



# CCTV Policy

2021 - 2026

## Basildon Borough Council

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## 1. Introduction

There is a responsibility under Section 17 of the Crime and Disorder Act 1998 for local authorities to consider crime and disorder reduction while exercising their duties.

The Council is committed to improving community safety and to protect the Council's assets.

CCTV cameras are used by Basildon Borough Council in areas around the town centre and high streets of Basildon, Billericay and Wickford. As well as smaller shopping parades throughout the Borough. Also, in some council buildings such as the Basildon Centre, recycling centres and leisure centres; and within Council owned parks. It is used as a valuable tool to assist with public safety and security and to protect property.

## 2. Policy Statement

This policy sets out how the Council will operate and maintain CCTV across the Borough. It sets out the criteria and standards for the maintenance, upgrading and replacement of CCTV cameras and the rationale for the purpose of the positioning and installation of any new cameras.

The Council will respect people's right to privacy and ensure the use of CCTV is regulated to ensure consistency and compliance with legislation such as;

- UK General Data Protection Regulation (GDPR)
- 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);
- The Home Office Surveillance Camera Code of Practice

## 3. Body of Policy

This policy affects everyone who lives, works and visits the Borough so it is essential that the Council has a policy that reflects the uses of CCTV in a manner that complies with the law and continues to receive public support and confidence.

This policy applies to all staff employed by Basildon Borough Council and provides the standard expected from any external agencies or persons who operate CCTV systems on the Council's behalf.

The CCTV installations are owned and maintained by Basildon Borough Council and are operated to the requirements of the General Data Protection Regulation and good practice guidelines, such as those issued by the Information Commissioner's Office (ICO), to ensure, for example that the need for public protection is balanced with respect for the privacy of individuals.

The GDPR applies because CCTV cameras capture personal information that could identify a living individual. This policy outlines the principles the council adhere to, the processes that the council follow and related policies and processes, such as those regarding how to request information including CCTV images.

The CCTV system has a Code of Practice to set out the intended purpose and to provide further detail on the operational processes.

This Code of Practice is based around the "Surveillance Camera Code of Practice" issued by the Secretary of State in June 2013 which forms the basis of the Council's CCTV policy:

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 of access to information and complaints.
4. There must be clear responsibility and accountability for all surveillance 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 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.
9. Surveillance camera systems images and information should be subject to appropriate security measures to safeguard against unauthorised access and use.
10. There must be effective review and audit mechanisms to ensure legal requirements, policies and standards are complied with in practice, and regular reports published.
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 of evidential use.
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.

## Scope

This policy applies to all overt CCTV controlled by the council. This includes both internal and external cameras.

The fixed CCTV will be controlled by authorised members of staff trained in the operation of the system and the rules and procedures relating to its operation.

This policy does not apply to the covert use of video surveillance tools that is covered by the council's Regulation of Investigatory Powers (RIPA) Policy.

This policy does not cover individual CCTV on residential Council property; please refer to the Tenants Handbook where guidance is provided.

This policy does not cover any drone use; please refer to separate Drone Policy.

Any use of covert CCTV monitoring will be undertaken in accordance with the requirements set out in the Regulation of Investigatory Powers Act 2000 (RIPA). RIPA requires that due consideration is given to the proportionality and necessity of any covert activity and that regard is given to the rights of individuals under Article 8 of the Human Rights Act (the right to privacy).

## Objectives of the CCTV systems

- To reduce the fear of crime;
- To deter crime, detect crime and provide evidence of offences;
- To enhance community safety, assist in developing the economic wellbeing of Basildon and encourage greater use of the facilities and amenities of the borough;
- To assist the Council in its enforcement and regulatory functions;
- To support civil proceedings;
- To assist the Council deliver its statutory and other functions;
- To assist in the management of Council premises and Contracts;
- To assist the Council in its overall resilience planning linked to civil contingency planning, emergency response and business continuity functions;
- To assist in staff disciplinary, grievance, formal complaints and Health and Safety Investigations

## Dummy Cameras

The Council will not use 'dummy' cameras within its video surveillance system. Such use can promote a false sense of security and can reduce public confidence.

## Monitoring and Evaluation

CCTV will be monitored and controlled by authorised members of staff trained in the operation of the system and the rules and procedures relating to its operation. CCTV operators will be required to adhere to the Council's Code of Practice.

## Live Facial Recognition Technology

The Council will not use any facial recognition technology as part of the CCTV system.

## CCTV Deployment Process

The Council receives a number of requests from various sources to install CCTV at new locations. These requests can be proposed by officers and Members using a pro forma which is then presented to the CCTV Panel. (Appendix 1 & 2).

All new requests for CCTV cameras, whether an addition to an existing scheme or a new CCTV scheme will be submitted to the CCTV Panel group (appendix 3) through a pro-forma which is designed to assist in identifying if CCTV is the correct tool to tackle certain issues in an area of the borough.

It is recognised that CCTV is not the solution for every situation and there are other crime prevention methods that can be utilised. This process enables the Council to take a strategic view of the use of CCTV and an opportunity to discuss any proposal with Essex Police and other relevant partners and colleagues.

## Maintenance Obligations

Effective and regular maintenance of a CCTV system is essential to ensure that the system is effective at all times.

The Council has recently invested in upgrading and adding a number of CCTV cameras and recording equipment and has arrangements in place for the repair and maintenance of all equipment. All cameras receive two pre-planned maintenance services, which includes cleaning and testing of physical equipment.

The contractor carrying out the maintenance will have ISO 9001:2015 and work in accordance to BS7858.

## Surveillance Compliance

The Council will complete the Surveillance Camera Commissioner's Self-Assessment tool on an annual basis for all uses of CCTV which will confirm compliance with the twelve guiding principles of the Surveillance Camera Code of Practice in conjunction with the Council's own Code of Practice for the operation of CCTV.

- There is still a legitimate reason to maintain the CCTV
- The CCTV cameras continue to provide images of sufficient quality
- Signage remains up to date and relevant

## Primary and Secondary Requests for Data and Subject Access Request

Primary and secondary requests to view data generated by a CCTV system are likely to be made by third parties and members of the public.

The GDPR allows individuals to have copies of any personal data held by the Council, including recorded CCTV images. The Council's Data Protection Officer handles requests which are made through the application of a Subject Access Request.

Please refer to the CCTV Code of Practice for more information on requests for data and subject access requests.

## Complaints

All complaints about the operation of a CCTV system will be addressed via the Council's corporate complaints procedure.

<https://www.basildon.gov.uk/complaints>

## Outcome and Priorities

Outcome	Priority
<p>To use CCTV to enhance Community Safety; increase public confidence and protect Council assets, whilst complying with relevant GDPR and associated legislation. The priorities are linked to the CCTV Action Plan.</p>	<p>Ensuring compliance with Home Office Surveillance Code of Practice.</p> <p>Agreeing an Action Plan to assess and evaluate current CCTV locations; review functionality and make recommendations for the replacement/upgrade of cameras and recording equipment across the Borough.</p> <p>Ensure operational compliance within the Council's control room and staff are fully trained in legislation and operational procedures governed by the Council's code of practice.</p> <p>To implement a robust system to maintain CCTV equipment.</p> <p>To ensure that video surveillance systems are being used cost effectively and to its full advantage by reviewing, monitoring and continuing to investigate new and developing technology solutions.</p> <p>To work in partnership with the Police and other community partners (including retailers) to establish potential investment opportunities.</p> <p>Increase public confidence in areas of concern such as fly tipping and anti-social behaviour.</p> <p>To annually review video surveillance systems to ensure it continues to meet the requirements of the community, the Council and partner agencies.</p>



## Action Plan

Key Actions	Start Date	End Date	Responsible
Procure new CCTV maintenance contract	Jan 2021	Aug 2021	CCTVM/Procurement
Review Operational Manual and communicate changes	Sept 2021	Oct 2021	CCTVM
Ensure CCTV system is compliant and operationally reliable and efficient	Sept 2021	Ongoing	CCTVM/Clearview Communications
Complete CCTV Policy and Code of Practice review	Oct 2021	Oct 2021	CCTVM/Comm Safety
Produce CCTV Strategy based on approved CCTV Policy	Nov 2021	March 2022	CCTVM
Assess, Evaluate and Audit current CCTV locations	October 2021	March 2022	CCTVM
Produce CCTV asset list with condition survey	March 2022	July 2022	CCTVM/Clearview Communications

## 4. Corporate Knowledge

The Policy and the management of CCTV within the Borough will improve community safety and give residents confidence in how the CCTV system is managed and applied.

Corporate Promises	Levels of Impact			
	High	Medium	Low	None
A place for everyone to call home	X			
A place where everyone prospers		X		

## 5. Links to other Corporate Policies or Partner documents

- The Safer Basildon Partnership Strategy
- The Regulation of Investigatory Powers Act Policy
- Information Management Policy
- Drone Policy
- CCTV Code of Practice

## Appendix 1.

### Pro-forma Request Guidance for a New CCTV Camera Location or Addition to Existing Scheme

#### Introduction

This document is designed to assist to identify if CCTV is the correct tool to tackle certain issues an area of the borough. These guidelines will assist with your proposal when considering installing a CCTV scheme or adding to an existing scheme.

Basildon Borough Council's CCTV strategy is to use CCTV where it can be an effective crime prevention and detection tool or will assist with environmental issues, and where it will be well managed.

However, it is recognised that CCTV is not the solution for every situation and there are other crime prevention methods that can be equally or more effective. It is also necessary to identify where a proposal for CCTV is not appropriate. CCTV is costly, there are ongoing maintenance and recording costs

The Council wants to be able to respond to changes in the environment and recognise where CCTV is the best solution but also to rigorously test that each camera is being deployed where it can be most effective, as the Council recognises that a large amount of resources are required to run an efficient and effective CCTV scheme.

The individual proposing the introduction of a new scheme or an extension to an existing scheme should consider the issues using the questions below as a guide to determine if the proposed scheme will deliver the desired impact, and is appropriate for approval.

Each of the following questions and issues need to be considered before seeking approval.

#### Location details:

Provide details of the exact location (postcode and/or what3words <https://what3words.com>) and surrounding area and a satellite image of the area or detailed map will provide greater clarity.

## Justification:

Define the scope, scale, nature and extent of the problem. What are the issues you want to tackle?

1. **What is the problem?** *Give as much as detail as possible.*
2. **Has the extent over the problem changed over time?** *Has the problem got worse over time, stayed the same or even improved?*
3. **Does the problem give rise to further problems?** *Could the existing problem increase into a larger issue?*
4. **Does the problem occur at particular times or days?** *For example, 24/7, only on Friday & Saturday nights or maybe there is no pattern.*
5. **Is the problem anticipated to be short-term/transitory; seasonal or long term?** *You should consider whether or not the problem is a “one-off” short term issue or something more permanent, or occurring on a seasonal basis.*
6. **What is the actual/likely severity of the impact of the problem?** *Is the problem likely to have a significant impact on individuals, vulnerable groups, business, the environment or other groups? You should also consider how the impact manifests itself e.g. increased fear of becoming a victim amongst the elderly residents, reduction in numbers of people using the area at night.*

## Police Involvement or Support

7. **Can you confirm police crime and incident data to support this request?** *You may want to use police crime and incident data. Police data analysts should be able to advise you what data is available and how it can be analysed. It is worth noting that crime statistics down to street level can be obtained by logging onto [Your area | Essex Police](#). This will enable an analysis of crime and offences over different period for proposed camera locations.*
8. **Do you have Police support?**

## Consultation

9. **Have you consulted with other parties i.e. community safety; members; Police, local Neighbourhood Watch and local residents?** *This would assist with gauging the extent of the problem; other elements which may be causing/affecting or escalating the issue.*

## Logistics

**10. Have you considered any other security options other than installation of a CCTV camera?** *Alternatives to installing CCTV might be improved lighting, removal of street furniture, physical guard presence, mobile CCTV solutions.*

**11. Is there the necessary infrastructure to install CCTV?** *Is there an electrical feed, a pole, and lighting?*

## Budget

**12. Is there a budget provision for the CCTV installation?** *There aren't always funds available for such installations or alternative security arrangements and therefore consideration should be given to how this will be funded.*

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## Next Steps

Once you have completed the form, please email to [cctv@basildon.gov.uk](mailto:cctv@basildon.gov.uk) where your request will be logged and receipt acknowledged. It will then be presented at the next available CCTV Panel Meeting.

## Appendix 2.

Pro-forma Request for a New CCTV Camera or Addition to Existing Scheme.

CCTV operating in public places must have a clearly defined purpose in pursuit of a legitimate aim and to address a pressing need. In order to assess and investigate any CCTV requests, it is important that adequate information is provided to support the request. Therefore, please provide clear, concise details to the points below.

To be completed with reference to the Request guidance document.

<b>Name of Requestor:</b>	
<b>Date of Request:</b>	

### Location Details:

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### Justification

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Which of the following are the objectives of the CCTV camera:

- reducing the fear of crime
- deterring and preventing crime
- assisting in the maintenance of public order and reducing offences
- provide high quality evidence which may assist in the detection of crime and apprehension and prosecution of offenders
- protecting property

**Police Involvement or Support:**

**Consultation:**

**Logistics:**

**Budget:**

Any other information you would like to provide?

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<b>Completed by:</b>	
<b>On behalf of (if applicable):</b>	
<b>Date completed:</b>	

**CCTV Manager:**

Reference:	
Date request received:	
Date to submitted to CCTV Panel:	
Panel decision communicated:	

## **Appendix 3.**

### **Terms of Reference for CCTV Officer Panel meeting**

#### **Introduction**

On 4<sup>th</sup> October 2018, the Corporate Resources Committee approved a CCTV Policy which sets out how the Council will operate and maintain CCTV across the Borough. It further sets out the criteria and standards for the maintenance upgrade and replacement of CCTV cameras and the rationale behind the purpose of siting and installation of new cameras.

#### **Aims & Objectives of the CCTV Panel**

A CCTV Panel was established to comply with the policy and to operate an effective Borough wide CCTV operation.

The main objectives are:

1. To monitor progress against approved Action Plan set for Year One and to review to ensure tasks are timely and compliant
2. To consider all requests for CCTV in line with agreed approval process and ensure consistency and compliance with relevant legislation
3. To ensure a strategic overview of CCTV in the Borough along with the delivery of an investment programme for the replacement of camera and recording equipment
4. To consider alternative CCTV methods including new technology to deliver mobile and cloud recording functionality



**The main functions of the panel are to:**

1. Maintain a strategic overview of CCTV in the Borough
2. Carry out consultation with relevant Chairs/Committee
3. As required, appoint working parties/sub groups to take the lead in developing arrangements in accordance with the main objectives
4. To ensure all approvals for all new CCTV installations are compliant with the new Policy
5. Consider, comment and analyse success rates of installations against crime reports and information presented
6. To agree investment programme
7. To communicate and publicise periodic updates to SLT and members
8. Assist in every way possible to achieve the main objectives

**CCTV Panel Membership**

The Panel will comprise of:

- Director of Community and Environment
- Director of Housing and Property
- Housing Management and Communities Service Manager
- Community Safety Manager
- CCTV Manager
- Data Protection Officer
- Team Manager – Facilities Management
- Representative from Essex Police

Where a panel member cannot attend, the meeting should be delegated to the next line report with the appropriate knowledge and responsibility.

It may be appropriate to add to the membership of the group or invite other individuals to serve on the group where additional skills, knowledge or experience are required.

Meetings shall be chaired by the Assistant Director – Communities. In their absence, panel members will agree a substitute to chair.

### **CCTV Panel Meeting Frequency & Preparation**

1. Minimum of six CCTV Panel Meetings will be held each year (bi-monthly)
2. CCTV Manager will invite Agenda items from panel members, two weeks in advance of next meeting
3. Agenda and relevant papers will be circulated at least one week before the next meeting
4. Draft minutes will be circulated within two weeks following each meeting



Monday to Friday  
10am to 5pm



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Per perkthim me shkrim ju lutem merni ne telefon (Albanian)

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ट्रांसलेशन के लिये कृपया कॉल करें: (Hindi)

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Untuk terjemahan harap hubungi (Indonesian)

Kwa tafsiri, tafadhali piga simu (Kiswahili)

ਅਨੁਵਾਦ ਵਾਸਤੇ ਕਿਰਪਾ ਕਰਕੇ ਕਾਲ ਕਰੋ (Punjabi)

Kana muchida kuturikirwa, tapota ridzai runhare kuna (Shona)

Pre preklad prosim volajte (Slovak)

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