv@brent.gov.uk mailbox either from members of the public or investigating officers.

7. CD/DVD Footage

The recording of an incident on CD or DVD may later result in that incident becoming evidence for Court proceedings. Strict documentary procedures which prove continuity of handling the DVD and its extraction from the Veracity NVR digital recording system to its production in Court will be rigorously and routinely followed. The CD/DVD will be exhibited for production at Court if necessary..

8. Police Monitoring

When dealing with specific incidents the movement and focusing of the cameras can be transferred to the police control room by agreement with the monitoring staff. Control of the systems will be transferred back to the monitoring staff as soon as possible.

Any video recording facilities available in the police control rooms will be secondary to the main CCTV Control Room, and any recordings made should be regarded as a working copy of the master.

9. Communications

A dedicated telecommunications link between the control room and police control room by use of police Airwave radio shall be maintained at all times. To ensure maximum effectiveness, the Metropolitan Police will share intelligence with the CCTV Control Room commensurate with the legal issues and security measures in force.

10. Facility for providing Video Stills

Video Still pictures are available and will be utilised as part of the operational use of the system. Strict measures are in force as to the management of such pictures and they are treated with the same security as video tapes. Procedures for copying and use are contained in the Operators Manual.

11. Provision for Special Contingencies

In the event, or prospect of serious disorder, major incident or Wembley event the police may be granted control of the system.

In all circumstances the authorised operating staff shall remain in attendance

Such transfer of authority, and the duration of it, shall be recorded in the I-Modus log system.

12. Selection and Training of Staff

As it stands the staff in the CCTV Control Room is in house Brent employees. They are trained in the processes need to use CCTV and the legal consequences.. these members of staff are vetted to the appropriate level by MPS.the manager and senior Control Room Officer are currently enhanced DAB cleared.

The Control Room training will be given by experienced users of camera surveillance systems. Exactly what to “look out for” and follow and/or monitor will be explained in training given by representatives from the Metropolitan Police.

The strict administrative procedures that are necessary for the efficient running of the operations room will be explained and demonstrated.

In addition, random, no-notice checks will be made by the system manager to ensure that operators are following correct procedures.

Local police management will need to ensure that adequate police personnel receive training in CCTV monitoring equipment. If the police are to take control of CCTV operation from a slave monitor in the Police control rooms it is essential that the equipment is used effectively and efficiently. There should be sufficient trained police available to ensure that the system can be adopted at any time. Training will be undertaken locally by the Control Room Officer to ensure local aspects and procedures are considered. All training will be considered in a partnership ethos and operators will spend time with the Police to understand their operational requirements.

13 Accountability**The Public**

CCTV schemes are justifiably regarded as a potential extension of the power of the state and as such must be subjected to controls and accountability in the public domain. Copies of the code of practice and information about the complaints system will be available on request.

14 Local Authority and Partnerships

The operation and management of the CCTV scheme is accountable to Brent Council CCTV and the Head of Community Safety & Public Protection who is then responsible to the local CDRP. The local authority will provide regular reports, as well as an Annual Report. The annual report will be made available for inspection to the public in public libraries, and One Stop Shops or Contact Centre.

Police

The Metropolitan Police are key partners, and they will ensure that the code of practice is followed, implemented and developed.

15 Complaints

Brent Council has a well established complaints system. The current system, which is available at all One Stop Shops or Contact Centre, will be used to follow up complaints concerning the CCTV scheme. In certain limited circumstances it may be appropriate to allow the complainant access to the control room. This may be done when a complainant wants to see if a camera is able to look into their own residential premises.

16 Public Information

Signs that CCTV cameras are operating will be displayed at the perimeter of the area covered by the scheme, and other key points.

17 Data Protection Act 1998

CCTV does look at personal data as defined within Data Protection act and is registered with the Information Commissioner. The 1998 revision to the Act now includes manual data, thus shared intelligence must be managed to ensure that personal data is not processed. The Freedom of Information Act applies as to were the locations of CCTV are placed and are available on the Brent Council’s web site for reference.

There is a simple audit trail of information in video or still footage is passed to investigating officers or those agencies tasked with criminal investigations. Together with infrequent enquiries under DPA from members of the public. Specific forms available for Members of the public for requests. A simple audit trail for police and investigation officers were information goes to signed before it is removed from CCTV CR.

18 Breaches of the code including those of security

Breaches of the code of practice and of security will be subject to investigation. Disciplinary action will be taken as a consequence of infringing the code of practice or operating procedures.

Any complaints will be published and the Web site has details of were to find these.

19 Review of this Code of Practice

The working of this code of practice shall be considered annually and reviewed / evaluated when the need arises.

20 Separate procedures apply to the limited availability of deployable CCTV in conjunction with and administered through the LJAG(Local Joint Action Group)

We agree that this code of practice will provide a CCTV Surveillance System with the essential integrity and security required. The necessary procedures that must be followed ensures that the operators will produce recorded images that may be used as evidence or to support police evidence.

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, Chief Superintendent, Metropolitan Police, Brent BOCU

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, Chief Executive, Brent Council

Summary of all documents required to run the Control Room

1. Visitors Book
2. Control Room Operators Manual
3. Duty Roster

References

Code D, Police and Criminal Evidence Act 1984

Data Protection Act 1998