

Code of Practice for the Operation and Management of South Tyneside Council CCTV Unit.

(Revised – Jun. 2018)

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1. Introduction

The function of CCTV operations within South Tyneside Council is to proactively monitor public places by use of an expanding public space CCTV network. This monitoring is designed to assist with the prevention and detection of crime by facilitating the gathering and preserving of video evidence for use in criminal court proceedings.

In order to achieve this, the Council operates a professionally run and operated CCTV control centre that uses both analogue and digital recording media to capture and store video footage. The Council participates in CCTV Partnership with the following partner organisations:

Northumbria Police, British Transport Police, NEXUS, Sunderland City Council, Gateshead MBC. Newcastle City Council and North Tyneside Council.

The continued operation and success of all CCTV systems are dependent on the continued consensus of the public to allow public space CCTV monitoring. Therefore in order to preserve this consensus the control room operations are maintained in compliance with the ICO (Information Commissioner's Office) COP (Code of Practice) for the use of CCTV in Public Space.

1.1 Purpose of the Code of Practice

This Code of Practice is to regulate the operation of the closed circuit television system within the Borough of South Tyneside's Main CCTV Control Room and its other related functions. It sets out the rules, processes and practices observed by the Council, its Members, Employees, Contractors, Police and any other party or organisation involved in the management, operation or administration or use of the Main CCTV Control Room.

This Code of Practice has been prepared and has taken account of the new Surveillance Camera Code of Practice as issued by the Home Office and which came into force in June 2013.

1.2 Ownership of the CCTV System.

South Tyneside Council owns the Public Facing Town Centre CCTV System and its associated systems. Nexus wholly owns the Metro system CCTV equipment and installations.

1.3 Contributors to the Code of Practice

This Code of Practice is prepared by the Council, in consultation with Northumbria Police.

1.4 Future Revision and Reviews

This Code of Practice is a public document and will be subject to regular management reviews. Reviews will be undertaken to ensure that the documented procedures comply with the Home Office Surveillance Camera Code of Practice and all relevant legal obligations. An internal assessment will be undertaken which evaluates the effectiveness of the system and its performance with reference to the stated purpose of the scheme. Should the scheme be shown not to be achieving its purpose, then in that instance it will be modified or discontinued. The performance of the scheme will be reported in the Councils Shaping our Future Plan that forms the basis of the department's drive for Best Value.

1.5 Accountability

Accountability for the CCTV system remains with South Tyneside Council.

1.6 Complaints

Complaints regarding any aspects of the system will be dealt with in line with South Tyneside Council corporate complaints procedure. Complaints can be initiated by calling 0191 4271717 during office hours or via the Council Internet Home Page at:

www.southtyneside.info/article/8612/complaints

1.7 Other relevant policies

1.7.1 This Code of Practice should be read in conjunction with the following Council policies and procedures:

- 1.7.1.1 The Covert Surveillance Policy under Part II of the Regulation of Investigatory Powers Act 2000;
- 1.7.1.2 The Interception of Communications Data Policy under Part I, Chapter 2 of the Regulation of Investigatory Powers Act 2000;
- 1.7.1.3 The ICT & Information Security Policy;
- 1.7.1.4 The Information Classification & Handling Policy;
- 1.7.1.5 The Data Protection Policy;

17.1.6 The Subject Access Procedures under the Data Protection Act 2018;

1.7.1.7 The Records Management Policy; and,

1.7.1.8 The Council's Records Retention Policy.

1.7.2 The above policies and procedures are available on the Council's intranet.

2 Aims and Objectives of the CCTV System

2.1 South Tyneside Council introduced the CCTV for the following purpose:

- To deter and detect criminal activity.
- To identify suspects.
- To gather evidence.
- To gather intelligence on suspects (Under the Regulation of Investigatory Powers Act)
- To aid in prosecutions.
- To monitor anti-social behaviour and acts or events which endanger the public and Employees' health and safety.
- To assist the emergency services.
- To assist in Traffic Management.

The system at no time will be used to look into private residences or private premises unless a justified need is identified. No sound recording facility is used in any public area.

The Council is committed to complying with the Surveillance Camera Code of Practice, the Data Protection Act 2018 and the Human Rights Act 1998. The Council is committed to ensuring that the public is kept informed and consulted on future developments of the CCTV system.

2.2 Talking Cameras

See Appendix 3

3 Control Room Management and Operation

3.1 General

3.1.1 Control Room Location

The Control Room is located within a Council owned municipal building within South Shields.

3.1.2 Management

The Control Room operational and strategic management is provided by a section manager, which is licensable under the auspices of the Security Industry Act 2001.

3.1.3 Administration

The Operators are responsible for the day-to-day administration and keeping of log books, registers and visitors' book. The management team are responsible for overseeing the system and making the necessary adjustments where required, carrying out regular audits to ensure that the procedures are being followed.

The Police Liaison Officer is provided with a copy of the code and he/she is responsible for ensuring that all Police Officers and civilian employees who may have involvement with the Council's CCTV system also adhere to this Code of Practice.

3.1.4 Staffing of the Control Room

The Control Room is operational and staffed 24hrs per day 365 days per year. To achieve this, a 3 shift system is used consisting of three 8.25 hr shifts.

Day Shift	07:45 to 16:00 30 minute Break)	3 Operators 7.75 Hours (Unpaid
Back Shift	15:45 to 00:00 Break)	3 Operators 8.25 Hours (Paid
Night Shift	23:45 to 08:00 Break)	3 Operators 8.25 Hours (Paid

The recruitment procedure for CCTV Officers involves application, shortlist, formal interview and enhanced psychometric evaluation and examination. Hand eye coordination and medical examinations are also involved in any final appointment. All successful applicant(s) prior to formal interview must then hold a current Frontline CCTV Operators Licence granted by the Security Industry Authority and pass a Police NPPV2 security check.

3.1.5 Control Room Security

Access doors leading to the Control Room are fitted with an electronic access system; staff are issued with a personal electronic fob which allows access only to authorised individuals. All access is restricted to those staff whose work makes entry to the Control Room necessary. Internal CCTV cameras allow the route to the Control Room from the external door to be monitored. The fire exit doors are connected to the existing intruder alarm system and programmed on to a 24-hour zone to indicate when they are opened and closed. It should also be noted that **ALL** visitors are required to make an undertaking that all information witnessed during their visit will be held by them as confidential and must not be used for any other purpose, without the express written consent of the Council. Visitors must sign the visitor's book on arrival and enter the time of departure when leaving. By signing this book they agree to abide by the confidentiality requirement of entry into the Control Room area. Visitors wishing to visit the Control Room may do so only with the prior permission of management.

Access and egress is to be only gained via the airlock which is fob controlled. Access and egress via the any other means is forbidden unless necessary for reasons of health and safety i.e. fire escape, heavy loads, maintenance issues where using the airlock is not suitable.

3.1.6 Data Protection

South Tyneside Council is registered with the Information Commissioner's Office (ICO) for its CCTV operations and will abide by the constraints laid down within the Data Protection Act 2018 and the ICO's CCTV Code of Practice. CCTV recordings are retained for a maximum of 30 days unless there is a justification to retain longer.

The Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 states telephone calls can be recorded without informing the caller for the following reasons:-

- Establishing facts and evidence for business transactions.
- Ensuring compliance with regulatory or self-regulatory practices.
- Ascertaining and demonstrating that standards are being met.
- Defending national security.
- Preventing or detecting crime.
- Investigating or detecting the unauthorised use of that or any other telecommunication system.
- Safeguarding the effective operation of the telecommunications system.

As such all telephone calls within the control room are recorded and retained on a Redbox recorder for a period of 24 months. The justification for the period is due to the issues that are dealt with at the control room and the possibility of enquiries being made and length of time to investigate, for example:-

- Emergency planning incidents.
- Serious police incidents.
- Health and safety investigations in relation to fire and intruder alarms.
- Safe guarding issues.

3.1.7 Police Radio Details

The Control Room operates a licensed AIRWAVE Police base station radio; the system is used in compliance with the AIRWAVE Service Code of Practice (Dec 2015.). Persons using the radio are fully trained in-house by experienced CCTV personnel and certified as competent. The call sign for CCTV operators is "Town Hall Cameras". Faults in the police radio are reported to S.A.O.R. immediately to enable efficient and quick repairs. The radio is operated and stored and maintained in compliance with the current Northumbria Police Policy and procedures.

3.2 Control Room Access

3.2.1 Authority for Access

The Corporate Director of Business and Resources has the responsibility to decide who has access to the Control Room. This includes:

- 3.2.1.1 The Security Industry Authority Licensed Staff and Management responsible for the operation of the Control Room on a daily basis.
- 3.2.1.2 Police Officers authorised by Northumbria Police to enter the Control Room Area to view and/or collect digitally recorded images relating to a specific incident or taking written statements from staff members.
- 3.2.1.3 Equipment Maintenance Contractors who have been satisfactorily DBS (Disclosure and Barring Service) checked.
- 3.2.1.4 Other relevant investigating officers from other Agencies and Departments.
- 3.2.1.5 Accompanied visitors by appointment.

The identity of all visitors is checked and verified before entry into Control Room.

3.3 Documentation

3.3.1 Visitors Book

Visitor's books are kept in the Control Room and are maintained by the CCTV Officer Staff. They ensure all persons entering the Control Room record their names along with the time of arrival and the person visited. On departure they log the time of leaving.

3.3.2 Daily Log Book

A daily event logbook is held in the Main CCTV Control Room. This records any event occurring during any 24-hour period. The log shows calls made to Northumbria Police / other agencies or partners and any other significant observations or system performance issues. A shift hand over book should be used to highlight any issues or observations required to be handed over to subsequent shifts.

3.3.3 Reviewing footage and Compact Disc/DVD Register

A register of all CD's/ DVD'S is maintained. This register logs all CD's and DVD's which are created for evidential or reviewing purposes and also any stills that are produced.

3.3.4 System Faults and Failures

A system fault and performance log is maintained by the Section Manager, which records the following:

- Any system failures, its time and date
- The time and date when the maintaining company were notified of the failure
- The time and date when the failure was rectified

3.3.5 Control of the Public Space CCTV System

The control of the South Tyneside Council Public Space CCTV systems remains the responsibility of South Tyneside Council.

3.3.6 Control of the Nexus/Metro CCTV System

Responsibility for the monitoring of the NEXUS Metro Transport Link CCTV systems cameras lies with the respective geographical local authority. This Partnership comprises of the following:

- **NEXUS** are the owner and responsible for the maintenance and upkeep of the CCTV systems across the Tyne and Wear Metro Transport Link
- **South Tyneside Council**, Stations and Cameras that fall within the council's boundaries
- **Sunderland City Council**, Stations and Cameras that fall within the council's boundaries

- **Newcastle City Council**, Stations and Cameras that fall within the council's boundaries
- **Gateshead M.B.C**, Stations and Cameras that fall within the council's boundaries
- **North Tyneside Council**, Stations and Cameras that fall within the council's boundaries

3.3.7 Internal/External Request for Covert Use of CCTV Systems (Directed Surveillance under the Regulation of Investigatory Powers Act 2000)

The Council's CCTV camera system is normally operated in an overt manner. However, the system can be a useful tool in the ongoing investigation of crime and disorder and there may be circumstances where it would be appropriate to use the CCTV systems in a covert manner. Such covert surveillance is subject to and must be carried out in compliance with the Regulation of Investigatory Powers Act 2000. Where a request is received by the Council for the CCTV systems to be used in a covert manner to conduct surveillance of a specific individual, premises or vehicle then that request must be submitted by the requesting organisation to the CCTV Control Manager in accordance with the following protocol:

- 3.3.7.1 The requesting organisation must provide the CCTV Control Manager with sufficient written information to accurately identify the target of the covert surveillance and the method and restrictions on that covert surveillance, including but not limited to:
- 3.3.7.1.1 The grounds supporting the use of covert surveillance, including where appropriate, confirmation that the suspected offence(s) being committed satisfy the serious crime test;
 - 3.3.7.1.2 An extract from the RIPA authorisation setting out the exact surveillance methods, times and periods as approved by the magistrate;
 - 3.3.7.1.3 The identifying information of the target individual, vehicle or property;
 - 3.3.7.1.4 Details of the authorising officer; and,
 - 3.3.7.1.5 A unique RIPA Reference Number and operation name.
- 3.3.7.2 The requesting body must provide the above information in advance of any CCTV systems being used in a covert manner.
- 3.3.7.3 The CCTV Control Manager will log every request for the covert use of CCTV systems, and will upon receipt of the above information

determine whether the Council will permit the CCTV systems to be used in the manner authorised by the magistrate.

All use of the Council's CCTV systems for Directed Surveillance is subject to the Council policy on Covert Surveillance.

3.4 Personnel

3.4.1 Licensing and Screening

All staff employed in the Control Room are subject to licensing by the SIA for CCTV operations. Eligibility to retain licensed status is a prerequisite of all CCTV posts. Officers who commit criminal offences or who lose the eligibility to hold Licensed SIA CCTV Operator status will be removed from the control room environment and may be disciplined under the council's disciplinary procedures.

3.4.2 Health

All employees are subjected to medical checks before commencing employment in the Control Room. Further they may be required to undergo regular colour blindness, eyesight, and hearing checks. The Display Screen Equipment Regulation include cctv monitors and therefore free eye tests are available to staff.

3.4.3 Health and Safety

The staff employed by the Council is expected to work to current Health and Safety legislation. Appointed and trained staff members carry regular Risk Assessments.

3.4.4 Confidentiality

Camera and camera footage must never be used for personal use or gain. All data, digitally or manually stored media, still photographs or any piece of intelligence supplied by any agency must not be removed from the Control Room by any person other than a police officer with the expressed permission of senior Services Management. Officers are in a position of extreme trust and must never divulge information to any third party. Any serving CCTV Officer who is arrested, cautioned or convicted for any offence must, at the earliest possible time, inform senior Services Management. Any officer failing to observe these instructions will be subject to the council's disciplinary procedure.

3.4.5 Misuse of the System

The CCTV system has been installed to survey public areas. Wherever possible the cameras have been sited to view public areas and not overlook private dwellings or other private areas such as rear gardens or have any direct line of sight of windows of private residences. However, it is not always possible to achieve this therefore certain cameras have been given the capability to block the viewing of these areas by the programming of privacy zones software or mechanical stops applied to

the camera positions. CCTV Operators are not able to and must not seek to manipulate these zones or stop points; only authorised engineers have the privilege level to work on or adjust these zones. Spot checks on recorded footage are carried out routinely and at random. Any officer breaching the rules relating to privacy may face prosecution and/or disciplinary action under the Council's Disciplinary Procedures.

3.4.6 Requirement to give Evidence

As highlighted in the operators Job Description, it is a requirement to attend court and give supporting evidence as to the contents of recorded footage. This evidence will normally be in the form of a pre-printed statement. The operators involved would be the person or persons who:

- Monitored the incident;
- Handled the CD/DVD for any reason; and/or,
- Made copies/clones of the recorded information.

3.5 Training

3.5.1 Initial Training

All Front Line CCTV Operators have a personal legal responsibility to obtain and retain a current SIA CCTV Operators Licence. All operators are required to complete the approved SIA CCTV training and pass both the written and practical examinations prior to being granted a licence. Within the main control room the council will only employ CCTV operators and individuals who hold current SIA CCTV licences.

3.5.2 Ongoing Training

The Control Room management will ensure that training is given when required to maintain and improve the standards to which the Control Room is operating meeting with the approved SIA standards for CCTV Operator licensing, or as a result of an adverse finding of any court or regulatory authority. Training records are kept for each individual member of staff.

Appendix 1

Operational Duties of CCTV Operators

CODE OF PRACTICE (THE GENERAL PRINCIPLES)

The purpose of the use of CCTV is to monitor public places, by a police approved system. This is to assist with the prevention and detection of crime by facilitating the gathering and preserving of recorded evidence for use in criminal court proceedings. Officers therefore must be aware of the importance of preserving evidence and evidence trails by recording fully and accurately each record they are charged with maintaining.

The continued operation and success of the CCTV system is totally dependent on the continued consensus of the public. Therefore it is of fundamental importance that public confidence is maintained by staff fully respecting individual privacy. The cameras must never be used for close observation of domestic and/or office premises. To maintain standards and the integrity of the department the CCTV and Systems Manager will weekly and at random view footage ensuring that good practice is adhered to.

Camera and camera footage must never be used for personal use or gain. Data, recorded media, still photographs or any piece of intelligence supplied by any agency must never be removed from the Control Room by any person other than a police officer without the expressed permission of Central Control senior management. Officers are in a position of extreme trust and must never divulge information to any third party. Any officer who is arrested, cautioned or convicted for any criminal offence must at the earliest possible time inform senior management. Any officer wilfully failing to observe these instructions will be subject to the council's disciplinary procedure.

A1.1 Health & Safety

Operators must remain alert at all times during their shift. Occasional short eye relief breaks should be taken from intensively viewing the CCTV screens. During these short breaks officers should carry out other associated tasks for example paperwork relating to CCTV or other systems within their responsibilities. During shifts that are double crewed eye relief breaks should be staggered to ensure that as far as reasonably possible the CCTV systems are continuously monitored.

A1.2. Monitoring of CCTV Systems

A1.2.1 General Monitoring

Staff are to view camera screens in random sequences moving and manipulating fully functional cameras viewing street activities and proactively looking for incidents of crime or anti-social behaviour of any type. Officers should take account of crime or

criminal intelligence that has been supplied or any requests for observations or help from police shop watch, pub watch or any other trader or agency.

Should the operator become suspicious of any activity then he/she should notify the police via the telephone or Airwave radio system which ever is the most appropriate.

A1.2.2 Patrol Monitoring

Operators when not actively acting on intelligence supplied or in response to a call by shop traders, publicans, police or any other source should engage themselves in a series of patrols using the whole of the camera system. Each operator should endeavour to complete three full patrols in each shift when possible. The number of patrols completed is naturally dependent on the amount of activity on the system and the demands being made of the operators during his/her shift.

A1.2.3 What to do when an Incident Occurs

When observing an incident occurring the most appropriate camera nearest the incident will be selected. The camera will be zoomed to a reasonable magnification so as much facial detail as possible is captured. Operators should ensure all incidents are reported to the police at the earliest possible time. It is understood that it is important to capture as much footage as possible in real time recording mode.

All records of the incident must be recorded in the CCTV Daily Occurrence Book and incident reporting software.

A1.2.4 Paperwork, Records.

As stated above it is a primary function of the CCTV service to preserve and maintain recorded evidence. This includes the important issue of the continuity of evidence. It is therefore vitally important that you complete fully all paperwork and record systems within the CCU.

A1.2.5 Enquiries to the Control Room

Should any member of the press or media make a call to the control room and request a comment on an incident or any function of the department or council. Officers must not offer any comment or information. The caller should be directed politely but firmly to the authority's press and publicity officer. Any member of the public reporting a crime or incident must be re-directed to the police. Should a member of the public make a request for disclosure of personal data he/she believes is held by the department, then in that instance the caller should be directed to ring the main switchboard on 0191 4271717 during normal working hours. In any case staff are not to comment or divulge information to the public or the press. The responsibility for comment to the press lies entirely with the press and promotion department of the authority.

Appendix 2

Staff Instructions

OPERATOR MONITORING POSITION PROTOCOL

A2.1.1 Three CCTV operators will be employed on the day shift, back shift and nightshift. Depending on Holidays and sickness this can reduce to a minimum of two staff. If the level falls below this due to sickness then Management have given approval for overtime to be granted in order to bring the staffing levels back to two operatives.

A2.1.2 Terminals are labelled Nexus, 1,2 & 3 from left of the room to right of the room. Each operator will monitor the cameras related to the areas assigned to each terminal number. It must be stressed that in order to maintain the performance of the service officers must use their initiative and be flexible working as a team and assisting each other during busy periods and rest breaks etc. In order to gain knowledge of the whole system officers should periodically rotate which terminal and set of duties they perform within the team. The frequency of rotation at present is for each team to decide depending on operational requirements.

A2.2 Outline of Duty's attached to Each Monitoring Position

A2.3.1 As highlighted at 1 above due to the numbers of cameras and staff now employed it has been necessary to systemise operational procedures and protocols.

Terminal 1

The operator in this position will operate the Nexus system and SPOT 1 and liaise with the main Metro control room via the intercom. They will also have responsibility for the Airwave radio and main line from police. Trains stop at 23.50 and restart at around 6am. A full scan of the Metro system within South Tyneside borough will be carried out every hour whilst the Metro is in operation. The Civil Enforcement Officer Radio is also monitored from this point for any assistance calls.

Terminal 2

Responsibility for SPOT 2. They will also have responsibility for the Shop and Pub Watch Radio and inputting the event logs into the log book. Terminal 2 (Alarms monitoring Night Shift Only when only 2 on shift). Plus secondary responsibility for the Concierge access control and alarms monitoring system.

Terminal 3

Responsibility for SPOT 3 and alarms monitoring. They will also have responsibility for the Community Wardens Radio, Car Park Help Points, as well as door access and Talking Cameras. Also deal with police visiting the control room. Plus secondary responsibility for the Concierge access control and alarms monitoring system.

If staffing levels are less then officers will help out with other duties accordingly.

A2.4 General Monitoring

Officers assigned to each terminal when not dealing with an incident must carry out a series of pro-active patrols.

A2.4.1 During Incidents

The operator who detects the incident or the operator whose patrol area it falls into if reported by an outside agency, should assume general control of the incident tracking the incident and recording all events. The other operator/operators should assist with the incident taking the most appropriate action required to gain an arrest etc. It is the utmost importance to maintain flexibility and teamwork during all monitoring operations and incidents.

A2.4.2 Alarms Monitoring

All officers have responsibility for attending to activation's of the alarms monitoring system, door entry system. In general the officer who is least busy at the time of activation should attend to the call. Once again teamwork and flexibility are key to this duty. On receipt of an alarm signal the operator will firstly identify the premises generating the alarm, then the type of alarm being received.

A2.4.2.1 Intruder Alarms

In the event of an intruder alarm the operator will contact the first key holder, and pass the premises details and type of alarm received. Once the alarm has been passed to the key holder the call can be closed. Any known details of the cause of the alarm should be recorded on the system.

A2.4.2.2 Fire Alarms

The fire brigade will only respond to certain premises between 08:00 hrs and 18:00 hrs unless signs of fire can be confirmed. As such the control room will only receive fire signals during this period from Schools, Residential premises and a few other identified premises that either have children on site or do not have staffing during these hours from Monday to Friday.

Outside these hours they will respond to all premises and alarms will come through to us as normal.

Between 08:00 and 18:00 Monday to Friday there are a number of premises that are not school or residential that we will receive an audible fire signal. Operators must read the notes on the site detail screen to see whether the site has an instruction to call Tyne Tees Security during this period. If not then call the fire brigade as usual. Tyne Tees Security will attend for the identified non staffed buildings and if there are signs of fire they will call the fire brigade and notify the Control Room.

On Saturday and Sunday the Control Room will receive signals from **ALL** buildings as most will not be staffed. If the building is not a school or residential then we must call Tyne Tees Security to attend in the first instance. They will check for signs of fire then call the brigade if needed or Gentoo if there is a fault. They will inform the Control Room of their actions for our records.

A2.4.2.3 Personal Attack Alarms.

Council alarms are not on Police response. However, personal attack alarms can be passed to the police although there are no Unique Reference Numbers for them. Once the alarm has been passed to the Police a telephone call should be made to the premises to ascertain the cause for the alarm and to inform them the Police have been informed and are travelling.

CD/DVD/Portable Hard Drives and USB RECORDING AND ADMINISTRATION

A2.5 Management and Administration

A2.5.1 Ownership and Copyrights

All equipment contained within the Council Control Room and all recorded information stored on Digital recorder hard drives is the property of South Tyneside Council. The exception to this being the evidential media taken by the Police or investigating officer from other agency/department as evidence in sealed evidence bags.

The media is signed out to the officer and become their responsibility under the Police and Criminal Evidence Act (P.A.C.E.) and Property Other than Found Property provisions. The details of the disc and evidence bag are logged for future reference.

A2.5.2 Use of Recorded Images

The images recorded in the Control Room are only used by the Council, Police or other relevant agency under secure conditions for the purposes stated and logged with the Information Commissioner which include:

- To deter and detect criminal activity.
- To identify suspects.

- To gather evidence.
- To gather intelligence on suspects (Under the Regulation of Investigatory Powers Act)
- To aid in prosecutions.
- To monitor anti-social behaviour and acts or events which endanger the public and Employees' health and safety.
- To assist the emergency services.
- To assist in Traffic Management.

A2.5.3 Compact Disc/DVD

Only high quality branded compact discs and DVD's are used within the Control Centre operations.

It is the responsibility of the CCTV Manager to ensure there are adequate supplies of CD's, DVD's and evidence bags available. All Operators have the responsibility to ensure sufficient CD / DVD and evidence bags are available on shift for the performance of all related duties. Operators are required to timely inform the CCTV Manager of stock levels approaching minimum levels.

A2.5.3.1 Compact Disc Storage

All blank compact discs and DVDs are kept in the cabinets within the Viewing Suite Area. Discs containing images waiting for collection are stored in a locked cabinet. The key is retained in the key safe in the Control Room.

A2.5.3.2 Compact Disc Labelling

Disks are given a unique reference number label clearly identifying the owner of the cd as South Tyneside Council. This is recorded in the logs when a disc is removed for use as evidence by Police or other official body. The labels are indelible and are designed to show clear evidence of tampering if any mechanical effort is applied to remove or change the attached label.

A2.5.3.3 Compact Disc Security

The images recorded in the Control Room are only used as described above in section

A2.5.3.3.1 Downloaded images will be deleted from the review PC and retained only on the Digital Recorder for the remainder of the 30-day maximum retention period unless there is a justifiable need.

A2.5.3.3.2 All data gathered by the CCTV is to be held securely at all times. Operators are responsible to ensure that this is the case within the control room

and viewing suite areas. Once a disc is signed for and taken from the secure environment it becomes the responsibility of that person or the Data Controller of the organisation/department for whom they work to ensure the security of the data. That organisation/department should have in place procedures and an auditable record of the movements of that data until destruction.

Such things as :

Storage. (Where)

Viewing (Where and when by who and why on what date and time)

Production in Court if applicable. (Depending on outcome where it will be kept for the duration of any court sentence plus 6 months)

Destruction (Recorded in Destruction Log)

Regular checks should be made on the Data to ensure it is not being kept for longer than is necessary (*5th Data Protection Principle, Data Protection Act 2018*)

A2.5.6 System Access (Metro)

The recall of images from the Metro system is restricted only to those authorised staff via the use of a security-coded card. Once a request has been made by a police officer the authorised staff member will recall the relevant images from the data storage by downloading the images onto the PC.

The CCTV operator must record the details of the request and if images were provided, on the form, "Record of Evidence".

A2.5.7 Image Disclosure

Once the necessary images have been identified as suitable by a police officer they will be transferred as primary evidence to a CD and placed in an evidence bag, the bag sealed and the details recorded on the necessary paperwork as described above. In addition they may request a "working copy", this will be signed out to the individual officer.

Images will only be retrieved from the Metro system with police officers in attendance; therefore under no circumstances will evidential discs be held within the control.

Telephone requests from police for operators to check images will be accepted provided the officer is prepared to call back after a period of time to allow the operator to view the images. They should give the operator as much information as possible relating to the incident ie date, time, station, platform.

A2.5.8 Disc Destruction

Once discs have been signed for and taken by the police they then become the Data Controllers and therefore assume full responsibility for the use of the Data contained on the disc and to ensure it is destroyed under CPIA Guidelines on completion of the investigation. (*Reference letter from Police attached to Appendix 1.*) No discs will be returned to the CCTV control room for destruction. All discs are either CD-R or DVD-R and are not re-usable once images are burnt on them.

A2.6 Requests for Operators to View Images (Town Centre)

Any requests from a relevant officer for operators to view recorded images on their behalf are logged in the Daily Log with the name of the officer making the request. If the operator has time to view the images without compromising the CCTV operations they will do so but only so far as to confirm that an incident has taken place. Any further viewing is done by the officer under supervision from a CCTV Operative. In the event of a major incident or crime the police can insist on the handing over of the hard drives only, from the recorders. This procedure must be done by a qualified engineer; simply switching the recorder off may cause all the recorded images to be deleted. The police will be charged for the replacement drives and the engineers time to remove and replace them.

A2.6.1 External Discs.

Any DVD's or CD's brought from external sources by police or others will not under any circumstances be put into the Command Centre review equipment in the viewing suite or control room. Only discs produced by the CCTV operators using the equipment in the viewing suite will be accepted. The addition of "Digivue" equipment in the review suit allows outside discs to be viewed provided the correct codec has been installed on the system.

A2.6.2 Faulty Equipment

In completing an equipment check should the operator find equipment to be faulty it should be reported to the CCTV Manager, or should a fault threaten a large part of the system it should be reported immediately. In the event a Senior Operator is not on shift an Operator should report any major or system-threatening faults to the contractor

A2.7 Disclosure of Recorded Images

A2.7.1 Disclosure to second and third parties is limited to the following:

A2.7.1.1 Agencies or individuals that hold statutory powers to investigate or prosecute criminal or civil offences.

A2.7.1.2 Third party disclosures in line with the Data Commissioners Code of Practice for CCTV and the Data Protection Act 2018

A2.7.1.3 People whose images have been recorded and retained (this is a subject access request under the Data Protection Act 2018). Images will not be disclosed in instances where disclosure to the individual would prejudice criminal enquiries or criminal proceedings, or in instances where an individual has been unable or unwilling to provide a time, place and date by which the data controller can conduct a data search. The data controller undertakes to search within one hour each way of the time supplied by the individual. In any instance where the individual making the request is unknown to the data controller then it is a requirement that the individual provides a suitable photograph of himself/herself so that an accurate identification of the individual can be made within the recorded data.). All subject access requests should be referred to the Council's Information Governance Team for centralised logging

and monitoring of responses. A charge of £10 will be made for each application for disclosure under this clause

A2.7.1.4 All requests for disclosure and any subsequent refusal will be documented by the data controller; a record will be kept of any complaints and the decisions resulting from the said complaints.

A2.7.1.5 All data subject access requests will be referred to the Information Governance Team who will process the request and input onto the Council's FOI System ensuring that all necessary information is obtained.

A2.7.1.6 The Information Governance Team will designate a responsible manager to deal with each application for disclosure. All staff to whom an application may be sent to will be able to recognise the application and be able to pass the application to the designated responsible manager.

A2.7.1.7 In dealing with the application for disclosure the designated manager will consider prior to any disclosure whether the images of third parties are held under a duty of confidence. (First and Sixth Data Protection Principle) In this instance the identities of other individuals whose identifying features appear within the recorded data will have their images blurred so as to protect their identity where required. The data controller can make a charge should this editing be required. Details of these costs will be notified to the applicant once the data controller has completed a successful data search.

A2.7.1.8 Any applicant refused disclosure will receive a written response within 40 calendar days in which the Information Governance Team will set out the reasons why a disclosure request will not be complied with.

A2.7.1.9 Where it is decided that the public's assistance is needed in order to assist in the identification of victim, witness or perpetrator in relation to a criminal incident, recorded CCTV images may be disclosed to the media. Images will only be disclosed to the media after receipt of legal advice. As part of that decision, the wishes of the victim of an incident will be taken into account. In all cases of media disclosures for the purposes of this clause the police authority will have the sole discretion of disclosure.

Appendix 3

Talking CCTV Operational Protocol

A3.1 Introduction

The “Talking CCTV” initiative is a part of the Central Governments “Respect Agenda” and aims to add a further dimension to CCTV monitoring and enforcement across the country.

Pilot studies held within Middlesbrough have shown that a structured polite announcement to members of the public can often prevent low level petty crime or anti-social behaviours being committed, for example the dropping of hand litter or simply warning members of the public who are becoming rowdy that CCTV is active, recording and police may be called.

A3.2 Objectives

“Talking Cameras” are largely a new concept within CCTV monitoring and their positive/negative effects are yet to be learned. However drawing on experiences in other parts of the country it is clear when used correctly in the appropriate circumstances a timely polite announcement can correct some people’s street behaviour. In the view of Central Government this may lead people to modify their basic on street behaviour hence the link with Governments “Respect Agenda.”

Other aspects of benefit may also be achieved by public broadcasts during major incidents or public alerts. For example should a Major Incident occur or a danger to the public be realised then in those instances appropriate messages may be directed in order to preserve life or injury.

The system along with all CCTV equipment is dedicated solely for law enforcement and public safety and at no time will the equipment be used for any other purpose.

A3.3 South Tyneside Talking CCTV

3 CCTV public address systems are located in the following places:

- King Street/Market Square
- King Street/Salem Street – next to Metro bridge
- King Street/Mile End Road

The sound transmission works only in one direction in that there exists no means of recording or eavesdropping on sounds or conversations within the public space around the vicinity of the Talking Camera installations.

A3.4 Situations Appropriate for Use of Talking CCTV Announcements

A3.4.1 Though it is impossible to predict all situations where prudent use of Talking CCTV will be appropriate the following are examples of where experience in other areas using the system have proved useful.

A3.4.1.1 Potential rowdy situations where an operator feels use of a recorded message or polite spoken warning of the presence of CCTV may deter an incident escalating into assault or a breach of the peace.

A3.4.1.2 Where the operator directly observes a member of the public dropping hand litter, the operator may elect to use an appropriate recorded announcement. Or to specifically ask the individual identifying him/her by clothing colour or distinctive clothing type to place the dropped item into a litterbin. During operations where Community Wardens are in operation it will be possible when identifying an individual who has dropped litter and ignores requests to retrieve it and place into a bin. To alert the Community Wardens on duty and guide the team to the individual, subsequent footage and voice-recorded announcements will aid the Community Warden in any subsequent prosecution or enforcement action.

A3.4.1.3 Within a car park it may also be possible to alert a potential “car enthusiast” that CCTV is monitoring and offences are passed to the police along with the registration number of the vehicle.

A3.4.2 CCTV Officers are encouraged to use initiative and develop ways in which to use the Talking CCTV equipment. However it is most important to realise that in making public address announcements and potentially rebuking members of the public it is essential that officers remain polite, focused and aware of the sensitivities of the public.

A3.4.3 Officers must not use words that can or could be construed as racist, or defamatory in any way. Attached to the document is a set of suggested warnings that can be used whilst issuing a rebuke to a member of the public.

A3.5 Procedure for Use of System

A3.5.1 Preparing to Make the Announcement

A3.5.1.1 Identify the offence that is being committed or the situation that is beginning to cause concern by identifying distinctive individuals to whom the announcement is to be addressed.

A3.5.1.2 Ensure that all other team members are aware that the CCTV microphone is about to be activated and all background conversations are ceased for the duration of the keying of the microphone. It will also be necessary for the police and shop watch radios to be turned down during the announcement process as background noise can easily bleed over into the Public Address announcement. Once the microphone is

closed down the announcing operator should clearly indicate to other team members that the microphone is closed and normal operations can continue.

Never Activate the Microphone Switch without suspending ALL OTHER Conversations within the Control Room

A3.5.1.3 Select the announcement to be made either from the electronically pre recorded announcements or from the message script attached.

A3.5.2 Making the announcement

A3.5.2.1 Request quiet in the control room, and reduce volume of radios

A3.5.2.2 Select the camera number to be called from the list. Corresponding green light will come on.

A3.5.2.3 Press and hold down the “T” button

A3.5.2.4 Make the required announcement

A3.5.2.5 Release the “T” button to close the microphone

A3.5.2.6 Press “X” to cancel the call and the green light.

A3.5.2.7 Should individuals react angrily by gesturing to the camera after making an announcement, CCTV operators must refrain from reacting to provocative or rude gestures by the public. CCTV operators must remain professional and not be drawn into an inappropriate response over a public address system.

A3.5.3 Pre Formatted Warnings for General Public When Using CCTV Public Address System

1. Warning - Please be aware you are being monitored by CCTV Systems.
2. Warning - CCTV are monitoring your activities and Police Officers have been contacted.
3. Warning - Your behaviour is being monitored by CCTV and is being recorded, Police have been notified and are attending.

4. Warning - Will the *(lady/gentleman)* riding *(mountain bike/pedal cycle)* please dismount as this is a pedestrian right of way.
5. *(Lady/Gentleman)* in *(description of distinctive clothing)* you have been observed dropping litter, kindly pick it up and place it in a litterbin please.

If the individual complies *(announce)* - Thank You

If the individual does not comply reissue - Warning

If the individual complies *(announce)* - Thank You

During Operations where Community Wardens are actively engaged in litter patrol operations and an individual ignores the second warning you should track the individual offender using all CCTV cameras and team members and direct Community Wardens to the person being tracked. All data including CCTV footage and spoken announcements will be made available to Council officials involved in enforcement and prosecutions.

Appendix 4

Concierge Procedures

1. Introduction.

These procedures are to aid Control Room staff for their responsibilities for the Hebburn and Jarrow Flat blocks.

These blocks are as follows:-

Hebburn.

Westmorland Court.
Durham Court.

Jarrow.

Ellen Court.
Monastery Court.
Wilkinson Court.

2a) Tasks undertaken by the Control Room.

- Monitoring the CCTV.
- Reporting observed incidents of crime and anti-social behaviour.
- Actioning Alarms and reporting to the fire service and other appropriate agencies and departments and using the GDX System.
- Reporting faults and repairs in the Communal and non residential areas.
- Reporting faults on the GDX access control system.
- Speaking to residents and visitors via the intercom system and managing the door entry.
- Key holding.

2b) Prioritising jobs.

When the control room is nearly fully crewed with 3 or 4 staff then prioritising jobs is not such an issue as there should be the staff available to deal with multiple incidents and issues.

In the event when the service is down to 2 staff members or if the officer is alone on whilst another member is on a lunch break then this becomes more of an issue and a clear order of priority needs to be in place.

Fire alarm calls and personal attack alarms should be dealt with as a priority just as with the main alarms and should be answered as soon as possible.

Secondary are incidents on CCTV that are live and of a serious nature, such as assault, theft, arson.

Then intruder alarms.

Lastly access control and telephone calls from the flats. Obviously this is normally a quick job and the operator should as soon as practicable answer the call or if a phone call, they should phone the tenant back at the earliest opportunity.

3. Processes.

3 i) Monitoring the CCTV.

Regular patrols to be carried out of the flat blocks in line with current Control Room CCTV procedures.

3 ii) Reporting observed incidents of crime and anti-social behaviour.

With low level anti-social behaviour incidents between 11.30am and 10.30pm excluding bank holidays call the Community Wardens on their radio. Record the incident in the Concierge faults and incidents book with the date, time and details plus the officer dealing.

3 iii) Actioning Alarms and reporting to the fire service and other appropriate agencies and departments and using the GDX System.

a) Introduction.

This procedure has been set up to establish a standard method of using the Concierge system for access control, alarms handling and fob searching/programming.

All officers should be trained in this procedure and this should be recorded on their training matrix.

b) Answering a call from the main panel.

- When call comes through it will appear on the screen.
- Press Select.
- You will then be put through to the caller
- Press Cancel to end call.

c) Ring a Flat.

- Enter number on bottom of screen.
- Press enter.
- Then press ring telephone.
- Press Cancel to end call.

d) **Smoke Alarm/Intruder Alarm within a flat.**

- Alarm will come through on screen with an audible alarm with flat number.
- Cancel alarm.
- Ring flat.
- If tenant answers then no further action is need.
- No reply, then fire service to be informed for smoke alarm or for intruder alarm call Caretaker during the day or Community Wardens/Police (After 4pm).
- Be aware that if workers are in the flat and need to cut off the power supply, when switched back on the Intruder alarm will activate.

e) **Fire alarm in communal areas or non residential areas.**

- Alarm will come through on the screen with an audible alarm.
- Cancel alarm and ring fire brigade.
- Contact Caretaker within working day (9am to 4pm week days) or out of hours service to re-set boiler.
- ****Durham Court fire alarm comes through on Smoke alarm for Flat 2. This is not a specific alarm for flat 2. Call fire brigade as per standard procedure.****
- Out of hours. For Hebburn flats telephone the call centre and ask for a heating engineer to reset the boiler and an electrician to reset the fire panel.
- Out of hours. For Jarrow flats telephone the call centre and ask for an only electrician to reset the fire panel.

- If a report of signs of fire (Smell of burning, smoke etc.) is received and no alarm is received then this should still be treated as a fire alarm and the fire service should be called immediately to investigate and respond as appropriate.

f) Door Alarms.

- Only the roof alarms and boiler house alarms should still be active. Through the day call the on duty caretaker.
- Out of hours call Tyne Tees Security.

g) Lift Alarms.

- Cancel off alarm.
- Re-assure individual in the lift.
- Call out of hrs service for lift engineer.
- Keep monitoring and re-assuring trapped people until they are out of the lift.
- If necessary call the fire brigade and ambulance services.

h) Fob Search.

- Log off.
- Go into Reports.
- On Reports scroll down to Token Query.
- In Areas scroll down to name of building you want.
- Start date and End date to be entered.
- Select token. Scroll through for the number of fob being searched for.
- Press Display Report and Fob activity will be displayed.

i) Programme a Fob.

- Log off.
- Press on Edit Database.

- In Area scroll down to Building.
- In Telephone scroll down to No. of flat.
- Press Add.
- Input tenants name.
- On Token I.D. put new fob on reader.
- Access group only applies e.g. to Westmorland Court.
- Select floors e.g. 3 – 6 – 9. (29-63=2rd floor, 64-98=6th floor, 99-133=9th floor).
- Press Add then Update.
- Fob is now uploaded.
- Input any information in the additional information box such as carers, or regular visitors if they are incapable of getting to the intercom access control system in the flat due to mobility issues.
- Press update. (do on each fob if multiple fobs by copying and pasting info.).
- Press Log off the press No to Backup changes.
- Then press Operate to go back to Main Screen.

j) Remotely programming a fob.

- Un-programmed fob to be swiped at fob reader next to intercom.
- Make note of the time swiped (Should also say unknown ID when swiped if not then will need deleting from system before reprogramming)
- Log of main Concierge system and go to reports menu.
- Select Event Log- Engineer report from the drop down menu.
- Select the flat block where the fob was swiped from the area drop down menu.
- Select the date it was swiped.
- Select the time frame (10 minute window of when fob was swiped will suffice to reduce the amount of logs).

- Press display report.
- Find the time and the relevant fob will be shown as Access denied; Unknown ID with the fob number shown to the right of the table.
- Record the fob number.
- Exit the reports menu and go to the edit database menu.
- Select either add occupant or staff as relevant.
- Select Flat name and number from the appropriate drop down menus.
- Follow the programme a fob instructions but instead of swiping the fob on the fob reader next to the PC, manually input the number in the appropriate section.

k) Dealing with residents enquiries.

- Answer the phone with “Control Room, can I help you?”
- Residents are to be directed to use the repairs telephone number for their issues relating to repairs or faults within their own property, which is 0300 1236633.
- Faults relating to communal or non-residential areas should be reported to the repairs number and logged in the faults and incidents book.
- Any Crime or Anti-social behaviour issues relating to the public communal or non-residential areas should be dealt with by monitoring the CCTV and reporting it to the appropriate agency, i.e Police, Community Wardens.
- If the issue is more personal in nature, i.e. theft, burglary then the resident should be advised to call the Police or agency themselves as they will be asked more detail about the issue.
- If any abuse is received from the caller, then they should be politely informed that they will not have their query dealt with because of their behaviour. The officer will hang up and not deal with their query.
- The officer should then log the incident in the faults and incident book and complete a V1 form which should then be emailed to their manager for further action.

l) Dealing with visitors at on the door entry system.

- Answer the phone with “Control Room, can I help you?”.
- If the visitor is a contractor, postman, paperboy, Police or similar then allow them access.
- If it is a personal visitor to one of the residential properties the politely ask them if they need to call the flat directly by typing the flat number and pressing call on the panel.
- Carers should be allowed access. Unfortunately not all the database is up to date and this information about carers may not be on the additional information. Operators to take a common sense approach with this. If the carer is in uniform or can give details of the tenant etc. Or provide a password supplied by tele-care which we keep a copy of.
- Some residents have details on the system that they have regular visitors such as relatives who are to be allowed access as the resident has mobility issues and cannot get to the panel themselves.
- If any abuse is received from the caller, then they should be politely informed that they will not have their query dealt with because of their behaviour. The officer will hang up and not deal with their query.
- The officer should then log the incident in the faults and incident book and complete a V1 form which should then be emailed to their manager for further action.

m)Key holding.

- The Control room holds the keys for the flats, but the caretaker will also have keys.
- If a contractor requires access during the working week day and they contact the control room for keys, then get them to contact the caretaker in the first instance.
- If it is out of hours or the caretaker is unavailable then they can sign out keys from the control room.
- Most keys for the flats are kept in the fire box in the flats and they can sign out a firebox key from the control room.
- If they need a specific key, then had over and get them to sign for it.
- Ask for I.D. from the contractor when doing so.