



## **HARTLEPOOL BOROUGH CCTV SERVICE**

### **OPERATIONAL CODE OF PRACTICE**

Hartlepool Community Safety Team  
Hartlepool Police Station  
Avenue Road  
TS24 8BB  
Tel: 01429 523100  
E-mail: [community.safety@hartlepool.gov.uk](mailto:community.safety@hartlepool.gov.uk)

**Created: 05/09/2017**  
**Review: 26/04/2020**  
**Unclassified**

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# **HARTLEPOOL CCTV SERVICE** **OPERATIONAL CODE OF PRACTICE**

## **1.0 INTRODUCTION**

- 1.1 Hartlepool Borough Council has installed a Public Space CCTV camera surveillance system which covers vulnerable localities, and areas of Hartlepool Borough which are at risk of, or have historically experienced higher than average levels of crime and disorder.
- 1.2 The CCTV system consists CCTV cameras located around; Hartlepool Town Centre and Night Time Economy areas; Hartlepool Shopping Parades; Public and Open Spaces, Council Buildings, Car Parks; Residential areas, and Industrial Estates around Hartlepool.
- 1.3 The CCTV system is owned, managed and operated by Hartlepool Borough Council, and the CCTV Centre is staffed by Council employees.
- 1.4 The CCTV system is composed of fixed, overt, Standard and High Definition – Static, and Pan, Tilt, Zoom (PTZ) CCTV cameras.
- 1.5 The Council's CCTV Centre monitors and controls the CCTV system 24 hours per day, every day of the year. Hartlepool Borough Council, Cleveland Police and other Statutory and Enforcement Agencies carrying out their statutory, and investigatory, regulatory, licensing, and enforcement duties, (including the administration of their personnel) have the ability to obtain footage from the CCTV system on a 24/7 basis.
- 1.6 This Code of Practice provides information explaining the purpose of the CCTV system; gives guidance on the operation and management of the CCTV system; provides information to the public about how they can make Subject Access Requests for CCTV images; and explains the CCTV system Audit, Complaint and Data Protection processes.

## **2.0 CCTV SCHEME PURPOSE AND LEGITIMATE AIMS**

2.1 The purposes and legitimate aims of the CCTV system are as follows, and are in line with the Safer Hartlepool Partnerships vision which is for 'Hartlepool to be a safe place to live, work and visit'.

- (a) Prevention and Detection of Crime and Disorder,
- (b) Apprehension and Prosecution of Offenders,
- (c) Protection and Safeguarding of Vulnerable Persons, Victims and Localities,
- (d) Protection of National Security,
- (e) Protection of Public Safety,
- (f) Protection of Public Health or Morals,
- (g) Public Reassurance,
- (h) Protection of the Rights and Freedoms of Others,
- (i) Protection of Hartlepool Borough Council assets and personnel,
- (j) Management of public space areas and events,
- (k) Assisting Hartlepool Borough Council, Cleveland Police and other Statutory and Enforcement Agencies in carrying out their statutory responsibilities, and their investigatory, regulatory, licensing, and enforcement duties, (including the administration of their personnel)
- (l) Assisting in Traffic Management, and in Highway and Environmental Enforcement,
- (m) Providing assistance with civil claims,
- (n) Providing assistance and reassurance to the public in emergency situations,
- (o) Providing assistance to Emergency Services and Emergency Planning in the management of emergency incidents.
- (p) Any other objectives as set out from time to time by the Centre Manager.

### **3.0 CCTV SCHEME BENEFITS AND OBJECTIVES**

3.1 The CCTV system is operated by the Council to assist it and the Safer Hartlepool Partnership in achieving the following objectives and benefits:

- Crime prevention,
- Reduction in crime and disorder,
- Reduction in substance misuse,
- Decreased costs to Public Services,
- Increased guilty pleas of offenders,
- Increased safeguarding of victims, vulnerable persons and vulnerable localities from harm,
- Decreased fear of crime by local residents,
- Increased confidence in public services,
- Improved reputation of Hartlepool Borough,
- Improved management of emergency incidents by Emergency Services and Emergency Planning.

#### 4.0 **CCTV SCHEME LEGAL BASIS**

4.1 The CCTV system is established by the Council under:

**(a) Section 17 of the Crime and Disorder Act 1998.** This makes it the duty of an Authority to exercise its various functions with due regard to the likely effect of the exercise of those functions on; crime and disorder in its area and; the misuse of drugs, alcohol and other substances; and re-offending in its area.

**(b) Section 163 of the Criminal Justice and Public Order Act 1994.** This enables a local authority to promote the prevention of crime, or the welfare of the victims of crime by providing apparatus for recording visual images of events occurring on any land in their area.

## **5.0 CCTV SCHEME PRESSING NEED INFORMATION**

5.1 Hartlepool is the smallest unitary authority in the North East region and the third smallest in the country comprising of some of the most disadvantaged areas in England. Issues around community safety can be understood by a number of contextual factors.

5.2 The Council operates the CCTV system due to pressing needs detailed at:

[https://www.hartlepool.gov.uk/meetings/meeting/3858/safer\\_hartlepool\\_partnership](https://www.hartlepool.gov.uk/meetings/meeting/3858/safer_hartlepool_partnership)

[https://www.hartlepool.gov.uk/info/20004/council\\_and\\_democracy/427/hartlepool\\_statistics/1](https://www.hartlepool.gov.uk/info/20004/council_and_democracy/427/hartlepool_statistics/1)

## **6.0 CCTV SYSTEM OWNER**

6.1 The owner of Hartlepool's Public Space CCTV system is Hartlepool Borough Council, Civic Centre, Victoria Road, Hartlepool, TS24 8AY. Tel: 01429 266522.

6.2 The CCTV system is managed and operated by Hartlepool Community Safety Team. Tel. 01429 523100. E-mail: [community.safety@hartlepool.gov.uk](mailto:community.safety@hartlepool.gov.uk)

## **7.0 PRIVACY**

7.1 The CCTV system is operated by the Council in a manner that is sensitive and respectful to the privacy of people residing, visiting, and working in an area covered by CCTV surveillance.

7.2 Persons and locations will only be specifically monitored for any length of time, where this is in compliance with both the purposes of the CCTV system, and the legislation and Codes of Practice relevant to CCTV.

7.3 Where monitoring occurs a CCTV Operator is required to log the event and their reason for the monitoring.

7.4 CCTV operators have received training on Data Protection and Human Rights. CCTV operators have also signed a Confidentiality Agreement, and are subject to the Council's Contract of Employment, Corporate Code of Conduct, Data Protection and Information Governance Policies.

7.5 A Privacy Impact Assessment has been completed for the CCTV system and this should be read in conjunction with this Code of Practice.

7.6 This Code of Practice is also supplemented by a separate set of Standard Operating Procedures which are used by CCTV Operators. These Standard Operating Procedures are confidential.

## **8.0 DATA PROTECTION**

- 8.1 The use of the CCTV system is registered with the Information Commissioner by the Council. Registration Number: Z6522780.
- 8.2 The CCTV system will be operated in compliance with the Data Protection Act 2018, and with the Data Protection Code of Practice for Surveillance Cameras.
- 8.3 The Council is the Data Controller under the Data Protection Act 2018 for any data obtained by the CCTV system.

## **9.0 REGULATION OF INVESTIGATORY POWERS**

- 9.1 The CCTV system will be operated in accordance with the Regulation of Investigatory Powers Act 2000, and with its associated Code of Practice, along with the Council's policy on the covert collection of information.

## **10.0 SURVEILLANCE CAMERA CODE OF PRACTICE**

- 10.1 The CCTV system will be operated in accordance with the principles of the Surveillance Camera Commissioners Surveillance Camera Code of Practice.

## **11.0 MEDIA ENQUIRIES**

- 11.1 All media enquiries regarding the CCTV system will be directed to the Council's Public Relations Office. Tel: 01429 266522.

## **12.0 ANNUAL REVIEW**

- 12.1 In compliance with the Surveillance Camera Commissioner and Information Commissioner Codes of Practice the CCTV system will be reviewed annually to ensure that its use continues to meet the purposes set out for the system.
- 12.2 This consists of a review of the following information:
- Number and type of incidents dealt with by the CCTV system
  - Number of tasking requests from authorised partners
  - Number of viewing requests from authorised partners
  - Number of arrests attributable to CCTV
  - Details of any CCTV cameras identified for decommissioning as no longer necessary under the purposes of the CCTV scheme.
  - Details of any locations identified for the installation of new CCTV cameras.

See Appendix A for an example of an Annual Review template.



## **13.0 ACCOUNTABILITY**

- 13.1 This Code of Practice and the CCTV systems Privacy Impact Assessment and Self-Assessment are available to the public and are published on the Council's website. [www.hartlepool.gov.uk](http://www.hartlepool.gov.uk)
- 13.2 Information regarding the CCTV system, Subject Access Requests and Complaints are published on the Council's website.
- 13.3 The public are advised of the Council's use of CCTV cameras by appropriate signage located in the area of the camera. There is no requirement to place signs directly under a camera.
- 13.4 Random spot monitoring/audits are carried out by the Council on the use of the CCTV system to ensure that its operation and records are in compliance with relevant legislation and Codes of Practice.
- 13.5 Any complaints regarding the CCTV system should be made to Hartlepool Community Safety Team. Hartlepool Community Safety Team will investigate the matter and will aim to provide a written response with ten working days. Please write to:
- Hartlepool Community Safety Team  
Hartlepool Police Station  
Avenue Road  
Hartlepool  
TS24 8BB  
Tel. 01429 523100  
E-mail: [community.safety@hartlepool.gov.uk](mailto:community.safety@hartlepool.gov.uk)
- 13.6 If after this a complainant is still dissatisfied they should submit a Formal Complaint under Hartlepool Borough Council's Corporate Complaints and Comments Procedure.

## **14.0 SUBJECT ACCESS REQUESTS AND FREEDOM OF INFORMATION**

- 14.1 The CCTV system records images from all CCTV cameras on a 24/7 basis for 31 days. After 31 days any CCTV images recorded are automatically overwritten by the CCTV system. The Council does not operate any dummy CCTV cameras.
- 14.2 Under the Data Protection Act 2018, CCTV images which involve a living person who can be identified from the image are classed as personal data. A person has the right to ask for a copy of any personal data regarding them held by the Council. This request is called a Subject Access Request.
- 14.3 Under the Act the Council must respond within 1 month. No fee is charged by the Council for a Subject Access Request.
- 14.4 When making a Subject Access Request a person will be required to provide proof of their identity to show that they are the person in the images requested, and a reasonable date and time period, along with the area involved to help the Council to find the images.
- 14.5 When images requested are held by the Council arrangements will be made to temporarily keep them to ensure that they remain available until a Subject Access Request has been processed.
- 14.6 Subject Access Requests should be sent to the Council's Legal Services Division. They will consider the request and write to the person involved to inform them of the Council's decision, and where appropriate to make arrangements to provide them with the images.
- 14.7 Subject Access Requests will not be granted in circumstances involving proceedings related to the prevention and detection of crime, the apprehension of offenders, or the administration of justice where disclosure may prejudice proceedings. Other disclosure rules may also apply.
- 14.8 Subject Access Requests should be sent to:

Information Access Request  
Legal Services Division  
Hartlepool Borough Council  
Civic Centre, Victoria Road, Hartlepool, TS24 8AY  
E-mail: [data.protection@hartlepool.gov.uk](mailto:data.protection@hartlepool.gov.uk)

- 14.9 The CCTV system is subject to the Freedom of Information Act 2000. This Act provides public access to certain information held by the Council regarding its services and activities - subject to certain conditions and exemptions. The Council has a duty to respond to requests within 20 working days.

Freedom of Information requests must be in writing and should be sent to:

Freedom of Information Officer  
Hartlepool Borough Council  
Legal Services Division, Civic Centre, Victoria Road, Hartlepool, TS24 8AY  
E-mail: [freedomofinformation@hartlepool.gov.uk](mailto:freedomofinformation@hartlepool.gov.uk)

#### 14.10 **Operational Information**

It is the policy of Hartlepool Borough Council to neither confirm, nor deny:

- The operational capabilities of the Council's CCTV system,
- The equipment used by the CCTV system,
- The specific surveillance area viewed by a CCTV camera,
- The frequency of viewing for a specific CCTV camera,
- The operational status of a specific CCTV camera,
- The 'At Rest' position for a specific CCTV camera.

This is due to crime prevention, public safety, public confidence, and camera safety reasons.

## **15.0 CCTV OPERATORS**

- 15.1 The Council is responsible for arranging for the selection, testing, vetting, employment, induction, training, licensing and management of all its staff employed to work with the CCTV system.
- 15.2 The only exception to this will be temporarily agency workers operating under Council Contract. The Agency involved will be responsible for providing workers which meet the suitability requirements set out by the Council.
- 15.3 All staff are subject to Enhanced Disclosure and Baring Service (DBS) checks and None Police Personnel Vetting Level 2 background checks.
- 15.4 All staff are required to undertake accredited Security Industry Authority Public Space Surveillance (CCTV) operator training, and become licensed by the Security Industry Authority as a CCTV Operative. The Council also provides in-service training regarding the role.
- 15.5 All staff are subject to the Council's Code of Conduct and Disciplinary Procedure and are required to follow the Council strategies, policies and procedures, and national and local Codes of Practice, Operating Standards, Government Guidance, and Legislation relating to the Centre Services. Any proven breach of these could result in up to instant dismissal, and civil and/or criminal sanctions.
- 15.6 All staff are managed by Hartlepool Community Safety Team.
- 15.7 All staff are subject to a Confidentiality Agreement which can be enforced during and after the termination of employment. Any proven breach of confidentiality could result in up to instant dismissal, and civil and/or criminal sanctions.

## **16.0 CONTROL AND OPERATION OF CAMERAS**

- 16.1 Only trained and licensed CCTV operators employed by the Council, (or Agency Workers operating under Council contract) are authorised to operate the Council's CCTV system. This is enforced through the mandatory use of user accounts and passwords on the CCTV control system.
- 16.2 All use of the CCTV system will be in accordance with the purposes and objectives of the scheme and in compliance with relevant legislation and Codes of Practice.
- 16.3 All CCTV operators will be subject to supervision procedures, auditing, and work practices that are sufficient to ensure compliance with relevant legislation and Codes of Practice.
- 16.4 All CCTV operators are aware that their actions, operations and recordings are subject to routine audit and that they may be required to justify their actions or interest in a member of the public or premises.
- 16.5 The CCTV system may be used by the Council and its Partners for the provision of evidence in staff disciplinary procedures.
- 16.6 The Council will typically operate the CCTV system using the following methods:

### **16.7 At Rest Camera Positions**

This is where a CCTV camera not in direct use by a CCTV Operator will be left pointed at a location in the cameras field of view which is the main potential problem / hotspot area for that camera location.

### **16.8 Automatic Sweep Monitoring**

This is where a CCTV camera is set to automatically carry out repeating visual sweeps of a certain area within the cameras field of view.

### **16.9 Building Alarm Monitoring**

The CCTV system includes a number of building security CCTV cameras which are only monitored by CCTV operators in the event of the building security alarm being activated.

### **16.10 Pro-active Monitoring**

This is where CCTV operators carry out regular and random visual patrol sweeps of an area using a CCTV camera before returning the camera to it's at rest position.

### **16.11 Responsive Monitoring**

This is where the monitoring of CCTV cameras will be interrupted to respond to specific requests to monitor ongoing incidents that are being dealt with by authorised partners.

Authorised partners include: Hartlepool Shop Watch and Pub Watch members, Cleveland Police, Civil Nuclear Constabulary, Cleveland Fire Brigade, North East Ambulance Service, Cleveland Emergency Planning Unit, Hartlepool Borough Council, Housing Associations.

#### 16.12 **Tasking Monitoring**

This is where specific CCTV cameras are used to give dedicated priority monitoring of a location or person.

This may occur for specific date periods or on specific days/times as a result of planned operations or events, credible intelligence being received, or specific requests from authorised partners. Where necessary the appropriate RIPA authorisations will be obtained.

#### 16.13 **Talking Cameras**

The Council does not operate any talking CCTV cameras.

#### 16.14 **Incident Logging**

A CCTV operator will be responsible for using the CCTV system to monitor all incidents that they either identify, or are informed about.

Where a CCTV operator judges it appropriate and necessary, and as soon as practicably possible, they will inform the appropriate organisation of the incident using the CCTV Centres communication channels. For example; Cleveland Police, Ambulance Service, Fire Brigade, Shop Watch, Pub Watch etc.

The CCTV Centre is not responsible for the time taken or method chosen by Cleveland Police or other organisations to respond to any incident reported to them.

It is recognised that the response to an incident by an Emergency Service will depend on the type and severity of the incident reported, combined with an organisations operational priorities and pressures at the time.

Once an incident has finished a CCTV operator will inform the organisation involved in dealing with the incident that CCTV footage is available.

Where requested the CCTV operator will then download the incident onto external storage devices ready for collection.

A CCTV operator will record the incident details and actions taken on the CCTV Incident Database.

#### 16.15 **Equipment Maintenance**

The Council is responsible for ensuring that as far as is practicable, and subject to funding constraints, that the CCTV system is maintained and operational.

The CCTV system is maintained by a private CCTV maintenance contractor who carries out preventative, planned and reactive repairs and maintenance for the Council.

The duty CCTV operator will be responsible for reporting any none operational equipment to the Centre Manager who will then arrange for its repair.

In addition the duty CCTV operator for the Monday morning shift will be responsible for producing a report for the Centre Manager showing the operational status of all CCTV cameras on the system.

## **17.0 ACCESS AND SECURITY OF CCTV CENTRE**

- 17.1 Hartlepool CCTV Centre is a restricted access, target hardened, and secure facility, which is not open to the public, and the location of which is confidential.
- 17.2 An Access Control Procedure and Door Entry System is in place with only authorised persons whose access is considered lawful, proper and justified permitted access.
- 17.3 A centre Access Log is maintained by the CCTV Service. This records details of the duty CCTV operative, and the details of any persons that have gained authorised entry to the CCTV Centre. A record will also be kept regarding any unusual occurrences regarding entry to the centre.
- 17.4 Where appropriate authorised persons permitted access to the CCTV Centre are supervised at all times by the duty CCTV operative.
- 17.5 Access may be refused or terminated if a live incident is running, or where a visit becomes an excessive distraction.
- 17.6 No unauthorised audio or video transmitting, or recording devices are permitted in the CCTV Centre.



## **18.0 RECORDED IMAGES PROCEEDURE**

18.1 The Council is the Data Controller under the Data Protection Act 2018 for any data obtained by the CCTV system. All images produced from the CCTV system are the property of Hartlepool Borough Council.

18.2 Images shall only be used for the purposes as defined in this Code of Practice.

18.3 Access to images will only take place as defined in this Code of Practice.

18.4 Any misuse of images by personnel could result in up to instant dismissal, and civil and/or criminal sanctions.

18.5 The following persons/organisations may access CCTV images held by the Council:

- Data Subjects - personal use
- Cleveland Police - investigation of complaints
- Crown Prosecution Service - prosecution of criminal suspects
- Courts Service (i.e. County, Magistrates, Crown, etc) - hearing of civil and criminal cases
- Any Statutory or Enforcement Organisation carrying out their statutory, or investigatory, regulatory, licensing, or enforcement duties, (including the administration of their personnel)
- Insurance Companies - on behalf of clients involved in civil and criminal cases
- Solicitors Chambers - on behalf of clients involved in civil and criminal cases
- No other access will be allowed unless approved by the Centre Manager for reasons that fall within the purposes and objectives of the CCTV scheme and in accordance with this Code of Practice.

### **18.6 Viewing of Images**

Viewing of live images will be restricted to CCTV operators in the CCTV Control Room, and CCTV operators in Middleton Grange Shopping Centre CCTV Centre, and Police Staff in Hartlepool Police Station and Cleveland Police Control Room through the use of the mirror/slave monitor links in place.

18.7 Viewing of recorded images will be restricted to CCTV operators and authorised persons in the CCTV Control Room and Viewing Suite, and on request to Police Staff in Hartlepool Police Station and Cleveland Police Control Room through the use of the mirror/slave monitor links in place.

- 18.8 Where any recorded images have been viewed by authorised persons this must be recorded on a CCTV Images Viewing and Disclosure Form and on the CCTV Incident Database.
- 18.9 **Disclosure**
- Disclosure of images from the CCTV system must be controlled and consistent with the purposes for which the system was established.
- 18.10 Once a request for disclosure of images has been received by the CCTV Centre a check will be made by the duty CCTV operator to discover whether the requested images are held by the Council.
- 18.11 Requests for disclosure of images received from members of the public and their representatives will be authorised by the Council's Data Protection Officer.
- 18.12 Requests for disclosure of images received from Statutory Agencies will be authorised by the duty CCTV operator.
- 18.13 When images are disclosed this must be recorded by a CCTV operator on the CCTV Incident Database and a CCTV Image Viewing and Disclosure Form must be completed. This will record the date of disclosure, the details of whom the images have been provided to, and the reasons for the disclosure.
- 18.14 Images will be disclosed by being saved by a CCTV operator onto new, and previously unused external storage devices.
- 18.15 A CCTV operator will download duplicate versions of images onto a Working Copy device, and a Master Copy device. i.e. a DVD, USB, Portable Hard Drive.
- 18.16 The following will be written onto all storage devices using a permanent marker:
- Working Copy or Master Copy (as appropriate)
  - Date/Time/Location of incident
  - Crime/Unique reference number
  - Device Number. i.e 1 of 2, 2 of 2
  - CCTV operator name
- 18.17 The Master Copy device will then be sealed inside an evidence bag which will then have its information fields completed.
- 18.18 A CCTV Image Disclosure Witness Statement will be produced by a CCTV operator regarding the downloaded images and devices.
- 18.19 All devices will be securely stored in the CCTV Viewing Suite until they are released to the Requester. Once these storage devices have been handed over to the Requester no images are then retained by the Council.
- 18.20 Once an image has been disclosed to another person or organisation, they become the Data Controller for their copy of that image.

- 18.21 The method of disclosing images must be secure to ensure that they are only seen by the intended recipient. This may be by either onsite release, or sent by recorded delivery or courier as appropriate.
- 18.22 Images can be released to the Media for identification purposes. This should not generally be done by anyone other than a law enforcement agency. No images will be disclosed for this purpose without the permission of the Centre Manager and the Council's Data Protection Officer.
- 18.23 **Retention**
- 18.24 Recorded information will be stored in such a way that maintains the integrity of the information so data is secure and available for its intended purpose.
- 18.25 Images are stored on dedicated recording servers which are stored in a secure server room onsite at the CCTV Centre with access control procedures and door access control systems in place. Access to the server room is restricted to the Centre Manager, and authorised Council staff and maintenance contractors only. Server room access is also under CCTV surveillance. Staff have no ability to stop, alter or delete this CCTV recording.
- 18.26 Images will be stored in accordance with the purpose of the CCTV system, and will be deleted once their purposes have been discharged.
- 18.27 The CCTV Service operates a process where any images are only retained for 31 days, after which they are automatically overwritten by the CCTV system.
- 18.28 Images will only ever be kept for longer than 31 days where a specific request for the images is received within the 31 day retention period.
- 18.29 In such a situation the images will be saved onto external storage devices.
- 18.30 Any external storage device containing downloaded images will not be kept for longer than 40 days after a request has been received. After this time period the device will be securely destroyed unless collected. This will be done either through onsite shredding with a High Security Micro Shredder (DIN Level 4), or by using the Council's secure disposal process for data bearing media which conforms to ISO 27001:2013.
- 18.31 Records will only be held by the Community Monitoring Centre for up to three years.
- 18.32 The duty CCTV operator will be responsible each morning for checking that the CCTV system recording equipment is in good working order, recording, and that the system date and time are correct. Any problems should be reported to the Centre Manager.

# **Appendix A**

## **Annual Review Form**

Hartlepool Borough CCTV System Annual Review												
Camera No.	Camera Location	Ward	Easting	Northing	Location Type	Static	PTZ	Mounted Type	Length Images Kept	Camera continues to meet purpose?	Priority Use	Any complaints regarding camera?
1	8 Church Street	Headland and Harbour	451351	532694	Town Centre		X	Building Side	31 days	Yes	1	No
etc.												

Camera Priority Level
Level 1 = Very Frequently Used / Very High Priority Use
Level 2 = Frequently Used / High Priority Use
Level 3 = Often Used / Medium Priority Use
Level 4 = Sometimes Used / Low Priority Use / Asset Protection

# **Appendix B**

## **CCTV Image Viewing and Disclosure Form**

**HARTLEPOOL COMMUNITY MONITORING CENTRE  
CCTV IMAGES VIEWING AND DISCLOSURE FORM**

<b>Date Of Request:</b>	<b>Crime / Event Number:</b>
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**SECTION ONE: DETAILS OF PERSON/ORGANISATION REQUESTING CCTV IMAGES**

<b>Name:</b>	
<b>Organisation Name and Address:</b> <small>(where applicable)</small>	
<b>Position:</b>	
<b>Contact Tel:</b>	
<b>E-mail:</b>	

**SECTION TWO: REASON FOR CCTV IMAGE VIEWING / DISCLOSURE**

**Please mark an X in the appropriate box below:**

- |           |  |  |
|-----------|--|--|
| <b>1.</b> | You represent Hartlepool Borough Council, Cleveland Police, the Crown Prosecution Service, or another Statutory, or Enforcement Agency, and the CCTV images are required in order to carry out your statutory responsibilities, or due to investigatory, regulatory, licensing, or enforcement duties, (including the administration of your personnel) including; Prevention and Detection of Crime and Disorder; Apprehension and Prosecution of Offenders; Protection and Safeguarding of Vulnerable Persons, Victims and Localities; Protection of National Security; Protection of Public Safety; Protection of Public Health or Morals; Protection of the Rights and Freedoms of Others; Protection of Hartlepool Borough Council assets and personnel; Assisting in Traffic Management, and in Highway and Environmental Enforcement; Providing assistance with civil claims. |  |
| <b>2.</b> | You represent a Legal Chambers and require the images in connection with legal proceedings.  |  |
| <b>3.</b> | You represent an Insurance Company and require the images in connection with an insurance claim.   |  |
| <b>4.</b> | You are a member of the public and require the images under a Subject Access Request.  |  |

**SECTION THREE: CCTV IMAGE DETAILS**

<b>Date(s):</b>	
<b>Time(s):</b>	
<b>Location(s):</b>	
<b>Camera(s):</b>	

**Provide incident details including a description of any involved person(s), vehicle(s) or property:**

**SECTION 4: CCTV IMAGE VIEWING AND DISCLOSURE**

I want to view the CCTV images only.	YES / NO
I want to take away a Master and Working copy of the CCTV images.	YES / NO
Hartlepool Borough Council CCTV Service only retains CCTV images for 31 days, after which they are automatically overwritten by the CCTV system, and no CCTV images are then kept by the Council.	

**This Agreement is between:**

1) Hartlepool Borough Council (the Council)  
and

2) .....  
(Requesting Person/Organisation)

Subject to the conditions stated in this Agreement the Council agrees to give the requesting person/organisation the following evidence.

**Master Copy(s) Index Nos:**

1.	2.
3.	4.
5.	6.

**Working Copy(s) Index Nos:**

1.	2.
3.	4.
5.	6.

**SECTION 5: CCTV IMAGE DISCLOSURE CONDITIONS**

1. The requesting person/organisation acknowledges that they become the Data Controller (within the meaning of the Data Protection Act 2018) of the CCTV images once they have been handed over to them, the date and time of which is recorded within this Agreement. For the avoidance of doubt the requesting person/organisation is responsible for the safe transportation of the CCTV images away from the Community Monitoring Centre.
2. The requesting person/organisation accepts responsibility for maintaining the credibility and integrity of the CCTV images for use as evidence in civil and/or criminal proceedings.
3. The Council accepts no liability for any loss or damage caused to CCTV images once transferred to the requesting person/organisation.
4. The requesting person/organisation agrees not to publish, or release to any Media Organisation, the CCTV images without the written permission of the Council.
5. The requesting person/organisation acknowledges that the Council will no longer retain any copies or originals of the CCTV images once they have been transferred over to them.
6. When the CCTV images are no longer required the requesting person/organisation accepts responsibility for their secure destruction in accordance within the Principles of the Data Protection Act 2018.



## SECTION 6: SIGNATURES

### CCTV Image Review

Images reviewed by: (print name)	
Images reviewed by: (signature)	
Position:	
Date and Time images reviewed:	

### CCTV Image Working and Master Copy Creation

Working and Master Copy created by: (print name)	
Working and Master Copy created by: (signature)	
Position:	
Date and Time images downloaded:	

### CCTV Image Collection

Copy of images collected by: (print name)	
Copy of images collected by: (signature)	
Position:	
Date and Time images collected:	

### CCTV Operator Notes

1. Please retain a copy of this form and provide a copy to the requesting person/organisation.
2. The release of any CCTV images to Members of the Public, Legal Chambers, Insurance Companies, or their Representatives must be authorised by the Council's Data Protection Officer.
3. The release of any CCTV images to Officers from Hartlepool Borough Council, Cleveland Police, or any other Statutory or Enforcement Agency can be authorised by the duty CCTV operator.
4. Any disclosure of CCTV images must always be in compliance with the CCTV Code of Practice and the purposes and objectives of the CCTV system.

**Appendix C**  
**CCTV Image Disclosure Witness Statement**

RESTRICTED (when complete)

# WITNESS STATEMENT

Criminal Procedure Rules, r 27.2; Criminal Justice Act 1967, s. 9; Magistrates Court Act 1980, s. 5B

URN 

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Statement of:

Age if under 18: **OVER 18** (if over 18 insert "over 18") Occupation: **Community Monitoring Operative**

This statement (consisting of **2** page(s) each signed by me) is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true.

Signature:

Date:

Tick if witness evidence is visually recorded

I am the above named person employed by Hartlepool Borough Council as a Community Monitoring Operative. I am based at the Community Monitoring Centre, [confidential].

My SIA licence number is:

At the request of .....  
(Name of Police Officer or Person investigating the incident)

I have produced the following evidential items:

(a) Master DVD(s) ..... (b) Working Copy DVD(s) ..... (c) Photographic Still(s) .....

DATE OF INCIDENT: ..... TIME OF INCIDENT: .....

LOCATION OF INCIDENT: .....

CAMERAS COVERING LOCATION: .....

### OPERATIONAL COVERAGE

At the actual time when the incident was taking place I:

- a) Monitored/observed all, or part, of the incident
- b) Controlled the camera(s) during all, or for part of, the incident
- c) Recorded all, or part of, the incident in real (true) time


State  
YES or NO

At the time the incident occurred, the Community Monitoring Operative(s) on duty in the Control Room was/were:

.....

At (time) ..... hours on (date) ..... I produced the Master Copy DVD(s) directly from NVR: ..... and sealed them in evidence bag(s).

At (time) ..... hours on (date) ..... I produced the Working Copy DVD(s) directly from NVR: ..... immediately after producing the Master Copy DVD(s).

The Master Copy DVD(s) that I produced I exhibit with the following exhibit number(s):

(1)..... (2) .....  
(3)..... (4) .....

The Evidence bag(s) used containing the Master Copy DVD(s) that I produced have the following unique reference number(s):

(1)..... (2) .....  
(3)..... (4) .....

The Working Copy DVD(s) that I produced were given the following reference number(s):

(1)..... (2) .....  
(3)..... (4) .....

The Photographic Still(s) that I produced were given the following reference number(s):

(1)..... (2) .....  
(3)..... (4) .....

All DVD's are retained in the secure CCTV Viewing Suite, until collection by an authorised officer.

The CCTV Images Viewing and Disclosure Form that declares receipt of the DVD(s) and the transfer of responsibility for the Data Protection of the DVD(s) to the receiving officer, must be signed before the DVD(s) are handed over.

NB: All Master and Working copy DVD(s) must be collected within 40 days of production. No DVD's will be retained in the CCTV Control Room after this time and they will be destroyed.

At (time) ..... hours on (date) ..... I handed all Master and Working Copy DVD(s) and Still(s) regarding this incident to: .....  
(Name of Police Officer or Person investigating the incident)

Signature:	Signature Witnessed by:
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# **Appendix D**

## **CMC Auditing**

**Community Monitoring Centre Audit Checks**

No.	Audit Check	Outcome
1.	Access Log Book present with entry being recorded?	
2.	Key Log Book present with key pack distribution being recorded?	
2.	Staff logging their entry/exit of centre using access card reader?	
3.	Lone Worker Protection Badge being used?	
4.	Correct date and time on NVR servers?	
5.	NVR servers recording CCTV images?	
6.	Are CCTV images being recorded for 31 days?	
7.	Are CCTV images being recorded of evidential quality?	
8.	CCTV Incident Database operational, with incidents and workflow being correctly recorded?	
9.	Review CCTV Image Viewing and Disclosure Forms	
10.	Review CCTV Image Disclosure Witness Statements	
11.	Review out of hours work undertaken	