



CCTV CODE OF PRACTICE 2019
Mount Edgumbe Country Park



CODE OF PRACTICE FOR THE MANAGEMENT AND OPERATION OF THE
SHARED PUBLIC SPACE CCTV SYSTEM FOR:

Mount Edgumbe House and Country Park
Cremyll
Torpoint
Cornwall
PL10 1HZ

Tel: 01752 822 236

Author: David Marshall, Business Development Manager

Approver: Chris Burton, Mount Edgumbe Park Manager

Signed:

Date:

Document Control

Version 1.0a Draft Date 10-07-2019

Version 1.0b Draft Date 25-07-2019 amendment

Version 1.0c Final Date 23-08-2019

Version 2.0A review date 03-04-2021



CONTENTS

Section	Page Number
1. Introduction	4
2. Mount Edgumbe Aims & Objectives	4
3. Management & Operation	5
4. Data Recording	10
5. Procedures for Handling Incidents	11
6. Police Use of Recording Data	12
7. Complaints Procedure	13
8. Legal Requirements	14
9. Provision of Public Information	14
Appendix 1 Additional Contact Details App	15

Amendments:

This document supersedes all previous versions



1. INTRODUCTION

1.1 Purpose of this Code of Practice

This Code of Practice is to regulate the operation of Mount Edgumbe Country Park's shared service public space closed circuit television (CCTV) systems operating within the limits of the Park and to set out the rules to be observed by the Mount Edgumbe Joint Committee (MEJC), its Members, employees, tenants and contractors; the Police and any other party or organisation involved in the management, operation and administration of the CCTV system.

1.2 Ownership of the CCTV System

The system is owned by the Mount Edgumbe Joint Committee (MEJC). The MEJC operates the cameras on behalf of Mount Edgumbe Country Park. The system is managed by the Park Manager and his officers. The contact telephone number is Plymouth (01752) 822236

1.3 Contributors to the Code of Practice

The original Code of Practice was prepared in consultation between Mount Edgumbe Country Park, Plymouth City Council, Cornwall Council and the Police and input from the Security Camera Commissioners office and has been adapted for Mount Edgumbe Country Park.

1.4 Future Revision and Consultation

This Code of Practice will be subject to regular reviews, at least annually.

This Code is supported by a Standard Operating Procedures Manual and a CCTV Control Log.

Both of which are restricted documents and are for the use of CCTV staff only.

Management Structure for the CCTV System

2. MOUNT EDGCUMBE'S AIMS AND OBJECTIVES

2.1 The following are objectives of Mount Edgumbe Country Park's CCTV Scheme:

- Assist in the detection of crime and anti-social behaviour;
- Reduce the fear of crime and anti-social behaviour;
- Improve public protection;
- Protect the listed historic buildings
- Improve the safety and security of residents, visitors and the business community who use the facilities covered by the CCTV scheme;
- Facilitate the apprehension and prosecution of offenders in both crime and public order offences;
- Deter crime and vandalism;
- Discourage anti-social behaviour, including alcohol and drug related issues;
- Enhance generally the environment and thereby improve the enjoyment of the Park's facilities by all who use them.



CCTV EQUIPMENT

Mount Edgcumbe Country Park operates 15 CCTV cameras across the Park, these can be monitored on CCTV monitoring equipment located in a secure MEJC owned and controlled building (the Communications Control Room – basement - Mount Edgcumbe House). The cameras are not constantly monitored.

CAMERAS

The CCTV and communications control room operates CCTV cameras across the Park. The cameras are not constantly monitored but are used to record activity – motion triggered events are time stamped.

There are various types of camera to meet the operational requirements in each area. The images from the cameras are fed back to the control room either by cable or wirelessly.

All cameras are clearly identifiable and signs are placed indicating who is operating them and how they can be contacted.

We will not use covert cameras and we will not use sound monitoring.

3. CONTROL ROOM MANAGEMENT AND OPERATION

3.1 General

3.1.1 Control Room Location

CCTV Control will be located in a secure MEJC owned and operated asset within a secure entry system (Communications Control Room, basement, Mount Edgcumbe House).

3.1.2 Hours of Operation

The CCTV system will be operational 24 hours a day 365 days per year. Access to the CCTV monitoring equipment will only be provided between the hours of 08.00 – 16.00 Monday – Friday unless an emergency arises (see 3.2.3 below)

3.1.3 Staffing of the Control Room

The CCTV control room will be managed, monitored and controlled by Mount Edgcumbe officers but the cameras cannot be constantly monitored – limited access hours only (see 3.1.2 above). All CCTV monitoring equipment will be held within the secure environment of the MECP Communications Control Room – with restricted access.

3.1.4 Control Room Security

Doors leading to the control room are fitted with cameras and an alarm and door access system restricts unauthorised entry. The CCTV system can only be accessed via a password protected laptop).

3.1.5 Administration

The day to day management of the CCTV scheme is the responsibility of a named CCTV supervisor.



The Park Manager will be responsible for ensuring that all employees of Mount Edgumbe Country Park involved in the CCTV scheme adhere to this Code of Practice.

Devon & Cornwall Constabulary's Area Commander for the Plymouth area will be responsible for ensuring that all Police Officers and other Devon & Cornwall Constabulary employees involved in the CCTV scheme adhere to this Code of Practice.

3.2 Control Room Access

3.2.1 Authority for Access

The Park Manager or his/her nominee (normally the CCTV Supervisor) are authorised to decide on behalf of the MEJC who has access to the CCTV equipment. This will normally be:

- 1) Staff employed in relation to operating and maintaining the CCTV equipment.
- 2) Police officers authorised in a manner agreed between D&C Constabulary and the MEJC:
 - requiring to view recorded data of a particular incident
 - collecting recording media being considered or used for evidential purposes
 - specifically agreed purpose in monitoring unlawful activity
 - to act as liaison officers for major events or operations.
- 3) Other enforcement agencies by prior agreement.
- 4) Maintenance contractors by prior arrangement.
- 5) Accompanied visitors by prior arrangement with the Park Manager or his/her nominee.
- 6) The CCTV staff will check the identity of all visitors to the Control Room and ensure all visitors sign the CCTV Log Book upon entry.

3.2.2 Authority for Access by Others

Any request to visit the control room by private companies or individuals will be dealt with by the Park Manager and will be compliant with this policy.

3.3 Documentation and Record Logs

3.3.1 Visitors' Log

A CCTV Log Book will be kept and maintained in the control room by the CCTV staff who will record the names of all persons entering the control room to use the CCTV equipment, together with times of arrival and departure and reasons for visit. Visitors will be requested to sign the log on arrival and the operator will log them off at their departure. Limited access hours apply (see 3.1.2 above). The CCTV monitoring will only be available via a password protected laptop secured in situ.



3.3.2 CCTV Log Book

A Log Book will be kept by the CCTV staff and maintained in the control room. The CCTV staff will record events occurring during the hours of operation. The Log Book will also act as a record of calls made in respect of the CCTV system, D&C Constabulary and other agencies, visitors to the control room, and observations on system performance and faults on the system.

3.3.3 System Faults and Failures Log

A System Faults and Failures record will be kept alongside the contents outlined in 3.3.2 above. The CCTV Log Book will be maintained in the control room by the CCTV staff, who will record all equipment failures, including time and date of failure recording any job or task number given by the maintenance contractor, the time and date the Maintenance Contractor was notified and date when the fault was corrected.

3.3.4 Electronic Logging System

The above logs will be replaced with an electronic log once this has been developed and tested.

3.4 Control of the CCTV System

3.4.1 Normal Operation

The control of the CCTV system will remain with Mount Edgumbe Country Park staff

All assistance given to agencies must be noted in the CCTV Log Book.

3.5 Additional Control Room Services

3.5.1 Out-of-Hours and Lone Worker Emergency Telephone

Mount Edgumbe Country Park provides 24 hour emergency cover – the Duty Ranger can be reached on 07876 396911. A second 24 hour number is held with the Business Development Manager 07810 757681

3.5.2 Emergency Assistance

Park staff have been trained in various ways to respond to situations and have Standard Operating Practices (SOP's) to bring to bear in emergency situations. In any emergency situation please call the Duty number (07876 396911)

3.5.3 Radio System

It is proposed that in the future the CCTV control room will be linked via radio to a Park staff radio system. The scheme is not currently operational with the exception of our major events. The proposed system will not be a secure radio system and as such all future Operators must be aware that all transmissions on this radio system can be overheard by members of the public or monitored by persons with a radio scanner. Therefore personal details should not be transmitted using this system.

This system is to be operated within the guidelines agreed by Park staff and certain codes will be used in relation to Park SOP's.



3.5.4 Loudspeakers on CCTV Cameras

The CCTV system at Mount Edgumbe does not have loudspeakers

3.6 Personnel Standards

3.6.1 Screening

Personnel employed in relation to using the control equipment in any capacity whatsoever will be subject to suitable screening checks prior to being allowed access to work with the control equipment. All personnel given access to the CCTV system must sign a copy of the Mount Edgumbe Country Park CCTV Code of Practice and acknowledge that they will adhere to its guidelines at all times.

3.6.2 Confidentiality

All staff engaged in the management and operation of the CCTV system are to observe strict confidentiality in respect of all information gained and observed during the course of undertaking the management and operation of the CCTV system. 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 Joint Chairs of the MEJC.

The Contracts of Employment of all employees of the Joint Authorities contain a confidentiality clause. Any breach of this condition of employment will be dealt with by the Council as a serious disciplinary or possibly a criminal matter.

3.6.3 Misuse of the System

The purpose of the CCTV cameras is to provide surveillance of public areas only. All cameras locations will be clearly visible and signage will give a clear warning that CCTV is in use. Mount Edgumbe Country Park will not use covert cameras. Cameras will be sited and configured to view just public areas and not overlook private dwellings or other areas where privacy is expected.

CCTV staff will only use the cameras to view public areas of our buildings and not use the cameras to look into private areas of any premises or any other area where any infringement of privacy may occur. This clause also includes anything which may be deemed as an inappropriate invasion of personal space even though the person concerned may be in a public area. Any such breach of this condition will be dealt with as gross misconduct or a criminal offence and therefore a breach of contract.

The only exception will be when observation of a private space is requested under the Regulation of Investigatory Powers Act 2000 (RIPA). Such co-operation will only be agreed to after the request has been scrutinised and approved by the Park Manager in line with Mount Edgumbe Country Park's Surveillance policy & procedures, quoted below;

The use of the CCTV systems operated by Mount Edgumbe Country Park would not normally fall under the RIPA regulations. However it does fall under the Data Protection Act 2018 and Mount Edgumbe Country Park's CCTV policy. Should there be a requirement for the CCTV cameras to be used for a specific purpose to conduct surveillance it is likely that the activity will fall under 'Directed

Surveillance' and therefore requires an authorisation. Levels of authorisation differ between different enforcement organisations. Under DPA 2018 Local Authorities RIPA operations will require the authorisation of a Magistrate before Mount Edgumbe CCTV operators can mount a specified surveillance operation.

On occasions when the CCTV cameras are to be used in a Directed Surveillance situation either by enforcement officers from relevant departments within the Council or outside Law Enforcement Agencies such as the Police, either the CCTV staff are to have a copy of the application form in a redacted format, or a copy of the authorisation page. If it is an urgent oral authority, a copy of the applicant's notes are to be retained or at least some other document in writing which confirms the authorisation and exactly what has been authorised. It is important that the staff check the authority and only carry out what is authorised. A copy of the application or notes is also to be forwarded to the Civil Enforcement Manager or duty supervisor for filing. This will assist the Council to evaluate the authorisations and assist with oversight.

Operators of the Mount Edgumbe CCTV system need to be aware of the RIPA issues associated with using CCTV and that continued, prolonged systematic surveillance of an individual requires MEJC Joint Chairs authorisation.

The cancellation process should also be used to evaluate whether the objectives have been achieved and whether 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 they will be brought to the attention of the line manager and the Senior Responsible Officer (SRO). This will assist with future audits and oversight.

Any person granting an authorisation for the use of directed surveillance must record on the appropriate form the matters they took into account in reaching their decision and they must be satisfied that:

- no overt or alternative means are suitable for the purpose
- the authorisation is for a prescribed lawful purpose (see above)
- account has been taken of the likely degree of intrusion into the privacy of persons other than those directly implicated/targeted in the operation or investigation (collateral intrusion)
- measures are to be taken, where ever practical, to avoid unnecessary intrusion into the lives of those affected by collateral intrusion
- that the authorisation is necessary
- the authorised surveillance proposed is proportionate
- any equipment to be used and its technical capabilities is specified

When a covert observation is approved and in place, the Senior D&C Constabulary Officer in partnership with the Park Manager will place the appropriate level of restriction on access to the CCTV Control Room.

3.6.4 Requirement to Give Evidence

Mount Edgumbe CCTV staff will be required to co-operate with the Police as requested, in accordance with the terms of this code of practice.

3.7 Training

3.7.1 Initial Training

All CCTV staff using Mount Edgumbe equipment will be trained to a proficient level and will be made aware of this policy.

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

All staff training will take place 'in-house' or with qualified third party training organisation, using training courses approved by both Plymouth City Council and Security Industry Authority (SIA).

All staff will be required to obtain an SIA CCTV licence to operate CCTV equipment.

3.7.2 On-going Training

All CCTV 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 equipment.

4. DATA RECORDING

4.1 Ownership of Copyright

All equipment located in the Mount Edgumbe control room and all recorded information recorded from the CCTV system and stored on any form of recording media held either internally or externally will remain the property of the MEJC. This includes any data collected by the D&C Police CCTV officer.

4.2 Recorded Data

4.2.1 Type of Recording

All images from the CCTV system will be recorded onto hard drives using the Unifi Protect recording system. The only exception to this will be those images recorded from remote cameras and recorded locally and the SecuriGuard System in operation in the House (this will be phased out).

4.2.2 Recording Rotation

The Unifi Protect recording system will store recorded data for a maximum period of 7 days due to system storage limitations. Any incident identified within that 7 day period as suspicious or requiring external agency scrutiny (Police – see 5. Procedures for Handling Incidents) will be noted in the Log Book and be transferred onto a stand-alone non-networked secure hard drive kept in a secure location with strictly controlled access provided for CCTV staff and the Park Manager.

4.2.3 Security of Recorded Data

The data recorded by the Mount Edgumbe equipment will be used only by Mount Edgumbe Country Park or D&C Constabulary or others permitted by



Mount Edgumbe Country Park CCTV staff for a specific, legitimate and lawful purpose, and only then in secure conditions.

The recorded data will only be used by Mount Edgumbe Country Park or by the Police or others permitted by Mount Edgumbe Country Park for the following authorised purposes:

- Investigation or identification of person(s) suspected of criminal or anti-social behaviour
- Production in a court of law by the Police or other law enforcement agency for evidential purposes
- Production by Mount Edgumbe for lawful purposes in connection with Mount Edgumbe's statutory duties
- For training and promotional purposes subject to the approval by the Park Manager or his/her nominee
- Approved use for disciplinary or fraud investigations against employees of Mount Edgumbe Country Park

In no circumstances will the recorded data recorded be issued, given or sold to any third party by the employees of Mount Edgumbe Country Park or the Police without the approval of the Joint Chairs of the MEJC.

5. PROCEDURES FOR HANDLING INCIDENTS SEEN BY THE CCTV STAFF

5.1 Criminal Activity

5.1.1 Immediate Action

If, during monitoring in the Mount Edgumbe control room, the CCTV staff observe an incident that involves, or appears to involve, unlawful or anti-social activity the CCTV staff will alert the Torpoint police control room using the direct dial procedure – or if urgent 999.

D&C Constabulary will be responsible for all subsequent response and allocation of police resources. Staff will continue to monitor and record the incident and give such assistance as the Police may require.

As the equipment is not continually monitored it may be that our residents, commercial tenants or a member of the public may draw our attention to an incident. In this case the CCTV staff must ensure the privacy of the viewing equipment and review the footage.

5.1.2 Follow-up Action

The CCTV staff will log the time, date, and details of the incident and the police incident number notified in the CCTV Log Book.

5.2 Other Notable Activity

5.2.1 Immediate Action

If, during monitoring, the CCTV staff sees an incident that does not involve, or appear to involve unlawful activity, but does require Police, other emergency service, or Council action, they will immediately alert the relevant agency (for example if First Aid and further medical attention is required).



The relevant agency will be responsible for deciding what level of response is required.

5.2.2 Follow-up Action

The CCTV staff will log the time, date, and details of the incident and the police incident number notified in the CCTV Log Book.

6. POLICE USE OF RECORDED DATA

6.1 Reason to View Recorded Data

When D&C Constabulary have reasonable cause to believe that an incident has been recorded, they may ask Mount Edgumbe Country Park for permission to view the specified incident on the appropriate recording. A Police Officer, Police Community Support Officer or other recognised employee authorised in a manner agreed between Mount Edgumbe Country Park and the Police will be permitted to view the recording at the control room on a monitor provided for this purpose. Browsing images for possible offences will not be permitted.

6.2 Mount Edgumbe Country Park Action on Receiving a Request to View Recorded Data

6.2.1 Release of Data to the Police

At no time shall the images supplied to the Police be used for anything other than the purpose specified and identified when the images were released by Mount Edgumbe Country Park. The transfer of recorded images must be signed for in the Log Book and the future use must be specified at the point of transfer.

The responsibility for the images safekeeping and integrity will transfer to D&C Constabulary. Mount Edgumbe Country Park will not be liable for any mishandling, compromise in security or other misuse of the recording media whilst in the custody of D&C Constabulary.

6.3 Use of Visual Data as Evidence in Court

6.3.1 Continuity of Evidence

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

Any images released from Mount Edgumbe Country Park to D&C Constabulary will be dealt with under their existing Property and Exhibit Handling Procedures before leaving Mount Edgumbe Country Park. The images will be kept secure at all times thereafter and D&C Constabulary will be responsible for logging its movements.

6.3.2 Copies of Original Recorded Data

Only under exceptional cases for serious incidents will the original recorded data be requested and be retained by the Police. This will only be considered on request by a Police Inspector or senior officer and the retention must be



approved and authorised by the Mount Edgumbe Park Manager or his/her nominee.

In all cases, with the exception of the above, original data will no longer be retained in the Mount Edgumbe stand-alone archive after 28 days. The only exception will be if the Park Manager requests retention of materials beyond 28 days from the Joint Chairs of the MEJC. This must be recorded in the Log Book.

The images of the evidence provided to the police will become the master copy. This will be provided to the Police who will retain it for as long as is necessary. However the material recorded thereon remains the property and copyright of Mount Edgumbe Country Park.

6.3.3 Handling of Recorded Data after use in Court

At the conclusion of the need to retain any original recording D&C Constabulary will store the recording in accordance with their procedures. Recordings will not be returned to Mount Edgumbe Country Park for storage.

6.3.4 Request to View Recorded Data by Agencies other than D&C Constabulary

If, in exceptional circumstances, the release of recorded data is requested by agencies other than D&C Constabulary, such a release will only be granted on the authority of the Park Manager or his/her nominee. The procedures for handling and logging the recorded data are as described for the release to D&C Constabulary

Any requests from members of the general public or a third party will be dealt with under the provisions of the Data Protection Act 2019 or the Freedom of Information Act 2000. Further information is available on Plymouth City Council's website.

The release of information to individuals must be made on the appropriate form in accordance with the Subject Access Request Policy and must be recorded in detail in the Log Book.

6.3.5 Release of Images for Entertainment Purposes

Only under exceptional circumstances, and with the authority of Plymouth City Council Legal and Corporate Teams, will any images be released, 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 be released to the media if part of an on-going crime investigation by the police with the permission of the Joint Chairs of the MEJC.

7. COMPLAINTS PROCEDURE AND COMMENTS

7.1 The Procedure for complaints against the CCTV System

7.1.1 Any complaint received regarding CCTV operations will be dealt with following the Complaints Procedures laid down by Mount Edgumbe Country Park in line with Plymouth City Council's Complaint Procedure. Information on how to complain is contained on Plymouth City Council's website or by telephoning (01752) 668000.



7.2 COMMENTS

7.2.1 Anyone wishing to make comments or observations about the CCTV system should write or e-mail the Park Manager Mount Edgumbe - their contact details are on the last page of this code.

8. LEGAL REQUIREMENTS

8.1 CCTV Staff Legal Requirements

8.1.1 At all times, and without exception, Mount Edgumbe Country Park CCTV System and its CCTV staff will comply with all legislation, directives, policies, codes of practices and guide lines relating to the operation of the CCTV system. A full list of the relevant legislation and copies of this and the Information Commissioner and Surveillance Camera Commissioner's Codes of Practice are available on Plymouth City Council's CCTV pages.

8.1.2 All Officers of Mount Edgumbe Country Park's CCTV System will be trained in all their responsibilities to meet the requirements under paragraph 8.1.1 above, with a planned ongoing review programme in place.

9. PROVISION OF PUBLIC INFORMATION

9.1 Plymouth City Council's Code of Practice is available for inspection at the following locations:

- First Stop – 71 New George Street
- Ballard House Reception, West Hoe Road
- Plymouth City Council CCTV Website

Signed.....

Date.....



Appendix 1 to HDC Code of Practice dated August 2016

Additional Contact Details:

Plymouth City Council website www.plymouth.gov.uk

Mount Edgumbe Park Manager: chris.burton@plymouth.gov.uk

Mount Edgumbe Country Park Enquiry Line: 01752 822236

The Information Management Officer: (for Data Access Requests)

www.plymouth.gov.uk/homepage/councilanddemocracy/information/personalinformation

info@plymouth.gov.uk

The Information Commissioner: The Surveillance Camera Commissioner

Wycliffe House PO Box 29105

Water Lane London

Wilmslow SW1V 1ZU

Cheshire SK9 5AF

Tel: 01625 545700 Tel: 0171 825 3421

Fax: 01625 524510 Fax: 0171 828 3434