

CLOSED CIRCUIT TELEVISION SYSTEM

ANNUAL REPORT 2013/14



CCTV Control Room

1 Introduction

Tonbridge and Malling Borough Council has been operating a CCTV system since 1995. In 1998 we commissioned the joint (with Tunbridge Wells Borough Council) CCTV Control Room and commenced live monitoring of the CCTV systems for the two boroughs.

CCTV is an important tool when used to assist law enforcement agencies. It provides public reassurance, a deterrent to offenders, and valuable evidence linking perpetrators of crime to a specific location and time.

2 Objectives

The objectives of the joint system which form the lawful basis for the processing of data are:

- To help reduce the fear of crime
- To help deter crime
- To help detect crime and provide evidential material for court proceedings
- To provide assistance in the overall management of public health and safety
- To enhance community safety, assist in developing the economic wellbeing of Tunbridge Wells and Tonbridge & Malling Boroughs and to encourage greater use of the Town Centres, shopping areas, car parks and similar locations within the two Boroughs
- To assist the Local Authorities in their enforcement and regulatory functions within the Boroughs of Tunbridge Wells and Tonbridge & Malling
- To assist in Traffic Management

3 Context

We started off CCTV as a standalone, mainly car park, security tool. Since opening the CCTV Control Room we have continued to develop the system to cover further locations across the borough in response to changing crime patterns and direction from the Community Safety Partnership.

The Community Safety Partnership was set up to make the Borough an even safer place for residents, visitors and businesses. It consists of the staff from various services from the Borough Council, Kent County Council, the Police and other relevant agencies.

We now provide comprehensive CCTV systems in the public areas and car parks in central Tonbridge, Snodland and West Malling. We also provide

coverage in the Blue Bell Hill commuter car park, the public car parks in Aylesford and at a number of recreational areas in Tonbridge. In each of these areas the lighting has been improved where necessary and signs provided to make it clear to the public that they are in an area monitored by our CCTV systems.

CCTV provides a stable deterrent to those intending to commit crime and helps to reduce the fear of crime for residents. In a previous survey by the Community Safety Partnership, 95% of residents stated that they felt safe when walking alone at night and some credit must surely come from the pro-active effective monitoring of public areas with CCTV, particularly within the town centres. Of course in addition to this the CCTV operators provide professional support and assistance to the Police when they are dealing with live incidents.

The use of CCTV cameras across the Borough is in line with the Council's key corporate priorities in so far as the CCTV operators and cameras assist and promote '*Low levels of crime, anti-social behaviour and the fear of crime*' (TMBC Key Priorities 2012/15)

4 System description (Tonbridge & Malling only)

The current CCTV system consists of 152 cameras primarily linked by fibre-optic cable to the central joint CCTV Control Room in Tunbridge Wells. The locations of the cameras are as follows.

Tonbridge High Street, car parks and surrounding areas – 49 cameras

Snodland High Street area and car park – 11 cameras

Aylesford car parks – 13 cameras

West Malling High Street and car parks – 22 cameras

Blue Bell Hill car park – 6 cameras

Kings Hill Council Offices – 27

Castle Offices – 19

Mobile cameras – 5 cameras

All the images from these cameras are recorded 24 hours a day, 7 days a week on to high quality digital storage system. The mobile cameras only record when they are deployed.

5 Systems controlling principles

There are two key documents that set out both the operational guidance and general principles.

The Code of Practice sets out the objectives of the CCTV system along with the guiding principles in its operation especially considering the key pieces of

legislation that impact upon its operation. The Code of Practice can be viewed on the TMBC website.

The Procedural Manual translates the Code of Practice into practical day-to-day operational practice and we have it as a working document to give guidance to operators. They use it as a reference document and it is also a manual for new operators. The Procedural Manual is kept in the Control Room.

6 Communications – Airwave/Shopwatch/Pubwatch

The CCTV Control Room also acts as a key information hub. The CCTV Operators have the ability to talk directly with local police officers and the Kent Police centralised Force Control Room (FCC) via the police ‘Airwave’ radio system.

The Tonbridge town centre ‘Shopwatch’ and ‘Pubwatch’ radio schemes are operating well and allow shop keepers and publicans to talk via radio links to the operators in the CCTV Control Room and the town centre police officers. Retailers and publicans benefit by receiving a dedicated and visible crime/ASB deterrent with enhanced links and a greater working partnership with CCTV Control Room and the local police. Staff in the shops and pubs have been police trained bringing with it extra skills in dealing with customers and criminals. These radio links allow vital current information to be relayed directly to the CCTV Operators which in turn allows us to monitor via nearby cameras and alert the police to current and emerging problems.

7 CCTV Monitoring contract - Staffing review

The control room is manned with 2 or more operators at key times 365 days a year. Tunbridge Wells Borough Council is responsible for providing the CCTV Operators and currently achieves this through a 2 year contract that ends in April 2015 with the option to extend it by a further 2 years. OCS currently undertakes this service.

8 Maintenance contract - review

To keep the system functioning efficiently, we carry out routine maintenance and repairs as necessary. This is currently undertaken by Chroma Vision Ltd., a company which specialises in CCTV systems and provides a 24 hour call out service as required.

9 CCTV Performance Evaluation

These statistics are taken from data held within the CCTV Control Room and provide a simple and clear indication as to the types and numbers of incidents dealt with throughout the year (Annex A).

Some important statistics to note are that during the 2013/14 year the CCTV Control Room responded to 332 requests from the Police for assistance, 393 incidents identified by Shopsafe and Pubwatch and pro-actively identified a further 91 incidents, resulting in 286 known arrests. Over the year the control room has monitored and recorded a total of 824 incidents in the Borough.

The CCTV operational analysis provides a detailed review of the type of incidents monitored. In addition to this there is a substantial amount of routine monitoring to pick up things such as ongoing concerns relating to the inappropriate evening use of car parks, particularly in Tonbridge, by some motorists.

10 Targeted Operations

The CCTV system is operated in accordance with the principals and requirements of the Human Rights Act 1998 but inevitably there may on occasions be a need for 'directed' (targeted) surveillance. Authorisations can be made in accordance with the Regulation of Investigatory Powers Act (RIPA) 2000 subject to obtaining judicial approval prior to using covert CCTV techniques. Between April 2013 and March 2014 we have had 0 TMBC RIPA authorisations.

11 Mobile Cameras

The mobile cameras are CCTV cameras that can be fitted to existing street lighting columns predominantly in locations where there are hot-spots of anti-social behaviour (ASB) or other concerns. These cameras are a vital tool and can easily be moved to another location at the direction of the Community Safety Partnership to assist with issues of immediate concern but which are unlikely to need a permanent camera positioned. They are versatile in tackling ASB as they can be installed in almost any location where there are street lights. These cameras would normally be deployed for any period between 2 weeks and 6 months, depending on local need and competing concerns elsewhere in the borough. Between April 2013 and March 2014 we have pro-actively operated 5 mobile CCTV cameras.

12 Complaints

No complaints were received about the CCTV service between April 2013 and March 2014.

13 Independent Audit

An independent audit was carried out by Mrs Dianne Hopper in March 2014 to assess compliance with the Council's CCTV Code of Practice. (Mrs Hopper recently retired from Dover District Council where she held the role of CCTV manager for many years. She has extensive experience in carrying out audits

on various CCTV systems and since her retirement has been undertaking independent audits of CCTV systems across Kent.)

The report also evaluated the CCTV system and found it to be running efficiently with cameras and equipment working to a very good standard (Annex B). This report raised no areas of concern in relation to our systems, but did make three recommendations (Page 10). Consideration will be given to these during the coming months.

Tonbridge & Malling CCTV Operational Analysis - April 2013 to March 2014

Annex A

	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Total
Total Incidents Monitored	59	81	65	56	55	71	74	85	77	59	65	77	824
CCTV Instigated Incidents	8	12	6	6	4	8	7	13	12	6	5	4	91
WKP Instigated Incidents	26	33	19	27	22	27	33	32	22	25	31	35	332
Pubwatch Instigated Incidents	3	4	9	5	2	3	10	7	6	7	6	5	67
Shopsafe Instigated Incidents	22	31	31	17	25	33	23	33	36	20	23	32	326
TMBC Instigated	0	1	0	1	2	0	1	0	1	1	0	1	8
Incidents Monitored 0800 - 1900	40	56	44	34	39	48	45	51	57	30	37	46	527
Incidents Monitored 1900 - 0500	19	25	21	22	16	23	29	34	20	29	28	31	297
Police Attended incidents	42	57	50	41	41	46	50	67	59	43	51	58	605
Sec 59's Issued	1	0	0	0	0	0	0	0	1	1	0	1	4
Sec 27's Issued	2	0	0	0	0	0	0	1	0	0	0	0	3
Known RJ's	3	2	6	3	2	1	1	3	1	1	1	0	24
Known PND's	2	2	0	1	1	2	0	1	1	0	0	1	11
Known Arrests	13	31	24	22	16	23	16	45	26	16	21	33	286
Known Arrests Instigated:	0	9	1	2	2	1	1	9	3	2	1	4	35
Known Arrests Assisted:	12	18	19	18	12	19	14	34	21	10	17	28	222
Known Arrests Monitored:	1	4	4	2	2	3	1	2	2	4	3	1	29
Number of Footage Reviews	24	31	21	22	16	20	40	22	31	20	25	30	302
Footage Review Man Hours	12	15	12	14	11	8	24	7	12	9	10	16	150
Number of Discs Seized	15	22	11	16	28	9	29	15	21	19	13	15	213
Police Visits to Control Room	45	41	44	62	47	31	56	46	57	37	49	54	569
Complaints Received	0	0	0	0	0	0	0	0	0	0	0	0	0
Written Thanks/Commendations	0	0	0	0	1	0	0	0	0	0	1	3	5

Notes

- 1 These figures are lower than then total incidents monitored. However not every incident recorded requires police attendance. The Police responses will depend on the availability of officers on duty, however the live images are sent to the Kent Force Communications Centre to enable them to actively monitor and prioritise their response.
- 2 These arrests have been made with the assistance of the CCTV Operators.

Tonbridge & Malling Yearly Analysis of Incidents Monitored - April 2013 to March 2014

Annex A

	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Total
Alarms	0	0	0	0	0	0	1	0	0	0	0	0	1
Arson	0	1	0	0	0	0	0	0	0	0	0	0	1
Alcohol Related	4	6	5	3	2	3	6	3	6	10	6	6	60
Assault	3	7	3	5	5	3	1	6	2	1	6	2	44
Break in/Attempted Break In	0	0	0	0	0	0	0	0	1	0	0	0	1
Burglary/Attempted Burglary	1	0	0	0	1	0	1	0	2	1	0	0	6
Criminal Damage	2	1	1	3	1	1	2	4	1	0	3	2	21
Domestic Violence	1	0	0	0	0	0	0	0	4	0	1	3	9
Drug Related	1	3	1	2	0	1	0	3	3	1	0	3	18
Fraud/Deception/Scam	0	3	0	1	3	1	0	1	1	0	1	3	14
Misper/Concern for Welfare	12	12	12	6	6	11	15	11	6	8	11	13	123
Nuisance Youths	0	0	0	0	1	1	1	2	2	4	5	7	23
Offensive Weapons	1	1	1	1	1	0	2	1	1	0	2	0	11
Public Order	1	4	2	4	2	3	10	5	1	1	3	0	36
Racial Incidents	0	0	0	1	0	1	1	1	1	0	0	0	5
Theft - From Persons	1	2	1	0	1	6	0	1	2	1	1	1	17
Theft - Shoplifting	20	25	27	14	20	22	19	28	30	17	18	20	260
Theft - Other	4	3	3	0	1	3	4	1	1	5	1	4	30
Vehicle Incident/Traffic Violation	3	8	5	7	4	8	1	4	5	7	1	6	59
Wanted Persons	2	1	3	2	2	1	1	5	1	0	4	1	23
Other	3	4	1	7	5	6	9	9	7	3	2	6	62
Total	59	81	65	56	55	71	74	85	77	59	65	77	824

CCTV Audit

ANNEX 1
Annex B

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12 March 2014

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AUDIT REPORT

CLOSED CIRCUIT TELEVISION (CCTV)

TUNBRIDGE WELLS BOROUGH COUNCIL

TONBRIDGE AND MALLING BOROUGH COUNCIL

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TUNBRIDGE WELLS BOROUGH COUNCIL
AND
TONBRIDGE AND MALLING BOROUGH COUNCIL

1 Terms of Reference

1.1 Full Systems review denoting all procedures and operational protocols to ensure compliance with current legislation, Procedure Manual and Code of Practice.

2 Scope

2.1 Review Procedure Manual and Code of Practice to ensure they are accurate and up to date.

2.2 Undertake testing to ensure compliance with Procedure Manual and Code of Practice.

2.3 Review procedure and test compliance with Subject Access Request under the Data Protection Act 1998 (DPA)

2.4 Review procedure and test compliance for applications under the Regulation of Investigatory Powers Act 2000(RIPA)

3 Introduction

3.1 Tunbridge Wells Borough Council and Tonbridge and Malling Borough Council have implemented a CCTV system into the towns of Tunbridge Wells, Knight's Park, North Farm, Paddock Wood, Southborough, Rusthall, Cranbrook, Lamberhurst, Hawkshurst, Pembury, Tonbridge, West Malling and Bluebell Hill. The system is jointly owned and managed by both Councils, who work in partnership in the interests of economies of scale and cost effectiveness.

3.2 The provision of CCTV monitoring is a non-statutory function. Although the original system, which was installed in 1997, was part funded by Government grants, there is no funding available for the on-going maintenance and provision of the CCTV Service, and this expenditure is completely met by the two Authorities.

3.3 The system comprises of a mixture of 104 fixed, pan tilt and zoom cameras that are strategically placed primarily in town centres and car parks. 67 of these cameras are monitored on behalf of Tonbridge & Malling Borough Council, and 37 on behalf of Tunbridge Wells Borough Council. Transportable or mobile cameras may also be temporarily sited where there is a requirement, and these cameras are governed by the same Code of Practice and Procedure Manual as the fixed system. All images can be relayed to Kent Police Head Quarters at Maidstone. The recording facilities are located in the CCTV Control Room situated in Tunbridge Wells Borough Council's Town Hall and the secure hub in Tonbridge. A second review suite is located at Tonbridge & Malling Borough Council's offices at King's Hill. Live data feeds from the Kent Police Control Centre from the Tunbridge Wells CCTV Control Room are available in Police vehicles and various Police Stations.

3.4 The main objectives of the scheme are those of crime prevention and detection, community safety, traffic management and the enforcement of regulatory functions.

3.5 The Partnership has produced a statement that is available within the Code of Practice, and can be accessed via www.tmbc.gov.uk

3.6 The CCTV Control Room has access to the Police "Airwaves" radio system, and, in association with Tonbridge and Malling Community Safety Partnership and the Tunbridge Wells Safe Town Partnership, uses the radio links with the local Shopwatch and Pubwatch Schemes.

3.7 The CCTV service is represented at daily tasking meetings with the Community Safety Unit in order to share information and harmonise partnership working.

3.8 The CCTV installation contains an integral clock, which ensures that the correct date and time are always displayed correctly. In addition to this, the operators test the system against the speaking clock on a daily basis, to ensure continuity within the system.

3.9 The scheme is managed effectively and efficiently by a Partnership CCTV Manager, who is responsible for the Control Rooms at both Tunbridge Wells and Sevenoaks. The innovative use of a professional CCTV Manager taking responsibility for multiple sites and installations appears to work extremely effectively. This partnership proves to be financially advantageous to both Councils at a time when savings must be demonstrated.

3.10 New Legislation covering the use of Surveillance Cameras was introduced by the Home Office in 2013 (Section 29 of the Protection of Freedoms Act 2012) (Surveillance Camera Code of Practice). This document can be accessed at

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/204775/Surveillance_Camera_Code_of_Practice_WEB.pdf

There **are twelve** guiding principles contained within this document, namely:

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.
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.
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.
4. There must be clear responsibility and accountability for all surveillance camera system activities including images and information collected, held and used.
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.
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.
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.
8. Surveillance camera system operators should consider any approved operational, technical and competency standards relevant to a system its purpose and work to meet and maintain those standards.
9. Surveillance camera system images and information should be subject to appropriate security measures to safeguard against unauthorised access and use
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.
11. When the use of a surveillance camera system is in pursuit of a legitimate aim and a pressing need, 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.
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.

A Surveillance Camera Commissioner has been appointed, and will take up this post in March 2014. The statutory functions of the commissioner are to encourage compliance with the code, review the operation of the code and provide advice about the code (including changes to it, or breaches of it)

3.11 OCS Legion took over the monitoring contract from Remploy on 1 April 2013, and performance of their duties in accordance with the contract.

3.12 A schedule of the testing undertaken and subsequent results is contained within this report.

4. Observations

4.1 Procedure Manual and Code of Practice

4.1.1 A comprehensive procedure manual and code of practice exist for the provision of the service, which has been formally agreed and entered into by TMBC, TWBC and Kent Police. These documents reflect current responsibilities, and are up to date. The CCTV code of practice is available on the Tunbridge Wells website: <http://www.tunbridgewells.gov.uk>

4.2 Compliance Testing

4.2.1 Testing was undertaken to ensure compliance with the Procedure Manual and associated Code of Practice, and to ensure that these document and practices complied with the guiding principles as outlined in 3.10. A schedule of the tests is contained within this report, and details the testing undertaken, cross referenced to the Procedure Manual and/or Code(s) of Practice, the objective of the testing and the results.

4.2.2 Visitors

Access to the Control Room is strictly controlled to ensure that the confidentiality of information is maintained. All visitors are required to sign a Visitors Book, and in doing so confirm a declaration of confidentiality.

4.2.3 Operational/Shift Event Log

Operators are responsible for recording all activities and events while operating the system in the Operational/Shift Event Log.

4.3 Data Protection Act

4.3.1 Compliance with the Data Protection Act 1998 (DPA) is fundamental to the Service, which collects and records significant amounts of personal data. An assessment of this compliance was undertaken as part of the audit review.

4.3.2 The scheme forms part of the Council's data protection notification to the Information Commissioner. Section 163 of the Criminal Justice and Public Order Act 1994 creates powers for Local Authorities to provide Closed Circuit Television coverage of any land within their area for the purpose of crime prevention or victim welfare thus providing a lawful process for the collection of CCTV images.

4.3.3 Subject Access requirements

Under the DPA, individuals have a right of subject access to information held about them.

Three subject Access Requests were received this year. Documentation relating to these requests were inspected and found to comply under the Act.

4.3.4 Signage

Four sample sites were inspected at random to ensure that adequate and appropriate signage was displayed in compliance with the fair processing requirement of the DPA 1998.

All sites visited displayed correct and adequate signage.

5 Regulation of Investigatory Powers Act

5.1 The Regulation of Investigatory Powers Act (RIPA) enables Public Authorities and Police to undertake covert surveillance under certain conditions without breaching individual's rights under Article 8 of the Human Rights Act 1998.

5.2 The use of the CCTV system by the Councils and third parties, namely the Police, for directed surveillance would require an authorised application under RIPA for the information to be obtained lawfully. Directed surveillance, through the use of CCTV has not been undertaken between January 2013 and December 2013. An annual reporting mechanism to the Information Commissioner is in place via the Internal Audit Section.

6 Performance Monitoring

6.1 The operation undertakes performance monitoring using a comprehensive set of benchmarks on a monthly basis. These statistics are compared against two other Kent Authorities, and the information used to improve and report upon performance. The information resulting from these records forms the basis of an Annual Report, which is available on the Tunbridge Wells website:

<http://www.tunbridgewells.gov.uk>

The fact that this report is made readily available to the public demonstrates transparency in the service, in line with the guiding principles of the Surveillance Camera Code of Practice.

6.2 Staff use a new automated system to record incidents, alongside a paper system. This automated system greatly enhances the reporting and control mechanisms within the monitoring room. Time constraints have meant the system is not used to its full potential at present.

7 Maintenance Contract

7.1 The maintenance contract is put out to tender on a regular basis, and includes all parts and labour. The current Contractor provides a satisfactory service and gives no cause for concern.

8 Complaints and Thanks

8.1 One complaint was received by the Unit during 2013. This was investigated by the Council Complaints Officer, and was subsequently declared to be unfounded.

8.2 Kent Police have found the Monitoring Unit to have produced work of such high quality that they have recorded their thanks to the Council, including the Serious Crime Directorate from Essex Police, commending the CCTV service for their excellent and professional assistance in cross border operations, resulting in brilliant arrests.

9 Partnership working

9.1 The Unit has a good working relationship with all partnerships including the Emergency Services, the “Safe Town” Partnership and internal clients within the Borough Council.

9.2 A representative from the CCTV Unit meets on a daily basis with the Community Safety Unit in order to assist with current safety concerns.

10 Statistics

10.1 The Unit monitored a total of 889 Incidents throughout the year. These figures do not include incidents where a Police presence was not required, e.g. stray dogs etc. Statistics are contained within the Annual CCTV Report, which is available on the Council Website.

8. Testing

Schedule of Tests- Procedure Manual and Code of Practice

Test	Objective	Result
<p>Check random footage to ensure the Operators do not:</p> <ul style="list-style-type: none"> -Attempt to look into rooms of a property or in particular living areas -Attempt to look into gardens of residential premises without due cause - Attempt to gain a close up of a person's anatomy - Monitor, and therefore record, the activities of courting couples 	To ensure that restricted activities are not undertaken by Operators during monitoring	<p>A review of recordings was undertaken to ensure all incidents, including monitoring that picked up more than 50% of a person's anatomy or features was recorded as such that all other monitoring was considered routine.</p> <p>The testing covered various time periods on 2 March 2014 and 4 March 2014 for cameras numbered 507,516 and 508. The footage reviewed did not include any restricted activities</p>
Sample check requests for information by the Police	To ensure that the authorisation of the Police Supervisory Officer including their name and warrant number along with the details of the recipient of the information are recorded in the appropriate log	Reviewed as part of a main sample testing. Operators download the file and only burn the disc when the Police Officer is present. All documentation inspected complied with the Code of Practice.
Review Visitor Books and Security Log. Test that each entry contains name, company, date, time of arrival and departure, authorisation and reason for visit. Test that the book includes a declaration of confidentiality.	To ensure that access to the Control Room is secure	Reviewed as part of the main sample testing. A general review of the documentation showed that entries are comprehensive.
Review records management procedures. Determine how retention Policy is managed.	To ensure that records are not retained longer than necessary in accordance with the Data Protection Act.	Recordings are kept for 31 days before being automatically overwritten. Paperwork is destroyed on a regular basis as and when file space is needed.
Inspect SIA registrations	To comply with current legislation regarding contracted-out operations.	This documentation was inspected and found to be compliant. A register is held by the CCTV Manager to ensure all certificates are current. The CCTV Manger is at present an SIA authorised mentor. This gives her direct access to check on any SIA licence.
Test	Objective	Result

<p>Incident Log Select a random sample of incidents and check that the following are recorded in the Incident Log</p> <ul style="list-style-type: none"> - Serial number - Time, date and operator completing the entry - Consecutive serial number for the incident - Camera ID - Incident type - Police notified time - Incident originated by - Police report number - Description of incident - Location of incident - Police arrest? - View images of these incidents to ensure accuracy of log entry 	<p>To ensure compliance with Procedure Manual</p>	<p>A random sample of an incident was reviewed to ensure that the necessary entries were made in the log book. The results of this testing were satisfactory, and it was noted that the Operator used the camera to its full advantage. All images demonstrated clarity.</p>
<p>Media Management Log Review the operation of the media management log to ensure that the use and whereabouts of all media is recorded from delivery to the monitoring room to disposal, where applicable</p>	<p>To ensure compliance with the Procedure Manual</p>	<p>All paperwork inspected complied with the Code of Practice and the Procedure Manual.</p>
<p>Image Viewing/ Stills Log Where images have been viewed, check that this has been properly authorised and that a record of the viewing has been entered into the log including</p> <ul style="list-style-type: none"> - Serial number - Time/date - Operator completing the entry - Media ID reference/serial number - Name of person carrying out the review - Camera ID 	<p>To ensure appropriate authority exists to review images</p>	<p>In each case, the viewing log had been correctly completed</p>
<p>Check that any covert surveillance is only undertaken with an authority under RIPA</p>	<p>To ensure legislative compliance is met</p>	<p>Directed surveillance was not requested during 2013.</p>
<p>Test</p>	<p>Objective</p>	<p>Result</p>
<p>Inspect sample number of signs to ensure that they include</p> <ul style="list-style-type: none"> - The presence and purpose of CCTV 	<p>To ensure that legislative compliance is met</p>	<p>Three signs were inspected at random, and complied with current legislation.</p>

<p>monitoring</p> <ul style="list-style-type: none"> - The ownership of the system - Contact details of the Data Controller of the system 		
<p>Test all Subject Access Requests received during 2013 to ensure that:</p> <ul style="list-style-type: none"> - All requests are directed to the Systems Manager - Third Party data is not disclosed - Identity of the data subject has been verified - The appropriate logs have been completed 	<p>To ensure that legislative compliance is met</p>	<p>Subject access requests were examined and found to comply in each case.</p>
<p>Shift/Operational Log</p> <p>Sample test that the following details are recorded in the Log:</p> <ul style="list-style-type: none"> - Serial number for entry - Time/date and Operator completing entry - Camera ID where applicable <p>Check that, where applicable, log contains:</p> <ul style="list-style-type: none"> - Operator booking on/off - Periods away from the room - Visitors to the room including reason and duration - System faults - Operator instructions/requests - Handover notes at shift changes 	<p>To ensure compliance with Procedure Manual</p>	<p>Logs reviewed for 4 and 10 March 2014 and were found to comply in all cases</p>
<p>Inspect Police vetting forms for all persons employed in the CCTV Operation</p> <p>Test</p>	<p>To comply with the Code of Practice</p> <p>Objective</p>	<p>All certificates were current, and automatic renewal is undertaken by Kent Police</p> <p>Result</p>
<p>Ensure that Operators check at the change of shift that :</p> <ul style="list-style-type: none"> - All cameras are operating correctly and providing usable images - Time control system is 	<p>To ensure compliance with the Procedure Manual</p>	<p>Procedures verified as correct, and documented in log. The clock automatically updates as and when necessary, but the speaking clock is also contacted on a weekly basis to ensure correct times are being</p>

operating correctly		automatically shown.
Evidence that specific key objectives are reviewed and published	To comply with the Code of Practice	The CSU and the police in partnership are currently looking at this year's priorities. Key objectives are set based on crime data in the Districts on an annual basis. This year will include violence (including NTE and Domestic), acquisitive crime of all varieties, and Anti-Social Behaviour. These priorities are then entered into the Partnership Plan, which is available on the Councils' websites.

9 Audit Summary

9.1 The overall operation of the service is good, with highly professional Operators complying with the Code of Practice and Procedural Manual as made out.

10 Recommendations

10.1 There is currently no requirement under the Code of Practice to provide for a Lay Visitor Scheme. It is recognised that recruiting for this role is difficult, not least of all because there is no tangible reward. However, it is also recognised as good practice to demonstrate that an "outsider" has the ability to monitor the images recorded by the CCTV Operation. It may be prudent to include this requirement in any future Code of Practice, which will demonstrate transparency, and further instil public confidence in the Service.

10.2 It is recommended that all CCTV signage is inspected on an annual basis to ensure compliance, and to document this inspection. This would have the additional benefit of ensuring that no signs had been removed or defaced.

10.3 Investigations should be undertaken into expanding the Benchmarking Group to include those outside the County, to give a more comprehensive set of statistics.

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