

CCTV Operations Policy

(Incorporating Code of Practice)

For the Management and Operation of Croydon Council's Public Space CCTV Scheme



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1 Document Control

Date	Reason for Issue	Issued By
01/01/2016	Initial Issue	David Eastoe
01/10/2018	General revisions to reflect changes in legislation and departmental changes within the Council.	David Eastoe
10/10/2018	Minor amendments	David Eastoe
15/11/2018	CCTV SPOC identified in Section 3.1	David Eastoe
05/12/2018	Addition of Section 11 Data Protection	David Eastoe
21/01/2019	Minor amendment to Section 7.1	David Eastoe
05/06/2019	Addition of SPOC & SRO roles	David Eastoe
26/06/2019	Scheme Objectives Revised	David Eastoe
07/06/2021	Administrative review following change of personnel and reporting structures	Kelly Jack (edited by: Hari Mollett)

2 Overview

Closed Circuit Television (CCTV) is one tool used by Croydon Council to prevent and detect and reduce the fear of crime; it is also used for traffic regulation and enforcement. Its suitability is assessed and its implementation considered in conjunction with other preventative methods in accordance with the guiding principles of the use of CCTV within the borough of Croydon.

The Council uses Closed Circuit Television systems in buildings, public spaces and car parks across the borough of Croydon for public space surveillance.

The Council also uses some of its public space surveillance CCTV cameras for traffic enforcement. The use of CCTV cameras for traffic enforcement is regulated by the Code of Practice published by The London Councils Transport & Environment Committee a copy of which can be found [here on the London Councils website](#).

This Policy is to regulate the operation of Croydon Council's public space Closed Circuit Television (CCTV) systems operating within the borough and details how CCTV will be used by the Council, employees, and contractors and accessed by law enforcement organisations.

Our CCTV Operations Policy reflects the 12 Guiding Principles listed in the [Home Office Surveillance Camera Code of Practice 2013](#).

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 and 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 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.

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.

3 Council's CCTV Scheme Aim and Objectives

The following are objectives of London Borough of Croydon's CCTV scheme:

- Deterring crime and assist in the detection of criminal offences
 - Deterring anti-social behaviour and assist in the detection of anti-social behaviour incidents
- Reducing the fear of crime and anti-social behaviour
 - Improving the safety and security of residents, visitors and the business community who use the facilities covered by the CCTV scheme.
 - Assisting the emergency services in the location of missing vulnerable persons. Traffic enforcement under the legislation below:-
 - London Local Authorities Act and Transport for London Act 2003
 - London Local Authorities Act 2006
 - Traffic Management Act 2004

The Council will not use its CCTV for:

- Monitoring the activities of anyone for reasons of age, gender, religion or race and who have not come to the attention of the operators of the system for one of the above reasons;
- Monitoring anyone lawfully going about their business, unless circumstances are such that give rise to particular concerns for that person's safety;
- Intrude into the privacy of any individual unless in pursuit of one of the above authorised uses; and/or
- For purposes of entertainment.

The CCTV systems will not be used for any other purpose than those set out in this document without prior consultation with and the authorisation of the Executive Director of the Place department

4 Ownership and Management of the CCTV System

The public space CCTV system is wholly owned by Croydon Council.

The day to day management of the CCTV scheme is the responsibility of the service manager responsible for CCTV, supported by the CCTV Control Room team.

The telephone number for the CCTV Control Room is 020 8726 6000. Additional contact details are shown in [Appendix 3](#).

The Metropolitan Police South Area BCU Commander will be responsible for ensuring that all police officers and other Metropolitan Police Service employees involved in the CCTV scheme adhere to this Policy.

4.1 Senior Responsible Officer (SRO)

The Executive Director of the Place department has overall management responsibility for ensuring that all CCTV systems owned by Croydon Council are operated in accordance with all relevant guidance and legislation and has been designated as the Senior Responsible Officer (SRO) as defined in guidance issued by the Surveillance Camera Commissioner.

4.2 Single Point of Contact (SPOC)

Croydon Council has designated the service manager responsible for CCTV as its Single Point of Contact (SPOC) for all CCTV systems operated by the Council.

The SPOC's role is operational for all matters relating to surveillance cameras. The SPOC will support Executive Director of the Place Department (the SRO) regarding compliance with Protection of Freedoms Act 2012 (PoFA)

The SPOC will act as the main contact point for anything related to surveillance camera systems, and will introduce consistent surveillance camera policies and procedures that can be applied to all Council CCTV systems at an operational level. The SPOC will also ensure that any staff across the Council operating surveillance cameras are properly trained, keep them up to date on changes to legislation and help them develop.

4.3 Management Structure

The management structure chart is shown in [Appendix 2](#).

5 Administration and Management of the CCTV System.

5.1 Contributors to the Policy

This Policy has been prepared in consultation between the Council, Metropolitan Police Service and other partners. and complies with the [Home Office Surveillance Camera Code of Practice](#), issued by the Home Office which is overseen by the Surveillance Camera Commissioner and in particular the 'Guiding Principles' set out within that code (see [Appendix 1](#)); and '[In the Picture: A Data Protection Code of Practice for Surveillance Cameras and Personal Information](#)' issued by the Information Commissioner's Office.

5.2 Future Revision and Consultation

This Policy will be subject to regular review which will at the very least be annual.

This Policy is supported by a Standard Operating Procedure Manual which is a restricted document and is for the use of CCTV Staff only. This manual is being reviewed across summer 2021.

6 CCTV Equipment

6.1 Cameras

The public space CCTV scheme consists of 96 permanent networked colour CCTV cameras of various designs with pan, tilt and zoom (PTZ) facility. The images from these cameras are transmitted back to CCTV Control Room via hard wired or wireless systems.

The CCTV Control Room houses the command and control equipment for the cameras as well as the central digital video recorder.

The Council has a camera sharing agreement with Transport for London which allows the Council access 26 additional cameras forming part of the TFL traffic management network, however images from these cameras are not recorded.

A location map and list for the cameras is available on our CCTV web page. <https://www.croydon.gov.uk/community/safercroydon/Services/cctv>.

6.2 Rapid Deployment (Mobile) Cameras

Croydon Council has 10 rapid deployment cameras (RDC) that can be moved from time to time to priority locations in the borough. These cameras are not monitored continuously but on a regular basis by the Control Room staff. The deployment of these cameras is bid for by partners at the monthly Joint Agency Group (JAG) meetings which are attended by council officers, emergency services and other partners with a responsibility for community safety. The typical deployment for these cameras is usually limited to three months.

The council's environmental enforcement team have also purchased locally recorded mobile cameras that don't have the facility to transmit images back to the CCTV Control Room. These are used to deal with short term problems such as fly tipping which have been identified as a council priority (e.g. the "Don't mess with Croydon" campaign).

Footage obtained from any of the council's CCTV cameras may be used to seize vehicles involved in serious environmental crime and/or prosecute the owners where appropriate. These actions can be carried out under the Environmental Protection Act 1990 and Control of Pollution Act 1979 powers.

The council makes no distinction between networked and rapid deployment cameras and all are operated in line with this Policy.

6.3 Dummy & Covert Cameras

The public space CCTV system does not use dummy or covert cameras.

6.4 Recording of Audio

Cameras forming part of the Croydon Council public space CCTV scheme do not have the facility to capture and record audio.

6.5 Signage

The council has a consistent CCTV signage policy. All areas where CCTV is in use will have clear signs exhibited to comply with the Data Protection Act; this is to advise people that they are about to enter an area covered by CCTV cameras or to remind them that they are still in an area covered by CCTV. The signs will also act as an additional deterrent. CCTV signs will not be displayed in areas, which do not have CCTV cameras.

Signs will carry the outline of a CCTV camera. The information on the sign will explain why the CCTV camera(s) are there, including traffic enforcement purposes, who operates them (Croydon Council) and contact details including a telephone contact number (020 8726 6000) as well as an email address and web address directing people to the council's CCTV web page. The signs, position and the message will be large enough to enable people to easily read the information on it.

An example of the current CCTV design can be found in [Appendix 4](#).

6.6 Network Maintenance

To ensure compliance with the Surveillance Camera Commissioner's (SCC) Code of Practice, especially principle 8, and to ensure that images recorded continue to be of appropriate evidential quality, Croydon Council have entered into a maintenance contract to provide fault rectification and pre-planned preventative maintenance with an approved specialist provider.

7 Control Room Management

7.1 Control Room Location

The Control Room is located at:

Strand House,
Zion Road,
Thornton Heath,
Surrey,
CR7 8RG.

7.2 Control Room Standards

The Control Room is managed to meet the minimum requirements set out in the Surveillance Camera Commissioner's [Guidance for in-house monitoring centres](#) who monitor their own surveillance camera systems only, and do not have contracts to monitor third party surveillance camera systems.

7.3 Hours of Operation and Staffing of the Control Room

The Control Room is managed, monitored and controlled by Croydon Council. All staff currently monitoring the cameras and operating the intelligence are directly employed by Croydon Council.

The Control Room is staffed 24 hours a day, 365 days a year.

7.4 Authority for Control Room Access

The manager responsible for CCTV is authorised to decide on behalf of the Council who has access to the Control Room.

This will normally be:

- Staff employed to operate the Control Room.
- Police Officers authorised in a manner agreed between the Metropolitan Police and Croydon Council:
 - Requiring to view recorded data of a particular incident, or
 - Taking written statements from a member of the Control Room staff who viewed a specific incident being investigated or
 - Collecting recorded media being considered or used for evidential purposes or other specifically agreed purpose
 - Acting as liaison officers for major events or operations.
- Other enforcement agencies by prior agreement.
- Building, network and Control Room systems maintenance contractors by prior arrangement.
- Accompanied visitors by prior arrangement with the manager responsible for CCTV or their nominee.

7.5 Authority for Access by Others

Any request to visit the Control Room that fall outside of those detailed above by private companies or individuals will be dealt with by the manager responsible for CCTV or their nominee.

7.6 Normal Operation of the CCTV System

The control of the CCTV system will remain with Croydon Council at all times.

Only those authorised members of staff with responsibility for using the equipment housed within the Control Room will have access to the operating controls.

7.7 Secondary Control

Secondary control facilities are accessible via Croydon Council security and emergency planning teams. These facilities will only be used by authorised and trained personnel when specifically required and are protected by secure login procedure.

Control Room staff will have primacy of control of the cameras at all times.

The Control Room has the facility to send images to the Metropolitan Police Command and Control Centre at Lambeth. The Metropolitan Police do not have the facility to take control of any Croydon Council CCTV cameras nor do they have direct access to any recorded video footage.

7.8 Out of Hours Contact Centre

The Council's out of hours contact centre is operated by the Control Room staff but on a separate system to CCTV. All calls received into the Control Room are recorded electronically along with any actions taken. A separate operating procedure (which is a restricted circulation document) is under redevelopment during summer 2021.

8 Operational Personnel

8.1 Security Screening

All staff employed in the Control Room are required to undergo an [Enhanced DBS](#) check due to the nature of the work undertaken and the nature of the information that they manage on a day to day basis and specifically for the out of hours function which brings staff into contact with vulnerable adults and children. This DBS check is carried out on behalf of the manager responsible for CCTV by the human resources department of Croydon Council.

8.2 Confidentiality

All staff employed in the management and operation of the CCTV system will observe strict confidentiality in respect of all information gained and observed during the course of undertaking the management and operation of the CCTV scheme. This shall prohibit the disclosure of any such information to any third party (except as may be required by law) without the written consent of the Executive Director of Place or their nominee.

The contracts of employment of all employees engaged in any capacity whatsoever in the operation of the CCTV system and the Control Room contain a confidentiality clause. Any breach of this condition of employment will be dealt with by Croydon Council as a serious breach of discipline or considered a possible a criminal offence.

8.3 Requirement to Give Evidence

Control Room staff are required to cooperate with the police and other enforcement agencies and appear in court when requested to do so.

8.4 Initial Training

All staff will be trained before they are allowed to take up a solo position in the CCTV Control Room.

All staff training will be provided and supervised by persons qualified and experienced in all aspects of the management and operation of the CCTV system and Control Room.

All staff training will take place “in house” or by qualified third party training organisation, using training courses approved by London Borough of Croydon and the Security Industry Authority (SIA).

All staff will have or undertake the BTEC Level 2 CCTV Operator Course as a mandatory qualification.

Staff will undertake all other mandatory training required to comply with the SCC’s [Guidance for in-house monitoring centres](#) who monitor their own surveillance camera systems only, and do not have contracts to monitor third party surveillance camera systems.

8.5 On-going Training

All staff will be provided with regular ‘refresher’ training to ensure that the highest operating and management standards are maintained. Training records will be maintained for each member of staff employed in the Control Room.

9 Use of the System

The purpose of the CCTV cameras is to provide surveillance of public areas only. All camera locations have clearly visible signage that will give a clear warning that CCTV is in use.

Cameras will be sited and configured to view public areas only and not overlook private dwellings or other areas where privacy is expected. However, it is not always possible to achieve this and certain cameras may have the capacity of viewing private/unwanted locations e.g. through the zoom facility. These cameras have privacy zones installed to prevent any unnecessary infringement of privacy.

Control Room staff will only use the cameras to view public space areas and will not use the cameras to look into the interior of any premises or any other area. This clause also includes anything that may be deemed as the inappropriate invasion of personal privacy even though the person concerned may be in a public area. Any such breach of this condition will be dealt with as a serious disciplinary matter and may lead to dismissal.

9.1 Regulation of Investigatory Powers Act 2018 & Directed Surveillance

On rare occasions the CCTV cameras may be used in covert directed surveillance, as defined by the Regulation of Investigatory Powers Act 2018 (RIPA) by judicially authorised officers of the Council, specialist police teams, Her Majesty's Revenue & Customs (HMRC) and the Department of Work & Pensions (DWP) when correctly authorised to access, the CCTV Control Room and request the use of Council staff to assist them in undertaking covert directed surveillance.

As a minimum the following information must be shown on the application or detailed in the applicant's notes:

- RIPA Unique Reference Number (URN)
 - Name, rank/position of authorising officer
 - Station / department & contact number
- Reasons why RIPA is necessary
- Background information to aid operators
- Nature of surveillance required
- Point of contact (officer in charge)
- Measures to reduce collateral intrusion (observation of individuals outside of directed surveillance).

A copy of the application or notes used will be forwarded to the manager responsible for CCTV for filing. This will assist the Council to evaluate the authorisations and assist with oversight and governance.

Operators of the council's CCTV System are trained and fully aware of RIPA issues associated with using CCTV and that continued, prolonged systematic surveillance of an individual may require an authorisation.

The use of RIPA will be undertaken in line with policies of Croydon Council and guidance issued by the Office of the Surveillance Commissioner Guidance (OSC). Croydon Council reserves the right to refuse the use of its public space CCTV system for covert surveillance if it considers that to do so would be counter to council policies, OSC Guidance or it is reasonably believed that it is likely to result in an unwarranted breach of an individual's right to privacy and/or where the perceived risk is unacceptable. After the operation, an evaluation process will be used to determine whether the objectives were achieved and that the applicant carried out what they stated was necessary in the application form. This check will form part of the oversight function.

Where issues are identified these will be brought to the attention of the manager responsible for CCTV. This will assist with future audits and oversight.

10 Data Recording

10.1 Ownership of Copyright

All data captured by the CCTV cameras and related equipment and stored on any form of recording media held either internally or externally will remain the property of Croydon Council.

10.2 Recording Retention Period

Recorded data will be stored for a maximum period of 31 days. The Video Management System (VMS) automatically deletes footage every 31 days and continuously overwrites data.

Control Room staff have the facility to store extracts of footage that relate to a specific incident viewed on the CCTV cameras in an electronic evidence locker that is part of the recording system. This process will only be available to police or other enforcement agency. Croydon Council will not store any CCTV footage in the CCTV evidence locker for longer than 38 days after the date of initial recording. This will allow enforcement agencies sufficient time to collect evidential footage. The erasure of these images will be the responsibility of the manager responsible for CCTV or the CCTV & Intelligence Team Leaders.

10.3 Security of Recorded Data

All images from the CCTV system will be recorded onto encrypted hard drives forming part of the Video Management System (VMS) installed within Strand House. The only exception to this will be those images recorded from the Rapid Deployment Cameras which are recorded locally.

The recorded data will only be used by Croydon Council, police or other enforcement agencies for the following authorised purposes:

- Investigation or identification of Person(s) suspected of criminal or anti-social behaviour;
- Production in court of law by Police or other law enforcement agency for evidential purposes;
- Use by the Council to support the undertaking of the Councils statutory duties;
- For training and promotional purposes subject to the approval by the Executive Director of the Place Department or his/her nominee.

Under no circumstances will the recorded data be issued, given, shared with, or sold to any third parties by the Council without the approval of the Executive Director of the Place Department or their nominee.

11 Use of Recorded Data for Enforcement Purposes

11.1 Reason to View Recorded Data

When the police or other enforcement agency believes that footage of an incident has been recorded, they may request access to view the specified incident on the appropriate recording. A police officer, police community support officer or other authorised law enforcement agency employee will be permitted to view the recording at the Control Room on a workstation provided for this purpose and will be under the supervision of Control Room staff.

Browsing images for possible offences will not be permitted as a systematic trawl through data to establish the movement details of particular individual with a view to establishing links to possible offences is capable of being directed surveillance as defined by RIPA, in accordance Guidance issued by the OSC, and therefore will not be undertaken with an authorisation permitting directed surveillance as described in [section 9](#).

11.2 Release of Data to Police or Other Enforcement Agency

At no time shall the images supplied to the police or other law enforcement agency be used for anything other than the purpose specified and identified when the images were released from the CCTV Control Room.

The responsibility for the images safekeeping and integrity will transfer to the police or other law enforcement agency once the media has left the CCTV Control Room. The council will not be liable for any mishandling, compromise in security or other misuse of the recording media whilst in the custody of the police or other law enforcement agency.

12 Use of Visual Data

12.1 Continuity of Evidence

For any images to be used as evidence in any court action there must be evidence of continuity of handling of said images from the time it was first brought into use in the CCTV Control Room to its production in court as evidence.

Any images released from the CCTV Control Room to the police or other law enforcement agency will be dealt with under their existing property and exhibit handling procedures before leaving the CCTV Control Room. The image will be kept secure at all times thereafter and the police or other enforcement agency will be responsible for logging its movements.

12.2 Copies of Original Recorded Data

The council will not routinely store copies of recorded data. Only in exceptional cases of serious incidents will this be considered and the retention must be approved by the Executive Director of the Place Department or their nominee.

In all cases, with the exception of the above, the original data will no longer be retained in the CCTV Control Room. The images of the evidence provided to the police or other enforcement agency will become the master copy. This will be provided to police or other enforcement agency who will retain for as long as is necessary. However the material recorded thereon remains the property and copyright of Croydon Council.

12.3 Handling of Recorded Data after use in Court

At the conclusion of the need to retain any original recording the police or other enforcement agency will store the recording in accordance with their procedures. Recordings will not be returned to Croydon Council for storage. The police or other enforcement agency will become responsible for the destruction of the recorded data once there is no further use for it.

12.4 Request to View Recorded Data by Non-Enforcement Agencies

If, in exceptional circumstances, the release of recorded data is requested by agencies other than the police or other enforcement agency, such a release will only be granted under the authority of the Executive Director of the Place Department or their nominee. The procedures for handling and logging the recorded data are as described for the police or other enforcement agency, however commercial agents such as insurance companies may be charged a fee to cover administration costs.

Any requests from members of the general public or a third party will be dealt with under the provisions of the Data Protection Act 2018 or the Freedom of Information Act 2000. Further information is available on the Croydon Council website.

12.5 Release of Images for Entertainment Purposes

The Council will not release any images, either directly or indirectly, to any organisation for inclusion in any television or other media production designed purely for entertainment purposes or educational/factual programs. Likewise material can only be released to the media as part of an ongoing crime investigation by Police with the permission of the Executive Director of the Place Department or their nominee.

13 Data Protection

13.1 Introduction

The Council takes the security and privacy of data seriously and is committed to being transparent about how we collect and use personal data and meet our data protection obligations. We are registered as a “data controller” with the Information Commissioner’s Office (ICO) and will comply with our legal obligations under the Data Protection Act 2018 (the “2018 Act”) and the EU General Data Protection Regulation (“GDPR”).

13.2 Data Protection Officer

The Council has appointed a Data Protection Officer (DPO). Their role is to inform and advise the council of its obligations under data protection legislation and to monitor the council’s compliance. The Data Protection Officer also acts as the single point of contact for the Information Commissioner’s Office (ICO) and provides advice and assistance on Data Protection Impact Assessments (DPIA).

The DPO is Sandra Herbert (Head of Litigation and Corporate Law and deputy Monitoring Officer) and can be contacted at dpo@croydon.gov.uk. Further information is available on the council’s

website, <https://www.croydon.gov.uk/council-and-elections/privacy-and-open-data/privacy-notices/corporate-privacy-notice>.

13.3 Data Protection Definitions

There are two types of data under the 2018 General Data Protection Regulations:

- “Personal data” which means any information relating to a living individual who can be identified from that information (a “data subject”) on its own or when taken together with other information. This may include both facts and expressions of opinion about the person and indication of the intentions of the Council or others in respect of that person. It does not include anonymised data.
- “Special category data” which means information about an individual’s racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, health, sex life or sexual orientation and genetic and biometric data.

Images collected by the Croydon Council public space CCTV scheme will normally fall under the “Personal data” category.

13.4 Lawfulness of Processing

The Council uses CCTV cameras as a proportionate response to support the Community Safety Strategy of the Council and work with its partners to reduce the both the level and fear of crime. It achieves this in a number of areas including:

- Assisting the police and other law enforcement agencies in the apprehension and prosecution of those committing crime and public disorder;
- Evidence gathering by a fair and accountable method;
- Providing a visible deterrent to crime, thereby providing reassurance to residents and business alike;
- Assisting in aspects of town centre management and traffic enforcement;
- Improving the safety and security of residents, visitors and the business community who use the facilities in the areas covered.
- Assisting with the location of missing persons notified to the Control Room by police. This will be carried out under the General Data Protection Regulation under the category of “vital interests” which is described as the processing of information necessary to protect someone’s life.

The Council also uses CCTV cameras to support the wider work of its community safety activities; such as the neighbourhood safety officers and the environmental response team in Croydon.

The introduction of the Section 7 of the Crime and Disorder Act 1998 placed a direct responsibility on local authorities to combat crime and anti-social behaviour. This provides a statutory framework enabling local authorities to consider how their services could contribute to reducing crime and disorder, as well as their impact on social and community factors against that affect crime levels. The Council’s CCTV service supports Croydon Council’s corporate priorities.

Personal data captured by the Croydon Council public space CCTV system is deemed to be lawfully processed as:-

- Processing is necessary for compliance with a legal obligation to which the data controller is subject.
- Processing is necessary to protect the vital interests of the data subject or another person.
- Processing is necessary for the performance of a task carried out in the public interest.

13.5 Data Subject Access Requests

Individuals have the right to request a copy of their personal data being processed by the council. In the case of CCTV footage this will always be in electronic form.

Croydon Council will not permit viewings or release images to people being investigated by an enforcement agencies including the police where images have been handed over as part of the investigation. The responsibility for investigating and disclosing images to those involved in the investigation are covered by the Police and Criminal Evidence Act 1984 (PACE) and the Crown Prosecution Service (CPS) Evidence and Disclosure Policy which prosecuting authorities are required to follow. It should be noted that other enforcement agencies will operate under other legislation but the use of and disclosure of evidence rests with them.

The council will respond within one month unless the request is complex or numerous in which case the period can be extended by a further two months. If an extension is necessary the council will write to the individual within one month of receiving the original request to explain why an extension may be necessary.

If a subject access request is manifestly unfounded or excessive the council is not obliged to comply with it. Alternatively the council may charge a fee based on the administrative cost of responding to the request.

The council will explain to an individual if they refuse to respond to a request and of their right to complain to the Information Commissioner's Office.

Requests for CCTV footage can be made by using the forms that can be found on the council's CCTV website.

<https://www.croydon.gov.uk/community/safercroydon/services/cctv>

The Council may need to ask for identification before the request can be processed.

13.6 Data Security

The council takes the security of personal data seriously. The council has internal policies and controls in place to protect personal data against loss, accidental destruction, misuse or disclosure and to ensure that data is not accessed, except by those who have lawful authority in connection with the proper performance of their duties.

The council recognises that the personal data it holds is valuable and must be managed properly as accidental loss, unlawful destruction or damage may cause distress to individuals concerned.

Examples of our security of CCTV footage include:

- Encryption - meaning that information is hidden so that it cannot be read without special knowledge (such as a password). This is done with a secret code or what is called a “cypher”. The hidden information is said to then be “encrypted”.
- Controlling access to systems and networks allows us to stop people who are not allowed to view personal information from getting access to it.
- Regular testing of technology and upgrading security measures including keeping up to date on the latest security updates (commonly called “patches”).
- Training of staff to make them aware of how to handle personal information and how and when to report when something goes wrong.

13.7 Staff Training and Guidance

Everyone who works for or on behalf of the council has responsibility for ensuring data is collected, stored and processed appropriately in line with the 2018 Regulations and relevant policy.

The council has in place a Workforce Data Protection Policy which explains the obligations of employees, workers, consultants, volunteers, interns and apprentices when obtaining, processing or storing personal data in the course of working for or on behalf of the council.

Induction training for all new members of staff includes compulsory training on information management and data protection. Regular data protection updates are also provided to all staff and managers. All staff are required to complete a mandatory training on the Data Protection Act 2018 and the General Data Protection Regulation (GDPR)

13.8 Further Information

If you require any further assistance the council's website <https://www.croydon.gov.uk/> contains a range of information regarding information management.

The council's information management team can also be contacted on information.management@croydon.gov.uk

14 CCTV System Review

14.1 Operational Requirements

Operational requirements are used by the council to thoroughly assess the necessity of CCTV cameras and systems to ensure full consideration has been made of all implications relating to their installation. An Operational Requirement is “A statement of needs based on a thorough and systematic assessment of the problems to be solved and the hoped for solutions.” Pertinent questions are:

- Is there a problem?
- What is the problem?

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- Will CCTV help solve the problem?
- What other solutions have been considered? Can we afford what we want?
- Is what we do compatible with existing infrastructure and technology?
 - The period of retention of data/images;
 - The frame rate suitable to achieve minimum evidential quality and the compression method.

Only once the above questions have been satisfactorily answered will the council install additional CCTV cameras.

Any additional cameras will be installed in compliance of the 'Surveillance Camera Code of Practice Pursuant to Section 29 of the Protection of Freedoms Act 2012'.

14.2 Privacy Impact Assessments

When the council is considering the introduction of new or additional cameras to the existing systems, in addition to carrying out an operational requirements assessment, deliberation will also be made to conducting a Privacy Impact Assessment (PIA). A PIA is a separate process from compliance checking or data protection audit processes, (an audit that is undertaken on systems that have already been implemented). A PIA is a valuable measure that will either confirm that privacy undertakings and/or privacy law are being complied with, or will highlight problems that need to be addressed.

Croydon Council handles personal data using the CCTV system and needs to monitor its on-going operations. A privacy impact assessment looks at the pressing need that the surveillance system is intended to address and whether its proposed use has a lawful basis and is justified, necessary and proportionate. Where the system is already in use, the same issues should be considered or considerations should be made as to whether a less privacy intrusive method could be used to address the pressing need.

The council will undertake annual Privacy Impacts Assessments on its existing camera stock to ensure a 'pressing need' still exists.

15 Legal Requirements

15.1 CCTV Staff Legal Requirements

At all times, and without exception, Croydon Council's CCTV Control Room and its staff will comply with all legislation, directives, policies, codes of practice and guidelines relating to the operation of the CCTV System. A full list is shown on the next page.

All officers, supervisors and staff of Croydon Council's CCTV system are trained in all their responsibilities to meet the requirements under the above paragraph, with a planned ongoing review programme in place.

15.2 Applicable Legislation

In addition to council policies, procedures, guidelines and codes of practice, operational procedural manuals, CCTV and its operation are subject to legislation under:

- The Data Protection Act 2018 – ensuring that all personal data is protected and private
- A Data Protection Code of Practice for Surveillance cameras and Personal Information
- The Human Rights Act 1998 – Article 8 gives individuals the right to privacy, Article 6 gives individuals a right to a fair trial and Article 5 gives the right to Liberty and Security.
- The Regulation of Investigatory Powers Act 2018 – applying to directed surveillance from our overt CCTV systems
- The Freedom of Information Act 2000 – all recorded information and information relating to individuals are subject to the provisions of the Data Protection Act
- The Private Security Industry Act 2001– where required by the Act, operators of CCTV will be licensed under the Act
- Section 17 of the Crime and Disorder Act 1998, which requires the key partners to the strategy to integrate crime reduction within their mainstream activities
- The Protection of Freedoms act 2012 which sets out the criteria where PSS cameras justify a 'Pressing Need'
- Surveillance Camera Code of Practice

16 Complaints Procedures and Comments

16.1 The Procedure for Complaints against the CCTV System

Any complaint received regarding CCTV operations will be dealt with following the complaints procedure laid down by London Borough of Croydon.

Information on how to complain is contained on Croydon Council's website <https://www.croydon.gov.uk/council-and-elections/make-comment-or-complaint-and-have-your-say/comments-and-complaints-procedure> or by telephoning 020 8726 6000.

16.2 Comments Regarding the CCTV System

Anyone wishing to make comments or observations about the CCTV system should write or email the manager responsible for CCTV whose contact details can be found in [Appendix 3](#).

17 Provision of Public Information

17.1 Annual Report

Factual information on the numbers of the cameras, their location and statistical findings of their effectiveness will form part of the evaluation process and be published periodically. The annual report will be made public via the council's CCTV web page.

Croydon Council's CCTV policy is available for inspection at the following location:

- The CCTV webpage at Croydon Council's website at <https://www.croydon.gov.uk/community/safercroydon/services/cctv>

Signatories:

Signed:  _____

Sarah Hayward

For and on behalf of London Borough of Croydon

Title: Interim Executive Director, Place

Date: 14/06/2021

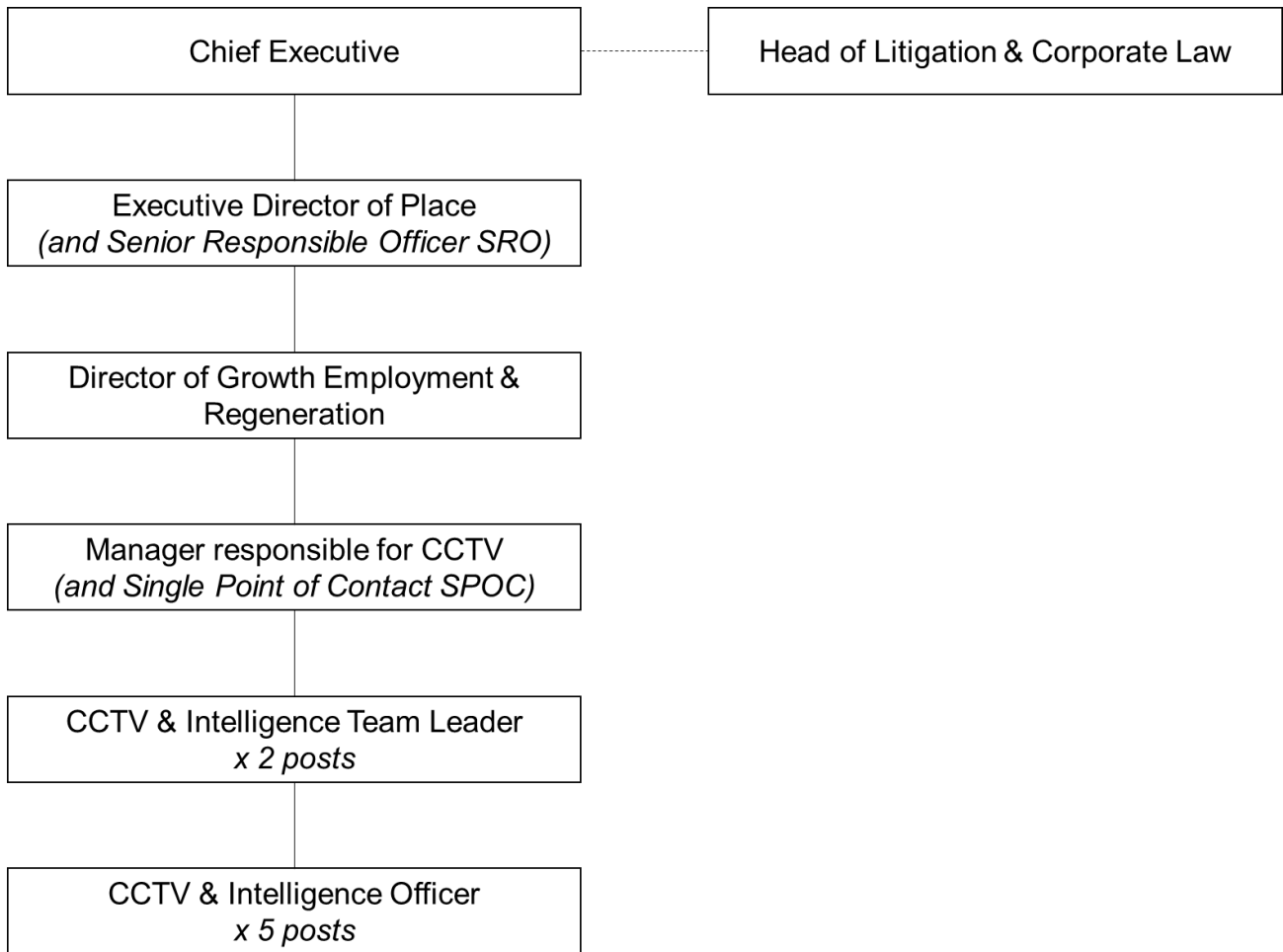
18 Appendix 1: Compliance with the Surveillance Camera Code of Practice

Compliance with the Surveillance Camera Code of Practice:

Principle	Complied with within section of this 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.	Section 3
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.	Sections 6 & 10
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.	Sections 3, 4, 14 & 15
4. There must be clear responsibility and accountability for all surveillance camera system activities including images and information collected, held and used.	Section 4
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.	Section 14
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.	Section 10
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.	Sections 10, 11, & 12
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.	Section 14
9. Surveillance camera system images and information should be subject to appropriate security measures to safeguard against unauthorised access and use.	Sections 13 & 14
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.	Section 14
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.	Sections 3, 6, 7, 11, 12, & 13
12. Any information used to support a surveillance camera system which compares against a reference database for matching purposes should be accurate and kept up to date.	Not applicable at present time

19 Appendix 2: Management Structure

CCTV Control Room Organisation Chart



20 Appendix 3: Contact Details

Additional Contact Details

London Borough of Croydon Website
Manager responsible for CCTV
Freedom of Information Requests
CCTV Control Room

www.croydon.gov.uk
cctv@croydon.gov.uk
information@croydon.gov.uk
cctv@croydon.gov.uk

The Information Commissioner

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545700
Fax: 01625 524510

The Surveillance Camera Commissioner

2 Marsham Street
1st Floor, Peel
London
SW1P 4DF
Email: scc@sccommissioner.gsi.gov.uk
Tel: 020 7825 3421
Fax: 020 7828 3434

21 Appendix 4: Example of current CCTV sign

Example of current CCTV sign

