



COMMUNITY CCTV

CODE OF PRACTICE

**ST ALBANS CITY & DISTRICT COUNCIL AND
HARPENDEN TOWN COUNCIL**

COMMUNITY CCTV – CODE OF PRACTICE

Foreword

This document has been produced to inform members of the public and any other interested parties about the Code of Practice which will be used to govern the use and control of close circuit television in St Albans, Harpenden and the other Parished areas within the District.

Should you have any comments on the content of the document or any queries about the CCTV system, please write to the contact given in the back of the document.

The Code of Practice is subject to regular review to ensure that the highest standards of administration and confidentiality are maintained at all times.

This version has been substantially rewritten to take account of new technology and the expansion of the system.

(Community CCTV is provided to improve community safety; it is not an enforcement tool. Any CCTV provided in the future for enforcement purposes will be subject to its own code of practice.)

October 2008

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1.0 Introduction

The City and District of St Albans has a comprehensive CCTV surveillance system with cameras in the city centre, car parks and other selected locations which are all monitored at a central control room within the city centre.

Likewise Harpenden Town Council also has a comprehensive CCTV surveillance system in Harpenden Town Centre and the pictures are relayed to the St Albans control room.

Other locations within St Albans, Harpenden, London Colney, Redbourn, Sandridge, St Stephens, and Wheathampstead have local systems with on site recording facilities.

1.1 Guidance

This Code of Practice has been prepared for the guidance of managers and operators of the system, and to give information to anyone with an interest in the operation of the CCTV system.

It will be made available to other interested parties for comment. It has been and will be subject to regular review.

It is subject to consultation with the Police.

1.2 Purpose of Scheme

The CCTV provided directly within the City of St Albans, and in partnership within the parished areas, is provided for one purpose, that being to improve community safety. The cameras are provided to deter crime and anti-social behaviour and to help apprehend those individuals who commit criminal acts.

1.3 Ownership of System

The system within St Albans is owned by the City and District of St Albans.

The system within Harpenden is owned by Harpenden Town Council and is operated in partnership with the City and District of St Albans.

The local systems in the parished areas are owned by the Parish Council and are operated in partnership with the City and District of St Albans.

The control room belongs to and is operated by the City and District of St Albans.

1.4 Partnerships

The CCTV system is a valuable tool in tackling crime and the fear of crime but it is dependent upon partnerships to be truly effective. These include partners within the Council such as the Community Safety team and Anti-Social Behaviour Unit. External partners include the Town and Parish Councils, and other Councils such as Broxbourne and Welwyn/Hatfield.

The CCTV operators work closely with the Police, giving and receiving information to assist the Police in targeting criminal and anti-social activity.

St Albans Business Against Crime (SABAC) has members throughout the District. The majority of members have Shopsafe radios so that they can talk to each other and to the CCTV Control Room which also has the radio base station.

1.5 Rights of Individuals

The rights of an individual to go about their lawful business without any intrusion into their privacy is a fundamental principle and this will apply to all aspects of the operation procedure.

The Council's CCTV operation is registered with the Information Commission as per the Data Protection Act 1994 and this further reinforces the protection of the individual.

The area of surveillance is demarcated by A3 sized signs around the perimeter of the zone and contains A4 sized repeater signs within the zone. The signs give contact details and explanation of purpose. Any person entering into the area of surveillance can be reassured that their privacy will be protected.

All original recordings are retained within the Control Room until destroyed and will not normally be released unless subject to a Court order.

The camera systems have electronic presets to lock out potential views into domestic properties and any other areas considered to be sensitive. The operators are not able to override these locks.

Recordings are audited on a random basis to ensure that the system is operated in a fair and impartial manner.

1.6 Control Room

The system is owned by the City and District Council and the Control Room is staffed by Council employees and security staff contracted to the Council for CCTV surveillance duties.

All staff in the Control Room must be licensed by the Security Industries Authority or undertaking training to achieve the necessary licence.

The Control Room is located in the city centre. Any correspondence for the Control Room should be sent care of the City and District of St Albans, Civic Centre, St Peter's Street, St Albans, Herts AL1 3JE.

1.7 Monitoring

The system is monitored for 24 hours each day, 365 days of the year.

The views from all operational cameras are displayed and recorded on a continuous basis. Incidents are recorded in real time for evidential purposes.

A slave television monitor has been installed at the Police Control Centre and this allows the Police to view surveillance pictures when alerted by the Council's Control Room. The Police have no control over the system.

In addition to the camera systems, the Control Room has "Airwave" radios to allow contact with the Police and "Shopsafe" radios to allow contact with shops and businesses who are members of SABAC.

2.0 Primary Objective

The primary objective of the scheme is to provide a safe public environment for the benefit of those who live, trade, visit, service and enjoy the facilities within the City/Town Centre. This objective will be carried out by the monitoring of the system, so as to:

- Assist in the reduction of crime and anti-social behaviour in the areas of CCTV surveillance.
- Facilitate the apprehension and prosecution of offenders in relation to crime and public order
- To give warning of interruption to traffic flow (but not to endorse minor breaches of traffic law).

The need to ensure community safety will over-ride any other requirements, i.e. a missing child, or a person who has been involved in an accident requiring the emergency services to be summoned will take priority over criminal or anti-social events.

3.0 Control Centre

3.1 Hours of Operation

The hours of operation are 24 hours a day 365 days per year. The Control Room is staffed at all times. Operatives will work a system of shifts. Surveillance shifts exceeding 8 hours will not be permitted in normal circumstances but a further 15 minutes should be allowed for the handover and briefings.

3.2 Procedures, CCTV Control Room

The Control Room team will confirm the efficiency of the system each shift. The occurrence log will be noted. The system will be tested and defects repaired. The links to the Police Control Room and the Shopsafe radio system will be tested each shift and the control log noted.

3.3 Access

The Control Room door will remain closed at all times.

Out of hours, all external doors will be locked. Controllers must satisfy themselves over the identity of any out of hours caller and the purpose of the visit before allowing access. All visitors should be noted in the log.

Access to the CCTV Control Room will be strictly limited to the duty controllers, authorised management from the Council and Police Officers. Electronic locks are provided and both the Control room internal and outer doors will be locked during operational hours. The Council will have key access for use in emergencies and this will be retained off site in a secure location.

Particular arrangements will apply to visitors and contractors as outlined in 3.4 and 3.5 below.

3.4 Visitors

There is always a great deal of interest in the CCTV operation but it is important that any visits to the Control Room are managed to minimise disruption. Casual visits will not be permitted.

Separate arrangements may be made for organised parties of professionals from within the security industry, members of the monitoring group, magistrates or Council Members. Should an incident occur requiring the full attention of the operators, or any compromise in security or confidentiality then the visit will be terminated immediately.

3.5 Contractors

Out of hours and emergency attendances will arise. In these circumstances, the Controller must be satisfied of the identity and purpose of the contractor before allowing entry. Such visits must be logged with a description of problem and works undertaken.

4.0 Control Room Administration and Procedures

4.1 Control Room Administration

There must always be at least one controller present within the Control Room throughout operational hours.

The incident log must be maintained throughout operations. Brief details of incidents should be noted together with action taken and results. The identity of telephone / radio callers and responders should always be established and noted. Incidents that should be noted are listed in the specification and procedure notes issued to the operatives.

A visitor book will be maintained in the Control Room. Visitors must complete an entry in the book in the interests of security, propriety, and the Health and Safety regulations.

The register for the use and reviewing of recordings will be completed on each shift. Continuity must be maintained, especially for evidential purposes.

Video recordings will be reviewed at the request of the Police or Council management, but such action should be suspended if operational incidents occur that require immediate action.

Other duties may be designated to Control Room staff including daily inspection of camera installations, liaison with other sections, administering the Council's out of hours Emergency Standby Service and receiving weather and civil emergency warnings.

Other administration functions will include maintaining video recordings, filing, retaining photographic files, maintaining occurrence logs.

4.2 Communications

A dedicated telephone link and "Airwaves" radios are used to communicate with the Police Control Room. These systems are used to relay information on incidents to help the Police to respond to incidents.

Emergency procedures will be used in appropriate cases to call fire brigade or ambulance services.

The "Shopsafe" radio link allows communication with members of SABAC, the Council's Anti-social Behaviour Officers, the Park Rangers, and the Civil Enforcement Officers (Parking). News of potential problems, or other incidents can then be relayed to the Police as necessary.

The cameras connected to the control room communicate via hard wiring, fibre optic point to point links, or wi-fi radio systems. These systems will include encryption when necessary to prevent any unauthorised access to the data during transmission.

4.3 Personnel and Training

Control and monitoring operations are only to be undertaken by Council staff or a reputable and competent security company. Any security company used by the Council will be required to comply with the British Standard Code of Practice 7499 and the Control Room operations and procedures stipulated by the City and District of St Albans and Harpenden Town Council. The Company should be a member of the BSIA (British Security Industry Association). All staff must be licensed with the SIA.

The System manager must ensure that new and relief staff are fully briefed and trained on all functions, both operational and administrative, arising within the CCTV central operation. .

All staff are selected and vetted using BSIA/BS 7499, BS 7856 1996 vetting, the Criminal Records Bureau and by the Police.

Arrangements are in place for staff to visit the Police Control Room to meet officers and develop a working relationship. Reciprocal arrangements are made for the Police staff to visit the CCTV Control Room to view arrangements.

Any request received from internal Council departments will be dealt with by the senior officer in charge in the first instance.

4.4 Liaison

An intelligence officer has been assigned to the CCTV control room and that person will be responsible for the day to day liaison between the CCTV operations and the Police and will pass intelligence to the CCTV operators to allow more effective use to be made of the system.

4.5 Recording

The Control Room system is supported by video recording facilities which will function throughout operations. In addition, an incident recorder is available for instant operation and live record.

Recordings will be retained for 31 days and then erased.

In the event of a recording being required for evidence, it will be retained in the Control Room for a period recommended by the Police. In cases leading to prosecution by the Crown Prosecution Service, the recordings will be retained until such time as the case is formally closed.

The recordings containing evidence will either be in the form of hard disk recordings or video tape recordings. In the case of hard disk recordings, the evidence will be extracted and placed on a "Master" DVD, with two copies produced - one for the Police, and one for the Crown Prosecution Service. The master copy will be retained in the CCTV control room until no longer required when it will be destroyed. The master copy and others will be printed with the details of the Council and the case, and will be bar coded to ensure an effective audit trail.

In cases where the evidence is on a video tape recording, the tape will be used to produce a working copy for the Police. The original will then be sealed in an evidence bag and stored within the Control Room until no longer required. The evidence on the tape will then be destroyed using high intensity magnetic radiation.

The original recording, whether on video tape or a master DVD will be retained within the Control Room, except when a Court Order is served asking for its release. It will then be released and the Council's audit trail will come to an end.

Video prints may be required by the Police or the Council's senior officer in charge, otherwise no prints will be allowed outside the Control Room.

5.0 Monitoring Procedures

5.1 Camera Control

At least one controller must be present within the Control Room throughout operational hours. Camera surveillance will be maintained throughout.

The control of the system will remain with the Council at all times. If an incident occurs the Police may request that the Control Room monitor a

scene and relay the pictures to the television monitor installed at the Police Control, in order to:-

- assist with the deployment of resources;
- monitor potential public disorder or other major security situations;
- assist in the detection of crime;
- facilitate the apprehension and prosecution of offenders in relation to crime and public order;
- prevent or mitigate interruptions to traffic flow (but not to enforce minor breaches of traffic law).

The controls must only be operated by Control Room staff. Any staff under training must be supervised at all times.

Should the Police, an enforcement agency, or the Council want directed surveillance of a person or property then this will be subject to the Regulation of Investigatory Powers Act 2000 (RIPA) - see para 9.7 Without the requisite authorisation the CCTV operators must not undertake such directed surveillance.

5.2 Major Incidents

In the case of major incidents or events, the Police may assume control of the main Control Room. This will be subject to a formal request being made to the senior Council officer in charge and approval being given. In these situations, the controls will be handled by the duty controllers, or be under their instruction, to maintain maximum efficiency.

In extreme cases, if Police require sole occupation of the Control Room, approval must be requested and received from the Chief Executive. The request for approval must be made by the Police Divisional Commander, or a more senior officer.

In circumstances when problems are anticipated during any part of a shift, arrangements may be made for a Police Officer to be present within the CCTV Control Room for liaison purposes. This will normally apply for the duration of the incident and will be subject to the arrangements made by the Police Control Room Supervisor or Duty Officer.

6.0 Evidence Procedures

6.1 Control and Distribution of Recordings

It is essential that the following procedures for the use and retention of recordings are strictly adhered to, in order to preserve the facility to use them in any future proceedings.

To ensure that recordings can be used in evidence, the following procedures must be followed:-

- (i) The Controller must register the date and time of tape insert, including recording reference.
- (ii) If the recording is archived, the reference must be noted.
- (iii) The date and time of the ejection of the tape from the recorder must be noted in the log.
- (iv) The Controller must mark the recording for future identification purposes.
- (v) The recording must be placed in an envelope, sealed, witnessed, signed by the Controller and dated.
- (vi) Where a request is received for a working copy of a recording, the seal should be broken and resealed after copying. The log must be updated with the time, date and name of the operator undertaking the action and the reason for undertaking such an action.

and for hard disk recordings

- (i) The Controller must register the date, time, and recording reference.
- (ii) If the recording is extracted from the hard disk recorder to produce a master copy then the reference must be logged.
- (iii) The date and time of the production of the master copy must be noted in the log.
- (iv) The Controller must over print the recording with the details of the Council, the case reference, and the bar code for future identification and audit purposes.
- (v) Two copies of the master will be produced, one for the Police, and one for the Crown Prosecution Service. The information over printed on the disk will identify ownership.
- (vi) The master recording must be placed in an envelope, sealed, witnessed, signed by the Controller and dated.
- (vii) Where a request is received for a working copy of a recording, the seal should be broken and resealed after copying. The log must be updated with the time, date and name of the operator undertaking the action and the reason for undertaking such an action.

6.2 Release of Recordings / Photographs

No original recordings will be released to the Police or any other body, or be removed from the Control Room. The only exception to this is when a Court Order has been received for the original to be made available. If the order requests that the recording be made available to the Court, then the recording will be accompanied by an officer of the Council or a security operative to ensure the audit trail and the continuity of evidence. In cases where the Court Order specifies that the recording be released to the Police for evidential purposes, then the receiving officer will sign to confirm the hand over. At this point the Council's audit trail is broken and ends.

No recorded information will be used or sold for commercial purposes of any kind.

The public release of recorded material by the Police will only be countenanced in so far as it complies with current legislation in relation to the investigation, prosecution, or prevention of crime. Examples include the release of footage for Crime Watch, a missing or wanted person.

In exceptional circumstances the Officer in charge may agree to the release of footage. An example of this was when the Bomb Disposal Squad undertook a controlled explosion of a suspect package in St Albans and they requested footage showing themselves at work. Such a request will be denied if the footage contains any images of third parties.

6.3 Access to Recordings

Usually, the only external source of requests for recordings will be from the Police. Police requests will arise in a number of ways, including:-

- a) Regular/daily requests for a review of recordings in order to trace incidents that have been reported (this may be carried out through a Police Liaison Officer).
- b) Immediate action relative to "live" incidents, eg. immediate pursuit.
- c) For major incidents that occur, when recordings may be recording continuously.
- d) Individual Police officers seeking to review recordings within the Control Room for investigation purposes.

Subject to approval of the senior officer in charge, the only internal sources of requests for recordings are likely to be from:-

- a) Management in various Council departments.
- b) Anti-social Behaviour Unit to monitor behaviour.

In all cases, the reviewing of recordings, and the use of recorders must be carried out under the supervision of the duty controllers or the senior officer in charge.

6.4 Photographs

The photographs must only be used to assist the identification of incidents, during staff training and for demonstration purposes. Photographic material may only be produced by authorised officers.

Photographs will be supplied to the Police upon request.

A file of photographs may be maintained showing appropriate references, within the Control Room. The photographs can come from the CCTV system, the Police and SABAC. All photographs will be subject to a

monthly review, and if no longer required they will be shredded to ensure confidentiality.

6.5 Miscellaneous

Should the duty controllers receive telephone calls regarding bomb threats or similar incidents, a full record of exactly what is said must be made.

7.0 Local Systems

7.1 Stand Alone Cameras

Fully functional cameras with pan tilt zoom heads and fibre optic links back to the control room are expensive and not always appropriate for areas where incidents might be infrequent and random. Nevertheless the recordings of general surveillance in an area can be used to help the Police with their investigations after the event.

The local stand alone system of cameras is designed to deal with situations which might occur infrequently. To maximise the view a cluster of three or four cameras is used looking in different directions. The images are then stored locally on a hard disk recorder.

7.2 Operational Checks

The cameras/recording systems will be checked on a weekly basis to ensure that they are in full working order. Any defects will be reported and repairs of the equipment undertaken within 24 hours.

7.3 Retrieval of Data

Following the report of an incident, the system will be checked locally on site by a Police Officer, PCSO, or intelligence officer in attendance with a representative of the Council or an operative from the CCTV Control Room.

The recording mechanism will work for 14 days after which time it will overwrite the older recording. Recordings older than 14 days will be lost and not recoverable.

7.4 Production of Evidence

When an incident has been recorded on the system, the hard disk recorder will be replaced and the original brought back to the CCTV Control Room. Once in the Control Room the data will be transferred to video tape or DVD as appropriate. In either case a master copy will be made and retained in the control. The evidence is then treated as per para. 6.1, with the incident and recordings logged for a complete audit trail.

8.0 Deployable Cameras

8.1 In addition to the fixed cameras the Council has a camera which can be deployed on any suitable lamp column. It is a fully functional camera with its own internal power supply, and it can record to a hard disk recorder built within, or it can send its pictures to a receiver using an encrypted signal.

The camera will be used for overt public surveillance only, and covert usage will not be permitted. Signs will be erected in an area to indicate that CCTV may be in operation.

The deployable camera will be used for short duration events or where only occasional surveillance is required.

8.2 Operational Checks

The cameras/recording systems will be checked each and every time the camera is deployed to ensure that it is in full working order. When not in use the system will be left on charge in readiness for use. The system will be checked on a daily basis to ensure that it is in working order.

8.3 Retrieval of Data

Any recording from the system will be treated as per sections 6 and 7.

9.0 Management

9.1 Keeping of Data and Records

Within the Control Room logs will be kept and maintained to record all activities, operations, incidents and events relating to the Control Room and the camera surveillance system.

The records will give details of the following:

Shift rosters

Details of any staffing problems and how they were overcome.

Visitor logs

Maintenance and down time logs

Record of contractor's visits

Activity logs
Logs of any incidents or events
Recording management logs
Operational requests from the Police or Council Management

All recordings will be retained for one calendar month unless required in connection with an investigation.

Recordings required for evidential purposes will be documented, and retained until legal proceedings have been exhausted.

Written evidence or records will be maintained within the Control Room for a maximum of one year, after which time they will be archived for a further two years after which they will be destroyed.

Evidence or records needed for judicial purposes will be retained in the Control Room until legal proceedings are exhausted.

9.2 Evaluation of System

The CCTV operators keep records of all events for which the CCTV system has been used and has led to intervention by the Police and whether this action lead to an arrest, charging, or prosecution, or where the system has been successfully used to investigate an event. It is acknowledged that arrests could arise after the original event and court cases can take place months later so it is not always possible to monitor these.

The operational records and logs are used to produce the data and statistics to allow the system to be evaluated.

9.3 CCTV Monitoring Group

It is proposed that the working party will meet 6 times a year.

The Monitoring Group includes Council officers including Community Safety, the Anti-social Behaviour Unit and Licensing. External representatives include the Police, SABAC, Harpenden Town Council, the CCTV contractor, the CCTV room manager and others as required by operational needs, or officers from neighbouring Councils for liaison and partnership.

The meetings are held in closed session because of the need to discuss confidential information.

The Police supply data as to the priority areas (hot spots) and this is used to determine where cameras should be best placed to deal with the problem.

An operations report is given with details of the staffing arrangements, any requirement to use cover or deal with contingencies, the performance of the equipment and liaison with any other bodies.

A statistical report will be made listing the number of notable incidents by location, date, day, time, the type of crime or incident, the response and the results where these are known.

Should it prove necessary to deal with any formal complaints then these would progress through the Council's normal complaints procedure, but would also be reported to the Monitoring Group to determine whether the complaint is justified and what needs to be done to rectify the situation for the future. To date, no such complaints have been received.

Changes to the Code of Practice will be discussed in the light of operational experience or complaints. Minor amendments to the system will then be instigated by the officers of the Council. Major changes will be referred to the Portfolio Holder for Community Engagement and Support.

The CCTV Monitoring Group does not have control of the CCTV budget but will assist the City & District Engineer in determining the priorities and highlighting areas where there is a need for more resource.

The allocation of resources will be determined by the Council's Administration in accordance with democratic processes.

9.4 Annual Report

An annual report will be produced in January at the beginning of each year. This will initially be submitted to the Portfolio Holder for Community Engagement and Support and to the Chair of Overview and Scrutiny (Public Services). The Chair of Overview and Scrutiny has the authority to call the report in for scrutiny.

Following the call in period and / or any public scrutiny the Annual Report will be published on the Council's web site and in hard copy.

The Annual Report will give an overview of the CCTV system, the evaluation process, the statistics and any changes to the Code of Practice. It will look at the workings of the present system and recommend changes or expansion. If the report contains any information or data that should remain confidential to protect the security of the system or any individual's privacy then this will be given to the Portfolio Holder for Community Engagement and Support and to the Chair of Overview and Scrutiny (Public Services) but removed from the published report. Nevertheless every effort will be made to make the report as accessible as possible.

9.5 Compliments / Complaints Procedure

A formal complaint procedure is available to allow any member of the public or organisation to raise any issue which is causing concern. Standard forms will be available, and all complaints will be acknowledged within 3 working days and a more detailed response given within 13 working days.

Initial contact should be made in writing or by telephone to the officer responsible for CCTV operations.

All complaints will go through the Council's complaints procedure and will also be reported to the CCTV Monitoring Group and to the Portfolio Holder. All information received from a complainant or that arises during the course of an investigation will be treated in confidence.

Complaints about particular instances of camera control or recordings will be limited to the 30 days following an event, after which time the original recordings will be erased and any evidence then lost.

9.6 Freedom of Information / Data Protection Requests

Any member of the public has the right to access electronic data held about them, in this case that would be CCTV recordings.

There is no right to access data about a third party, regardless of the circumstances. Criminal damage, car damage involving drive offs etc should be referred to the Police and every assistance will be given to them to try and track the other party.

If, in considering a request, the privacy of another person is put at risk then unless the authority of the other party is given, the request will be denied.

There is a form for registering a Freedom of Information Request appended to the Code of Practice. Any request must be supported with sufficient information as to time and place, description of clothing, and a photograph to allow the applicant to be identified. The recordings will be checked and if the person has been identified as being an image on the screen, then that person will be invited into a controlled environment to view the footage or given photo stills as appropriate.

9.7 Regulation of Investigatory Powers Requests

The CCTV system is an overt system working in a public environment for the reason of community safety, and is not used for any covert operations.

The Police have and will serve notice under RIPA 2000 for directed surveillance of individuals or properties where crime has happened or is likely to happen.

The Council's Anti-social Behaviour Unit could also make requests, as could Trading Standards, or the Fire Service etc.

No directed surveillance will be undertaken without a duly authorised RIPA request.

10.0 Future Developments

The existing CCTV surveillance has been successful in reducing crime and the fear of crime, and the Council is committed to expanding the current system to areas within the city centre, urban shopping areas, village centres, car parks etc where a need has arisen and CCTV would be effective.

The CCTV systems in the parished areas are currently being recorded locally but the Council is committed to upgrading these systems so that the pictures can be monitored in the CCTV Control Room.

11.0 Bibliography

Data Protection Act 1998
Information Commissioner's Office Data Protection Code of Practice 2008
Regulation of Investigatory Powers Act 2000
Remote Site Surveillance Systems – A reference manual.
Published by the Association of District Councils.

12.0 Contacts

Mr B.A.Peers,
City & District Engineer,
City & District of St Albans,
Civic Centre, St Peter's Street,
St Albans, Herts. AL1 3JE.

community



**enquiries to civic centre
st albans
tel 01727 866100**

cctv

Locations of CCTV Cameras

Appendix 2

Harpenden

Lower Luton Road, Batford
Cravells Road, Southdown
Rothampstead Skate Park
Amenbury Lane Car Park
Leyton Road, Inn on the Green
Leyton Road, St Nicholas
St Albans Road, Harpenden Arms
Lower High Street, Vaughan Road
Lower High Street, Thompson Close
High Street, Lloyds Bank
Station Road, Victoria Road
Sun Lane junction Luton Road

Redbourn

Lamb Lane, junct High Street
Bottom High Street opp Ponds Mead

Chiswell Green

Greenwood Park, Tippendell Lane, North
Orbital

Wheathampstead

High Street by Post Office
High Street by Off Licence
High Street opposite East Lane
East Lane Car Park

Sandridge

Sandridge Village Hall
Sandridge Village Hall Car Park
Sandridge Gate Council Depot, Front
Sandridge Gate Council Depot, Front,
numberplate reader (fixed)
Sandridge Gate Depot, Rear
St Brelades Shops, Jersey Farm
Community Centre, Marshalswick
Sandridge Gate Council Depot, Rear

St Albans

Quadrant, Sherwood Avenue by St Mary's Church (formerly located in Vintry Gardens, by the Abbey)

Cathedral

Grove Road, off Holywell Hill

Gombards Car Park, Upton Ave end

London Road Car Park, Behind

Blockbusters

Westminster Lodge, Front Car Park & Leisure Centre

Westminster Lodge, Rear Car Park

St Peter's Church

St Peter's Street, Catherine Street

St Peter's Street, Adelaide St (McD)

St Peter's Street, BHs

Drovers Way, Rear of BHs

St Peter's St, Front of M&S

Drovers Way, Rear of M&S

Chequer Street, HSBC

French Row, Milletts

St Peter's Street, Hatfield Road

St Peter's St, Barclays Bank

Civic Centre, Rear of Barclays Bank

Civic Centre Car Park

St Peter's Street, Post Office

St Peter's Street, Victoria Street

Alban Arena, Front

Alban Arena, Rear

Rose Garden, Rear of NPA

Chequer Street, London Road

London Road, Lattimore Road

Victoria Street, Marlborough Road

Victoria Street, Upper Lattimore Road

High Street, Opp Clock Tower

Russell Avenue, Upton Avenue

Russell Avenue, Britton Avenue

Batchwood Hall Car Park

Batchwood Hall Nightclub, Front

Batchwood

Batchwood by Tennis Court

St Albans cont'd

Whitecroft, Front of shops
Whitecroft, Rear of shops
City centre multi-story car park
George Street
Cell Barnes Shops
Batchwood Roundabout
Verulamium Car Park
Bricket Road Car Park Basement
Bricket Road Car Park Ground Floor
Griffiths Way

London Colney

Haseldine Road, Car Park
Haseldine Rd, opp Co-op
High Street, opp Tesco's
White Horse Lane opp play area
Savacentre Entrance, ANPR
Kings Road
Norris Close, Napsbury

Other

Self climbing mobile camera "Sherpa"

Compliments / Complaints Form

We want to hear your views

We work hard to give you the best possible service, but we realise things can go wrong. If they do we need to know so we can put them right and learn from them.

These pages explain how to make a complaint about the council, its services, or its staff.

We also want to know when we have done something well and delivered an excellent service and suggestions as to how services could be improved. To make a comment or compliment contact the contact given in Section 12.0

How to make a complaint and what to expect

All complaints are treated seriously. We will make sure that your complaint is dealt with fairly, sympathetically and quickly. All complaints are recorded and monitored.

You can make a complaint in writing (either in a letter or by completing the feedback form or by e-mail, over the phone or in person. You may find it helps to put your complaint down in writing and we would encourage use of e-mail as it is quicker and cheaper.

We will need to know:

- **your name;**
- **your address and contact information;**
- **details of the complaint including what you think we did wrong, how this has affected you and specific details of events e.g. dates, times;**
- **what action you feel should be taken; and**
- **how you would like us to reply e.g. in writing, by e-mail.**

When we have received this, we will attempt to resolve the complaint as soon as we can.

The complaints procedure has three stages:

Stage 1

Make your complaint to the relevant Contact Officer. The Officer will consider your complaint and reply to you directly. We will let you know we have received your complaint within three working days and you will be given a full reply within the next ten working days. If we cannot reply to you within ten working days we will tell you why and when you can expect a response. If no response is provided within 21 working days, your complaint will be referred to the Head of Service.

Stage 2

If you are unhappy with the reply to your complaint at stage 1 you can ask the Officer to refer it to stage 2. This is a review by the Head of Service who will consider the complaint and the response already provided. We will let you know we have received your request within three working days and the Head of Service will reply to you fully within the next ten working days. If we cannot reply to you within ten working days we will tell you why and when you can expect a response.

Stage 3

If you are still unhappy following the reply at stage 2 you can contact the Corporate Complaints Monitoring Officer and ask for your complaint to be considered at stage 3 of the complaints procedure. This is a review by the Chief Executive who will consider the complaint and how it has been dealt with at stages 1 and 2. We will let you know we have received your request within three working days and the Chief Executive will reply to you fully within the next 20 working days. If we cannot reply to you within 20 working days we will tell you why and when you can expect a response.

This is the final stage of the council's complaints procedure.

Local Government Ombudsman

You can ask the Local Government Ombudsman to look at your complaint, if you feel the council has not resolved your complaint satisfactorily. You can do this at any stage of the complaints process, but the Ombudsman would normally expect you to have followed the council's complaints procedure first. For more information please contact their advice line on 0845 602 1983 or go to their website www.lgo.org.uk. Local Government Ombudsman leaflets are available from reception in the council offices or from the Corporate Complaints Monitoring Officer, whose contact details are included in this leaflet on page x.

Compliments / Complaints Form *This form is designed to help you cover the areas you need to make your views fully and clearly. Please attach additional sheets if you need more space.*

I would like to make a complaint <input type="checkbox"/> compliment <input type="checkbox"/> comment <input type="checkbox"/> (please tick one)	
The name of the service you would like to complain, compliment or comment about is:	
Your complaint, compliment or comment is: <i>it is helpful if you can include specific details such as times and dates</i>	
If a complaint, what action do you feel should be taken?	
Your name:	
Your address and postcode:	
Your contact telephone number/s:	
Your email address:	
I would like you to reply by e-mail <input type="checkbox"/> letter <input type="checkbox"/> (please tick one)	
Date:	

Please send the completed form to the contact and address given in Section 12.0

Complaints will be acknowledged within three working days and a reply will be sent to you within a further ten working days.

Freedom of Information / Data Protection Request Form

In Connection With CCTV Recordings Only

Applications must be related to yourself and not to any other person.

Investigations into damage or theft of property are not within the scope of this CCTV request process and must be referred to the Police.

Applicants should note that CCTV footage is only retained for 31 days (or 14 days in connection with cluster cameras) after which time the footage will be erased. Any requests for footage dated longer than these periods cannot be processed since the data will no longer be available.

Personal Details

Name
Address
Contact telephone number
Email address

Request Details

Location where applicant was subject to surveillance
Date
Time
Description of Applicant and Clothing Worn at Time of Surveillance

Description of What You Were Doing / Direction of Travel

Photograph enclosed

A self addressed and stamped envelope should be enclosed with application for return of photograph. If not required, the photograph will be shredded upon completion of request.

Request will be acknowledged within 3 working days and a full reply given within 13 working days.

Form should be sent to Officer given in Section 12 of the Code of Practice at the given address.

For Office Use Only

Date Received Within Time? Y / N

Date Acknowledged

Date Recordings Checked

Person Identified on Recording? Y / N

Action? – photo stills or invite person to review recording.

Date of Response