

Community Safety CCTV System Annual Review

Date of Review:	25 April 2017	Responsible Officer:	Community Safety CCTV Manager Royal Borough of Greenwich
Contact Details of Responsible Officer:	020 8921 2482 cctv@royalgreenwich.gov.uk	Next Review Due By	April 2018

Operational Requirements			
Requirement		Review of Compliance	Further Actions Required
01	Does the system continue to meet the purpose for which it was installed?	The system continues to meet its original lawful objectives as set out in the Code of Practice for the operation of the Community Safety Closed Circuit Television System.	
02	Have any complaints been received about an individual camera or the whole/part of the system? If yes, what was the outcome?	No complaints were received during the review period April 2016 to April 2017.	
03	Has the location of each camera been reviewed to ensure they remain suitable?	Yes, each camera location has been reviewed and the details recorded on the CCTV database.	On-going maintenance of database
04	Are there any new residential/business developments within existing areas that could benefit from additional cameras/moving existing cameras?	Any requests for additional cameras/moving cameras are referred to the Safer Communities Team for problem solving. Any recommendations for new cameras are to be considered within existing network, budgetary and staffing constraints.	Consider Safer Communities Team recommendations as required.
05	Is there a comprehensive maintenance and cleaning regime in place?	A four year maintenance contract is in place effective from July 2015. The maintenance contractor is Openview.	Re-tender contract at expiry of existing contract.

06	Is there appropriate and sufficient signage in place to warn people that CCTV is in use?	Signage is in place in all primary areas and most sub-areas.	Maintenance contractor to install new signs as required.
07	Is the Data Protection Code of Practice up to date?	Yes, current version of the Code of Practice is version 9.0 dated April 2017	
08	Is the Code of Practice accessible to both staff and the public?	A copy of the Code of Practice is available to all staff within the CCTV control room and it is also published on the RBG website as a public document.	
09	Are audits carried out regularly to ensure the security of all equipment and media and is a record of the audits kept for inspection?	Annual inspections are carried out to ensure compliance with the Code of Practice. These inspections also consider health and safety issues and the security of the control room.	
10	Is the equipment of sufficient quality to enable images to be used as evidence in court?	All cameras/equipment has been installed to meet Home Office Scientific Development Branch requirements.	
11	Are there regular function checks to ensure that all equipment is in operating and recording correctly and that all images are stamped with the correct date/time?	Regular camera/recording checks are undertaken and any identified system faults are reported for repair to the maintenance contractor.	
12	What precautions are in place to ensure that data will continue to be collected e.g. in the event of a failure of power to cameras?	Power to the recorded system is protected by an Uninterrupted Power Supply (UPS) within the CCTV control room. The UPS would enable the system to be shut down in a controlled manner which would lead to a maintenance call out to the contractor.	Maintenance call-outs to be made as required.

Privacy Impact Assessment		
Requirement	Review of Compliance	Further Actions Required
01 Has a camera specific review taken place?	Yes, details are recorded on the CCTV database.	Database to be kept up to date in line with this review.
02 Where are the real time images from the cameras displayed?	Real time images are displayed within the Borough CCTV control room. Selected images are also displayed live at the Metropolitan Police Central Command and Control at Lambeth.	
03 Who has operational access and ability to control the CCTV cameras?	Operational access is restricted to the system manager, supervisor and appointed CCTV operators.	
04 Where are recorded images stored?	Images are stored on primary storage nodes (PSN's) within a secure rack room within the CCTV control room. Encrypted recorded images are also securely stored within outlying Housing sub locations.	
05 What measures are in place to control access to the area in which the recorded images are stored?	Access control measures are in place to restrict access into the control room only to authorised and trained personnel.	
06 How are the images recorded?	Images are recorded on digital recorders.	
07 Who has access to the recorded images?	Access is restricted to system assistant manager and appointed CCTV operators. Access as required is provided to the maintenance contractor solely for the purposes of system maintenance.	
08 How is access gained to the recorded images?	Physical access is gained by approved users via system login.	
09 How long are the images retained?	31 days.	

10	How are the images deleted?	The system automatically over-rights all data not required for evidential purposes after 31 days.	
11	When the data is downloaded or copied for release to a third party how is information recorded?	A written request is required before any data can be released and the details are recorded in the evidence management system log.	
12	What processes are in place to ensure that data protection responsibilities are understood by persons receiving the data?	Data is only released to the Police and other enforcement agencies. These agencies are all required to have Data Protection Policies in place. Relevant paperwork is completed and a copy retained for records.	

Service Standards			
Requirement		Review of Compliance	Further Actions Required
01	Ensure that the CCTV control room is staffed by a minimum of two operators 24 hours a day, 7 days a week.	The CCTV control room remained 100% operational during year 2016/17 and was staffed by an average of 2.5 operators 7 days a week.	
02	When requested, provide CCTV evidence to Police and other enforcement agencies within 7 days of written request.	Met within 7 days of receiving written request in line with service standards.	
03	Meet Security Industry Authority (SIA) licensing requirements for Public Space Surveillance.	All staff/operators are in-house employees and do not require SIA licencing but are trained to this level.	
04	Ensure that at least 95% of on-street CCTV cameras are fully operational at all times.	An average of 95.8% of cameras operational was achieved during year 2016/17.	
05	Provide and maintain a CCTV Code of Practice agreed by the Council and the Metropolitan Police.	Last updated April 2017 version 9.0.	
06	Train all CCTV Operators to BTEC level two in CCTV Operations Public Space Surveillance.	17 control room staff have achieved BTEC level two in CCTV Operations Public Space Surveillance.	Refresher course has been booked for July 2017
07	Maintain the system using an external contractor who will provide emergency call-out and repair services.	Service provided by Openview under contract..	

Home Office Surveillance Camera Code of Practice			
Requirement		Review of Compliance	Further Actions Required
01	Use of a surveillance camera must always be for a specified purpose which is in pursuit of a legitimate aim and necessary to meet an identified pressing need.	The CCTV database documents the purpose for each individual camera and this is subject to annual review and on-going maintenance..	
02	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.	The CCTV database documents the privacy impact of each individual camera and this is subject to annual review. Any privacy zones that have been installed will be included within the database.	
03	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.	The following documents are published on the council website: • CCTV Code of Practice (data protection) • Service Standards • Annual Review • Annual Performance Report • Privacy Impact Assessment • Surveillance Camera Code of Practice: self assessment tool	
04	There must be clear responsibility for all surveillance camera system activities including images and information collected, held and used.	Details of responsibilities are contained within CCTV Code of Practice (data protection).	

05	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.	Existing system in operation since 1997 and operated within the CCTV Code of Practice (data protection) and supplemented by an operational procedure manual for control room staff.	
06	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.	Non evidential images are system deleted after 31 days. Images to be used for evidential purposes are deleted once the evidence disk has been collected by the officer in the case.	

Home Office Surveillance Camera Code of Practice

Requirement		Review of Compliance	Further Actions Required
07	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.	Access restrictions apply as detailed in the CCTV Code of Practice (data protection).	
08	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.	System has been installed to meet Home Office technical standards. A maintenance contract is in place to ensure that standards continue to be maintained. Operators are trained to SIA level to ensure competency.	
09	Surveillance camera system images and information should be subject to appropriate security measures to safeguard against unauthorised access and use.	Appropriate security measures are in place as detailed within the CCTV Code of Practice (data protection).	
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.	Annual review has taken place and control room is deemed fit for purpose.	March 2017 achieved BS1 9001 and a successful External Commissioner Code of Practice passed by the National Security Industry.

Home Office Surveillance Camera Code of Practice

Requirement		Review of Compliance	Further Actions Required
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.	System has been established to meet the pressing need of the prevention and detection of crime. Procedures are in place to ensure that appropriate standards are achieved and images of evidential value are provided.	
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.	Not applicable as the CCTV system is not supported by any other reference databases.	