

HAMBLETON

DISTRICT COUNCIL

CCTV Surveillance Service

Operational Codes of Practice

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1. Introduction

Hambleton District Council (HDC) is committed to respecting people's rights to privacy and supports an individual's entitlement to go about their lawful business. This is a primary consideration in the operation of the CCTV surveillance system operated by HDC.

HDC shares the Surveillance Camera Commissioner's strategic vision that:

The public are assured that any use of surveillance camera systems in a public place helps to protect and keep them safe, whilst respecting the individual's right to privacy. That assurance is based upon deployment which is proportionate to a legitimate purpose, and transparency which demonstrates compliance with best and good practice and relevant legal obligations.

This Code of Practice has been arranged in agreement with the local Police Chief Inspector and provides a clear statement of the purpose of the scheme. It gives guidance on the operation and management of the system and provides a method by which the public can make representations to HDC about any issues in relation to the use of the CCTV surveillance system.

2. System details

Monitored CCTV system

HDC has installed 52 open space cameras which cover four main market towns in Hambleton; Northallerton, Thirsk, Bedale and Stokesley.

An additional 25 cameras cover the Council's depot site and internal areas within the HDC Civic Centre building in Northallerton. All of the cameras are overt cameras.

In addition, the service is able to access eight overt mobile deployment cameras to hotspot locations throughout the Hambleton area. These locations can be outside the boundaries of the permanent CCTV surveillance system.

There are also security cameras covering Maple Park, the Council run crematorium which opened in February 2022. These are managed on site separately to HDC's CCTV public space surveillance scheme.

The CCTV surveillance system is owned and operated by HDC. The CCTV surveillance system is run in adherence to the 12 Guiding Principles of the Home Office Surveillance Camera Code of Practice 2013 (Appendix 1) and has been registered with the Information Commissioner's Office.



The CCTV surveillance system records data for 24 hours every day of the year. The Control Room is staffed appropriately on a rota basis. All recorded material can be analysed and reviewed, on-site, via trained operators. Recorded material is kept on the system for 31 days. The network is programmed to isolate and self purge old data. This is all to ensure nothing is held longer than is necessary under DPA 2018, GDPR, our COP and HRA1998.

All recorded material is owned by HDC and is subject to the statutory conditions of the Data Protection Act 1998 and Regulation of Investigatory Powers Act 2000, and in accordance with paragraphs 4 and 15 of this Code of Practice.

To ensure compliance with the Information Commissioner's Code of Practice and to ensure that images recorded continue to be of evidential quality, the CCTV surveillance system shall be subject to a maintenance agreement and schedule with the nominated system supplier.

Recorded CCTV systems

In addition to the monitored CCTV system described above; the Council also owns four recorded CCTV systems. All of the cameras on the recorded CCTV systems are sited overtly. These are sited at the crematorium, Stokesley Leisure Centre, Northallerton Leisure Centre, Evolution office space (Northallerton) and Springboard office space (Stokesley). Each system shares the stated purpose of the monitored CCTV system but is governed via its own Codes of Practice.

The recording period for the CCTV systems referenced in section 2 varies from seven days (Stokesley Leisure Centre) to six weeks (office spaces).

Crematorium CCTV data is stored onto a 32 channel Network Video Recorder (NVR). Footage is stored for a maximum of 31 days before being automatically overridden.

No images or recordings will be downloaded or saved unless for evidence for police, Subject Access Reviews, or other bodies with prosecution powers including insurance companies.

3. Purpose

The primary purpose of the scheme is to ensure public safety; providing a safe public environment in the Hambleton district for the benefit of those who live, trade, visit, service and enjoy the facilities of the area. This is a legitimate aim and pressing need for HDC.



In delivering its primary purpose, the CCTV surveillance system contributes to the following objectives managed via pro-active and reactive monitoring of the system and use of the deployable cameras if required:

- Assisting in the detection and prevention of crime and anti-social behaviour; along with the maintenance of public order
- Facilitating the apprehension and prosecution of offenders concerning crime and public order
- Reducing the fear of crime and providing reassurance to the public
- Providing the police and council with evidence to take criminal and/or civil action in the Courts
- Assisting in improving the environment in the areas monitored
- Protecting property and assets owned by HDC and others
- Providing assistance to emergency services
- Providing assistance to businesses in the areas where Shop/Pub watch operates
- Providing monitoring and reassurance to Street Angels in Northallerton.

The system will only be used for the stated Primary Purpose and Objectives as listed and will not be used for any other reason.

Every consideration will be given to the right of the general public to go about their daily business with minimum loss of privacy. Whereas total privacy cannot be guaranteed within a CCTV surveillance area, the cameras will not be used to unduly monitor persons going about their lawful business. Individuals may be seen on camera briefly during general surveillance, but persons will only be specifically monitored, for any length of time, if there is suspicion or knowledge that an offence may have occurred or about to occur. Operators must be able to justify their actions in relation to the monitoring of individuals. All incidents will be logged on to the electronic log; with a reason for the monitoring of the individual.

The CCTV system will be used for the provision of recordings for evidential purposes to the police and/or other bodies that have prosecution powers such as Customs & Excise or the Health & Safety Executive. In some instances, the system may be used for the investigation of specific matters of a different type such as insurance companies dealing with road traffic incidents.

This Code of Practice is supplemented by a separate Procedural Manual which is to be used by Operators. Circulation of the manual is restricted and copies are securely stored. All Operators have to sign for the documentation to ensure the security of the manual and its contents.



4. Legislation and regulatory frameworks

In addition to HDC policies, procedures, guidelines and this Code of Practice, the CCTV surveillance system and its operation are subject to and in accordance with legislation under:

- The Data Protection Act 2018 (DPA)
- The Human Rights Act 1998 (HRA)
- The Freedom of Information Act 2000 (FOIA)
- The Regulation of Investigatory Powers Act 2000 (RIPA)
- The Protection of Freedoms Act 2012 (PFA)

In compliance with the Home Office Surveillance Camera Code of Practice; the system operates towards the achievement of the 12 Guiding Principles. In accordance with the Information Commissioner's Office document "In the Picture", the CCTV surveillance system will be reviewed annually to ensure that each camera is fit for its specific purpose and is proportionate to the needs of the surveillance area.

The CCTV surveillance system will comply with the Airwave Service Code of Practice and hold the necessary TEA2 User Sub Licence.

CCTV Operators and Supervisor will be subject to compliance with the Official Secrets Act 1989.

5. Changes to the code

A major change will have a significant impact on the Code of Practice or upon the operations of the scheme. A major change to the Code of Practice will only take place after full consultation with the relevant interested parties. HDC's Management Team must approve the changes.

A minor change will be required for clarification and will not have a significant impact on the Code of Practice or upon the operations of the scheme. A minor change will be undertaken by the Safer Hambleton Co-ordinator as the CCTV surveillance system Supervisor without the necessity of bringing it to the immediate attention of HDC's Management Team; save as to reporting the change in due course.



6. Responsibilities of the owner

The “owner” of the system is HDC, Stone Cross, Rotary Way, Northallerton, DL6 2UU.

All responsibility for the introduction and implementation of the Code of Practice and the full compliance with operational guidance resides with the owner.

The owner delegates day-to-day management of the CCTV surveillance system, Control Room and Operations to the CCTV Team Leader and to the Safer Hambleton Hub Co-ordinator as their Supervisor.

This Code of Practice and any subsequent amendments will be made available for public examination by the owner and is available on the Council’s website.

7. Accountability

Copies of this Code of Practice and particulars of the complaints system will be made available on the council’s website.

Regular performance reports will be prepared on request by the Safer Hambleton Co-ordinator and considered by the Community Safety Working Group.

An Annual Report will be published to assess the network and its validity in meeting its primary purpose. The owner is responsible for ensuring that the CCTV surveillance system is fully evaluated on an annual basis. The Annual Report and evaluation will include data on the following performance indicators:

- Number of incidents/occurrences/observations
- Number of incidents reviewed and requested by whom
- Number of evidential discs processed
- Number of stills produced
- Number of hours spent reviewing incidents
- Number of complaints received
- Percentage of reviews resulting in evidence produced.

Spot monitoring or audits will be carried out by the CCTV Team Leader and/or Safer Hambleton Co-ordinator as the CCTV Supervisor.



8. Public Information

Cameras will not be hidden but should, as far as is consistent with the purposes of the network, be placed on public view.

Signs that CCTV cameras are operating shall be displayed in and around the surveillance area in locations visible to pedestrians. There is no requirement for signs to be placed directly under cameras.

This Code of Practice shall be freely available to the public.

An annual report shall be published in accordance with section 7.

The CCTV Surveillance System is subject to the completion of Data Protection Impact Assessments of cameras; these assessments shall be published on the council's website.

9. Residential Property

The CCTV surveillance system is operated in a manner that is sensitive to the privacy of people residing and working in the surveillance area. The cameras will only view public areas and not look through the windows or doors of private premises. Where the equipment permits, Privacy Zones will be created into the system to ensure the privacy of private premises. If such zones cannot be created within the equipment, the Operators are specifically trained in privacy issues.

Exceptions to section 9 may be made when a RIPA authorisation is in place or in response to a request by police when a crime is believed to be taking place inside the property.

10. Staffing matters

The owner will be responsible for selecting and employing all staff employed to work with the CCTV surveillance system.

The CCTV Team Leader and Safer Hambleton Hub Co-ordinator are responsible for the day-to-day management of the CCTV surveillance system; with Operators using the system to deliver the Primary Purpose and Related Objectives (section 3). Strategic responsibility for the system lies with the Service Manager (Communities), who is the line manager of the Safer Hambleton Co-ordinator.



An effective and fair system of recruitment and selection of staff shall be employed which includes measures to ensure that the selection process provides for validation of the suitability of candidates by way of Police Vetting, DBS checks and references combined with observation and communication skills tests.

The CCTV surveillance system Control Room will be manned according to demand needs analysis. The Safer Hambleton Co-ordinator will be responsible for the staff rota, and all shift changes must be discussed with the Safer Hambleton Co-ordinator prior to agreement.

All staff must undertake the necessary accredited Security Industry Authority CCTV Training and become a licensed CCTV Operator under the Security Industry Authority requirements. All staff must also undertake an enhanced DBS check and BPSS application for secure email access. The employer will provide further training, in the form of in-service training and will include Data Protection, Freedom of Information and Health and Safety.

Any member of staff working with the CCTV surveillance system will be subject to the Council's Disciplinary Policy. Any breach of either this Code of Practice, the Procedures Manual or any confidentiality breach will be dealt with in accordance with that Discipline Policy.

11. Complaints

This Code of Practice must address the interests of all who may be affected by it, and not confined to the interests of the "owner", or the needs of the criminal justice system.

If a person wishes to make a complaint relating to the use or function of the CCTV service, the HDC's complaints and compliments policy and procedures apply. Details of this policy are published on the Council's website.

All remedies must be communicated in writing to the complainant within the timescales defined in the HDC's Complaints and Compliments Policy.



12. Breaches of the code

Responsibility for security issues in respect of the CCTV surveillance system will rest with the Head of Service or any duly appointed officer.

All breaches of this Code of Practice and security will be subject to proper investigation by, in the first instance, the Service Manager (Communities). This person shall be responsible for making recommendations to the owner to remedy any breach proved.

If the breach is severe, a Director must appoint an individual with relevant professional qualifications independent from the operation of the CCTV surveillance service to investigate the breach and to make recommendations to the owner on how the offence should be dealt.

13. Control and operation of cameras

All monitoring staff who have access to the camera equipment and recording equipment must act with the utmost probity.

Only staff with responsibility for using the equipment shall have access to the operating controls.

All use of the cameras and control equipment shall be in accordance with the purposes and key objectives of the scheme as detailed in Guiding Principles, the annual report, this Code of Practice and Procedures Manual.

Cameras must not look into a private residential property unless part of an authorised surveillance operation as referenced in section 9.

All camera Operators shall be subject to supervision procedures and work practices that are sufficient to ensure compliance with this Code. All staff are made aware that their actions, operations, and recordings are subject to routine audit and that they may be required to justify actions or their interest in a member of the public or premises.



14. Access and security of control room

Only those Officers with a legitimate reason to do so will be allowed access to the Control Room.

Public access to the Control Room or the demonstration of equipment shall not be allowed except for lawful, proper and sufficient reasons. All to be agreed by the Safer Hambleton Co-ordinator and subject to the signing of a confidentiality agreement (Appendix 2).


A responsible Operator will be present during the operation of the monitoring equipment. If monitors are to be left unattended, the room must be secured, preventing unauthorised entry.

The Control Room electronic log shall be maintained. It will record details of the Operator on shift and will include the names of any persons, or groups that have gained authorised entry to the Control Room. It should also contain details of any unusual occurrences regarding admission to the facility.

The operation of the monitoring equipment shall be limited to staff with the correct authorisation, training and responsibility.

Arrangements for the Control Room must include the following requirements to ensure that the Control Room is secure at all times:

- Routines and procedures will be clearly defined and followed to ensure no unauthorised access to the control room.
- Records are kept of all access to the Control Room, recording details of the individual concerned, and time of arrival and departure.
- Operation times and the numbers of staff on shift are clearly defined and recorded.
- Restricted Access to the Control Room is paramount. They are limited to operating staff and their managers according to pre-arranged shifts and on producing valid identification.
- Technical repairs, cleaning and other similar tasks will be in controlled circumstances.
- Access by visitors should be carefully defined and be the responsibility of the owner.
- Police visits will be made in order to interview staff or to collect or return recorded footage. All Police visits must comply with the provisions of the Code of Practice, and the purpose of the visit should be established and confirmed and approved by the Operator or Team Leader.



Security procedures on access to the Control Room must be maintained and strictly honoured. Access must be monitored and all concerned should know that security procedures on access to the Control Room are included in the regular audit.

The electronic log containing date and time of day must be maintained throughout operations, as well as brief details of all incidents taken place within the Control Room, including particulars of visits.

All security systems must be fully maintained, and any defects reported to maintenance contacts as well as the Safer Hambleton Co-ordinator as the individual with day-to-day responsibility for the scheme.

15. Recorded material

All requests for copies of recorded material must be made within 31 days of the incident date.

All recorded material produced from the CCTV system remains the property of HDC and is protected by copyright until the point when the Authorised Body signs the "Transfer of Data" form and therefore becomes the Data Controller for that material.

Recorded material shall only be used for the purposes as defined in the Code of Practice. Access to recorded material will only take place as defined in this Code of Practice.

The showing of recorded material to the public will only be allowed in accordance with the law; either in compliance with the needs of the police in connection with the investigation of crime, which will be conducted in accordance with the provisions of any relevant Code of Practice under the Police and Criminal Evidence Act 1984 and any advice and guidance given to the police from time to time or in any other circumstances provided by law. All recorded material is subject to the conditions and provisions of the Data Protection Act and RIPA 2000.

Use of Recording Equipment

Recording equipment should be checked daily to ensure it is in good working order and evidential discs should be checked before issuing to ensure the recording quality is sufficient.



Evidential Use of Recordings

Any disc that is provided for evidential purposes must be of proven integrity.

Staff will be required to provide the police with witness statements required for evidential purposes, if requested.

Copy discs must be individually and uniquely identified and labelled.

A register(s) must be maintained giving the exact date and time of the production of each disc, the name of the person requesting the evidence and the reason for the request.

A Working Copy will be produced for each evidential request on a disc.

A Master Copy will be kept in secure storage until it is no longer needed and an investigation or court case has concluded.

Disc copies will be handed over to the Authorised Body.

Disc copies not collected by the requesting officer within six weeks of the date of production will be destroyed.

Before any copies are removed from the Control Room, a Transfer of Data form must be completed and signed by the duty CCTV Operator and the Authorised Body.

By signing the Transfer of Data Form, the Authorised Body accepts responsibility for the retention, secure storage and destruction of the evidential copies.

Police access to recordings

Police may apply for access in accordance with an agreement made with the owner where the police reasonably believe that access to specific recordings is necessary for the proper investigation and detection of a particular offence or offences or for the prevention of crime.

Police may obtain access under the provisions of the Police and Criminal Evidence Act 1984 (PACE).

Discs provided to the Police shall at no time be used for anything other than the purpose specified and identified when the discs are released to the police by the Control Room.

Arrangements may be made from time to time for a police officer appointed in CCTV Surveillance Service with liaison arrangements to visit the Control Room and confirm that agreed procedures are being followed.



Charges will be made for reviewing and the production of evidence. The police will be notified annually of any changes in accordance with the service level agreement.

Subject Access Requests

Any request for the disclosure of personal data from an individual must be directed to Veritau (the Council's appointed data controller) in the first instance.

A request for the disclosure of personal data from an individual should be made in writing using the Subject Access Request Form from the HDC website and must be accompanied with the charge detailed on the form.

Any person making a request must be able to satisfactorily prove their identity and provide sufficient information to enable the data to be located.

All requests will be processed in accordance with the relevant sections of the Data Protection Act 2018 and the ICO's "In the Picture" document.

Third party access to recordings

Access to recordings may be obtained in connection with civil disputes by court order or be extended to lawyers acting for defendants or victims in connection with criminal proceedings.

In certain circumstances, within the boundaries of the Data Protection Act, Insurance companies may have access to recordings of incidents in connection with their enquiries e.g. road traffic incidents.

No other access will be allowed unless approved by the individual appointed to have day-to-day responsibility for the scheme for reasons which fall within the purposes and objectives of the scheme and in accordance with the Code of Practice.

Charges will be made for reviewing and the production of evidence. Details of charges will be made available on the council website.

HDC Services access to recordings

Access to recordings may be obtained by HDC services in order to reduce or detect crime or disorder occurring in the Hambleton area. Evidence provided by the CCTV service may be used by HDC in civil or criminal proceedings.

All access requests must be made in writing; access to the control room by HDC staff may only be made by appointment and with the approval of the Team Leader or Safer Hambleton Coordinator.



Charges will not be made for reviewing and the production of evidence for HDC services.

Secure arrangements must be made for the use of certain discs for the purposes of police and staff training.

As the scheme is registered with the Data Protection Registrar it is necessary to provide a viewing station and to make arrangements to protect the images of other individuals on recordings from being disclosed.

16. Photographs

Still photographs should not be taken as a matter of routine. The taking of each photograph must be capable of justification.

All still photographs will remain the property of the owner and will be indexed in sequence. A record will be kept of the reason for production of the photograph, date and time, the particulars of production of a live photograph, and information identifying the Control Room staff member responsible for producing the photograph.

Any still photograph released to the police will be dealt with by the police as an exhibit and shall be used in the course of their investigation to detect and prevent crime and disorder and used as evidence for prosecution. At no time should it be used for anything other than the purpose specified and identified when released to the police.

All still photographs will be destroyed within six months unless made the subject of an application from the police or if they are required as evidence. A record will be kept of the destruction of all photographs.

The use of photographs for briefing camera Operators should be conducted strictly in accordance with advice from the police to avoid contamination of evidence. Unless otherwise advised by police, photographs:

- should not be on display and should be kept in a binder or album
- should be seen only by individuals stipulated by the police.



17. Dealing with incidents

Locally agreed procedures included in the Procedures Manual provide for:

- Referral to police who will respond according to local agreement
- Compliance with local arrangements for reporting town centre management concerns
- Compliance with local arrangements for reporting matters relating to HDC assets
- Referral to Street Angels according to local arrangements
- Referral to Shop Watch/Pub Watch users according to local arrangements.

18. Police contacts and use of the system

Relationships between Control Room staff and management employed by the owner and the police must be conducted strictly in compliance with the Code of Practice. These requirements must not be exceeded formally, and the different roles and responsibilities of staff and police should be acknowledged and respected.

Officers should be identified by the police and the Owner for liaison for day-to-day purposes. Senior staff from the police and Owner should be nominated for liaison for audit purposes and for assisting in making recommendations affecting the operational management of the scheme.

Use of the system by the police must be in accordance with the Code of Practice, operations manual, and agreed protocols and must be subject to procedural safeguards and audit.

In rare and extreme circumstances, the police may make a request to command the use of the CCTV surveillance system to which this Codes of Practice applies. These circumstances may be a major incident or event that has a significant impact on the prevention and detection of crime or public safety. Such use will provide the police with a broad overview of events in order to command the incident.

Applications made will be considered on the written request of a police officer not below the rank of Superintendent; the request must be authorised in writing by a senior representative of the CCTV surveillance system owners, not below the Safer Hambleton Hub Co-ordinator in the first instance. In the event of urgent need, a verbal request of the senior officer in charge (not below the rank of Inspector) to the owner's officer not below the Safer Hambleton Hub Co-ordinator will be necessary.



This should be followed as soon as practicable within 72 hours by a Superintendent's written request.

If an application is authorised under this section, the Control Room will continue to be staffed in accordance with section 10 of this Codes of Practice. They will then operate under the command of the police officer designated in the verbal/written request, taking into account their responsibilities under this Code.

19. Consultation procedures

Section 17 Crime and Disorder Act 1998

Formal consultation must be established by HDC Departments with the Safer Hambleton Co-ordinator under Section 17 of the Crime & Disorder Act 1998. This consultation must allow the Safer Hambleton Co-ordinator to respond within 21 days to any notice of development, works, alterations or planting which may affect the quality of the CCTV system or may require its amendment or extension.

The duty on the Council is to take into account the crime and disorder implications of decisions it makes and must include the use of or the effect on the CCTV system which is seen as a major contributor to the safety levels in town centres.

20. Contact details

The Safer Hambleton Co-ordinator can be contacted at HDC offices or by telephone on 01609 779977.

Appendix 1

Guiding principles adherence

1. Use of a surveillance camera system must always be for a specified purpose which is in pursuit of a legitimate aim and necessary to meet an identified pressing need:

The primary purpose of the scheme is to ensure public safety; providing a safe public environment in the Hambleton District for the benefit of those who live, trade, visit, service and enjoy the facilities of the area. This is a legitimate aim and pressing need for Hambleton District Council (HDC).

In delivering its primary purpose, the CCTV surveillance system contributes to the following objectives managed via pro-active and reactive monitoring of the system and use of the deployable cameras if required:

- Assisting in the detection and prevention of crime and anti-social behaviour; along with the maintenance of public order
- Facilitating the apprehension and prosecution of offenders in relation to crime and public order
- Reducing the fear of crime and providing reassurance to the public
- Providing the Police and council with evidence to take criminal and civil action in the Courts
- Assisting in improving the environment in the areas monitored
- Protecting property and assets owned by HDC and others
- Providing assistance to emergency services
- Providing support to businesses in the areas where Shop/Pub Watch operates; providing monitoring and reassurance to Street Angels in Northallerton.

2. The use of a surveillance camera system must take into account its effect on individuals and their privacy, with regular reviews to ensure its use remains justified.

HDC meets this principle by:

- always considering people's privacy when deciding on a suitable location for a mobile deployable or permanent camera system
- advising those living or working immediately beside the camera why it is being installed and how they can contact the camera operator (signs)
- assessing the network on an annual basis and publishing the results on the council website
- publishing Privacy Impact Assessments on each of the cameras when they are completed or updated



- if using a deployable camera reviewing the use or continued use of the camera every month at MAPS meetings
- ask people what they think via a survey question added to any PSPO Survey
- a full action plan has been devised and will be reviewed regularly.

3. There must be as much transparency in the use of a surveillance camera system as possible, including a published contact point for access to information and complaints.

HDC meets this principle by:

- publishing a telephone contact number on the signage displayed in camera locations
- using the Corporate Complaints process when addressing issues raised in connection with the operation of CCTV within the community
- publishing information and data on the HDC website
- publishing information on any Subject Access or Traffic Insurance requests.

4. There must be clear responsibility and accountability for all surveillance camera system activities, including images and information collected, held and used.

HDC meets this principle by:

- publishing the name of the person responsible for the CCTV system and having access to the system manager to ask questions (published contact information)
- having the CCTV system registered with the Data Registrar
- having up to date Codes of Practice and Procedures Manual in line with current legislation and best practice
- completing and publishing the adherence to these 12 Guiding Principles.

5. Clear rules, policies and procedures must be in place before a surveillance camera system is used, and these must be communicated to all who need to comply with them.

HDC meets this principle by:

- having regular meetings with partners including the police that discuss possible deployable camera locations
- having a Subject Access process in place whereby the public can request access to recorded images of themselves - this is detailed on the website
- publishing Privacy Impact Assessments when completed
- having regular team meetings and regular one to one meetings with Operators by the CCTV Team Leader
- Regular meetings between the CCTV Team Leader and the Safer Hambleton Hub Coordinator.



6. No more images and information should be stored than that which is strictly required for the stated purpose of a surveillance camera system, and such images and information should be deleted once their purposes have been discharged.

HDC meets this principle by:

- not storing images or other information longer than required for the stated purpose and publishing the storage time for images on the website
- recorded material not required for investigation is deleted automatically after 31 days
- having a robust tracking process which demonstrates how data is moved from the scheme operator to those using it for an investigation
- having a system in place for tracking the progress of investigations and outcome results to ensure that data is deleted when no longer required
- publishing information on the data that is captured and the number of evidence data disks produced for police.

7. Access to retained images and information should be restricted and there must be clearly defined rules on who can gain access and for what purpose such access is granted; the disclosure of images and information should only take place when it is necessary for such a purpose or for law enforcement purposes.

HDC meets this principle by:

- access to the Control Centre is highly restricted,
- the site is under CCTV surveillance, and we use a secure electronic security key system to access our control centre.

8. Surveillance camera system operators should consider any approved operational, technical and competency standards relevant to a system and its purpose and work to meet and maintain those standards.

HDC meets this principle by:

- all installation, maintenance and repair works are carried out by qualified technicians
- all staff undergo an initial training period followed by an SIA qualification
- further competency standards to be considered as part of the action plan

9. Surveillance camera system images and information should be subject to appropriate security measures to safeguard against unauthorised access and use.

HDC meets this principle by:

- access to the Control Room is highly restricted with an electronic access control system in place



- access to the Control Room is through two steel, magnetically locked, security doors and is under 24/7 CCTV surveillance
- all computer systems are within a physically secure environment and are username & password protected
- all images and data stored digitally are on a separate hard drive and are not connected to any internal or external network
- all images and information provided to a third party (police/insurance) is subject to signatory confirmation via a Data Transfer Form detailing the permissible use of the data being transferred.

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.

HDC meets this principle by:

- the publication of up to date Codes of Practice and associated documents
- regular performance reports are published and available online.

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.

HDC meets this principle by:

- working with partner agencies to improve the effectiveness of operations and
- using police intel to deliver reductions in crime within the community
- continually assessing the system and network to ensure that cameras are located in the most effective locations and are being used to the full potential
- evaluate the percentage ratio of reviews to evidential discs/stills provided
- having repair and maintenance contracts in place to maintain quality standards and camera availability.

12. Any information used to support a surveillance camera system which compares against a reference database for matching purposes should be accurate and kept up to date.

HDC does not use a reference database for matching purposes within its CCTV surveillance system.

Appendix 2



Visitor confidentiality agreement

Welcome to the Hambleton District Council CCTV control room, please read and sign the Confidentiality Agreement below prior to your visit commencing.

Please return this signed confidentiality agreement to the Duty Operator.

During the period of your time with us, you are likely to have access to confidential information about the council, CCTV operations, Police Airwave radio traffic and Shop/Pub Watch users.

It is a requirement of your visit to this control room that you do not disclose this information to any third party unless authorised to do so by the Safer Hambleton Co-ordinator; or are required to do so under any statute, enactment or court direction.

The restriction continues to apply after the end of your visit without limitation in time but shall cease to apply to any information or knowledge that subsequently comes into the public domain, other than as a result of unauthorised disclosure by you.

You understand that in the event that an incident occurs and the Duty Operator is required to undertake their functions during the time of your visit, your visit may be abandoned without notice.

Your Signature:

Your Name:

Date of Visit:



a place to
grow

HAMBLETON
DISTRICT COUNCIL

Civic Centre, Stone Cross, Rotary Way, Northallerton, North Yorkshire DL6 2UU
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