



***Procedural Manual***  
***in respect of the operation of***  
***Constantly Monitored***  
***Closed Circuit Television***

***Newport City Council***  
**8 Corn Street**  
**Newport**  
**NP20 1D**

**February 2016**

## **FOREWORD**

This Procedural Manual was up-dated in February, 2016 and supersedes any previously dated version. The up-date was as a result of the changes in legislation and the relevant British Standards as detailed within the Newport City Council Codes of Practice.

The Newport City Council CCTV facility has since the previous publication developed into a 24/7 out of hours call handling service and provides CCTV monitoring for external clients within the public sector

The detailed Procedural Manual is intended to be used in conjunction with the Code of Practice.

The Procedural Manual will be periodically updated to reflect legislation and recent best practice guidance.

## 1. Introduction

1.1 The purpose of the Operational Procedures is to ensure that:

1. The system equipment and storage mediums are secure
2. Access to the control room is authorised
3. The rights of the individual are respected and protected
4. Visits to the control room are recorded
5. Visitors to the control room are supervised
6. All parties are clear as to their responsibilities
7. Recorded material that may be required for evidence in court are secure
8. Recorded material is handled in line with legal requirements, so as not to prejudice any case when it goes to Court
9. The Newport City Council Code of Practice is implemented

1.2 All parties to these procedures must read and implement the Code of Practice for the system.

1.3 All parties to these procedures must be aware of the objectives of the system as defined in the Code of Practice.

1. The system will be fairly operated and within the law
2. The system will be operated only for the purpose for which it is established, or later agreed
3. The public interest in the operation of the system will be recognised by ensuring the security and integrity of the Operational procedures

1.4 The **Owner** of the system is Newport City Council; responsibility for its operation is Newport City Council. The Data Controller is the Chief Executive and can be contacted at:

Newport City Council  
Civic Centre  
Newport  
South Wales  
NP20 4UR

Tel: 01633 656656

1.5 The **System Manager** is the Anti-Social Behaviour Manager, or any other authorised manager appointed subsequently by the system owners. The System Manager may appoint a Deputy. The System Manager can be contacted at:

Newport City Council  
Telford Depot  
Telford Street

Newport  
NP19 0ES  
Tel: 01633 656656

- 1.6 The **System Operator** is the Senior Communications Officer (Supervisor) and can be contacted at:

Newport City Council  
CCTV  
8 Corn Street  
Newport  
NP20 1DJ  
Tel: 01633 656656

- 1.7 The **CCTV Operator** is the duty operator employed by the System Operator and who is trained to operate the system equipment.

- 1.8 The **Equipment Maintenance Contractor (EMC)** is the organisation contracted to maintain the system equipment, including cameras, monitors, VCR and cabling. The current EMC is:

CBES  
Unit 3, Whitegate  
Business Centre  
Jardine Way  
Chadderton  
Oldham  
OL9 9QL

- 1.9 The recorded material is the property of the system owner who also holds copyright in the recorded material.

- 1.10 The system is registered under the Data Protection Act 1998 details:

***Newport City Council Registration Number: Z7916047***

- 1.11 The **System Auditor is the Internal Audit Department** who is the appointed contractor for internal audit and the investigation of all cases of fraud and irregularities. At the time of writing it is:

Chief Internal Auditor  
Finance & Scrutiny  
Civic Centre  
Newport  
NP20 4UR

## 2. The System

- 2.1 The system (Newport) comprises of 44 City Centre and 142 IP Cameras of type PTZ, Fixed and Dome. Full details of locations etc. are shown at Appendix J.
- 2.2 The system (BGCBC) comprises of 67 street facing CCTV cameras; of type PTZ, Fixed and Dome. Full details of locations etc. are shown at Appendix J.
- 2.3 The cameras, transmit video data back to a dedicated control room, which is located in Corn Street, they are fully operational.

## 3. Staffing of the Monitoring Room

- 3.1 The Control Room will be staffed 24/7
- 3.2 The System Operator will maintain a list of authorised CCTV Operators and duty roster. The System Manager will ensure that the duty rosters and system documentation are stored in a lockable cabinet and kept for a period of five years.
- 3.3 The CCTV Operator will, during the daytime shift, check all cameras included in the system to ensure they are working correctly. **(See Appendix A Maintenance Record)**.
- 3.4 Only CCTV Operators, the System Operator, the System Manager or System Managers Deputy are permitted to view monitors and to handle, view or play recorded material, and then only in accordance with Code of Practice. Investigating Police Officers or Investigating Council Officers, may request access only with the authorisation of, their Chief Officer or employees authorised by the System Owners. Managers may view in line with agreed objectives on the Code of Practice.
- 3.5 The System Operator is responsible for vetting of their staff and will ensure full training in the use of the equipment is given.
- 3.6 All CCTV Operators must as soon as possible be trained to Security Industry Authority standards for the operation of CCTV and must have attended and passed SIA approved training on a nationally validated course, which in turn will enable application for the SIA Licence.
- 3.7 The System Manager will ensure that all staff employed in the Newport City Centre Control Room are made aware of these Operational Procedures.
- 3.8 The System Manager will have overall responsibility for ensuring the System Operator/Owner complies with the Operational Procedures.
- 3.9 Each CCTV Operator will be subject to the disciplinary code of the System

Operator. The Data Controller will expect that the System Operator will take disciplinary action for any serious breaches of the Operational Procedures.

- 3.10 The System Manager will be responsible for the Health and Safety requirements within the control room. Any, health and safety concerns must be brought to the attention of the System Manager immediately by the System Operator or the CCTV Operator. There will be an annual health & safety inspection of the control room. The System Manager must ensure that the CCTV Operator is aware of the fire/emergency evacuation procedure. (See Risk Assessment)
- 3.11 The CCTV Operators will be expected to report to the System Manager any issues they become aware of by any persons that are in contravention of these Operational Procedures or the Code of Practice for the system.
- 3.12 The System Operator will be responsible for the health & safety of the staff. Provision should be made to ensure facilities exist for Operators to take meal breaks away from the control room. It should be acknowledged that staff should not be unduly away from the control room however, working practices should recognise that concentration cannot be maintained over long periods without sufficient breaks. Timing and frequency of breaks should be decided by the On-Duty Supervisor.
- 3.13 It is the responsibility of the Supervisor for each team to ensure that there is adequate staffing levels and that lone working should be eliminated within the room wherever possible. The staff level requirement under the current shift pattern will be:
  - 07.00hrs until 18.00hrs 2 Operators
  - 13.00hrs until midnight 1 Operator
  - 18.00hrs until 05.00hrs 1 Operator
  - 20.00hrs until 07.00hrs 1 Operator
  - 16.00hrs until 01.00hrs 1 Supervisor
  - 16.00hrs until 01.15hrs 1 Operator (Thursday-Sunday Inclusive)

The above indicates the starting and finishing times of each operator during the twenty-four hour period. This deployment will be supplemented by CCTV operatives (Volunteers) during the working week.

It is the responsibility of the Supervisor to allocate operators to roles within the room and to make sure that out of hours telephone calls are answered promptly. There is also a responsibility to respond to calls from the Store Net and Night Time radio service and Community Safety Warden Radio and call handling service.

#### **4 Operation of Cameras – Guiding Principles**

- 4.1 The System Operator will ensure that the Operators act with integrity at all times.
- 4.2 Every use of the cameras will accord with the purposes and key objectives of

the system and shall comply with the Code of Practice and this Procedural Manual.

- 4.3 Cameras will not be used to look into private residential property. 'Privacy Zones' may be programmed into the system as required, in order to ensure that the interior of any private residential property within range of the system is not surveyed by the cameras. There may be circumstances when it is necessary for the detection or prevention of crime. It is not expected that such a suspension will happen very often and it will only be on the written authorisation of the System Manager and the Divisional Police Superintendent.
- 4.4 Camera Operators should be aware of exercising prejudices, which may lead to complaints of the system being used for purposes other than those for which it is intended. The Operators may be required to justify their interest in, or recording of, any particular individual, groups of individuals, or property at any time by virtue of the audit of the system or by the System Manager.
- 4.5 The over-riding principle is that the Camera Operators are responsible for their everyday use of the cameras, which must be justifiable.
- 4.6 Only those authorised members of staff with responsibility for using the equipment housed within the CCTV monitoring room will have access to the operating controls within that room.

## **5 Security and Access to the Control Room and Video Equipment**

- 5.1 The control room facilities are secured by means of an electronic door. Operators will ensure only authorised persons are given entry.
- 5.2 Operators will ensure all other visitors have obtained prior consent from the Systems Manager before granting access.
- 5.3 The CCTV Operator may permit access provided identity cards are shown.
- 5.4 It will be the responsibility of all staff to ensure the security of the control room facilities.
- 5.5 All entrances should display the notice as in Appendix C of the CCTV Code of Practice and its context drawn to the attention of all visitors.
- 5.6 All visitors to the control room, other than authorised staff, must sign the visitors' book, which in turn acknowledges agreement to the confidentiality clause. Against each visit to the control room, the CCTV Operator will record:
  - Time of Entry
  - Reason for visit
  - Time of Exit
  - Name/Address/Organisation or Visitor
- 5.7 The ASB Projects Support Officer will have responsibility for auditing visits to

the control room and will check the entries in the visitors' log. **(Appendix B)**

- 5.8 During visits, which include demonstrating the capabilities of the cameras, no camera must be trained on any individual, group of individuals or property for any length of time.
- 5.9 Visits by the Internal Auditor or Inspectors may take place at any time, unaccompanied and without warning. Any such visits will be recorded by the Operator, in the Visitor Log Book and the visit will be reported to the System Manager as soon as the System Auditor/Inspector has left.
- 5.10 Any Police Officer requiring access to the CCTV control room and/or recorded material must first obtain verbal consent of the System Manager or Deputy, or other authorised person who will inform the CCTV Operator of the name of the Officer, the reason for the visit, and the estimated time and date of the visit.
- 5.11 Investigating Officers may undertake reviews of videos for specific incidents with prior consent. Searches on behalf of Investigating Police Officers will not be undertaken by the CCTV Operators or the System Manager or Deputy.
- 5.12 Regular maintenance/service visits will only be carried out in the presence of the Operator. The Operator will be responsible for recording of each visit in the Visitors Log Book.
- 5.13 When the CCTV Operator is not in the control room for any reason, the control room must be securely locked. (Emergency fire evacuation).

## 6 Recorded Material Handling Procedure

CCTV Recorded Material Register **(Appendix C)**

- 6.1 Each new DVD or electronic record will be indelibly marked with a unique reference number. The Operator will be responsible for completing the log accurately.
- 6.2 New DVD's must only be used if they are in manufacturer's sealed packaging and if the tape or packaging is damaged, it should not be used. All DVD's once unsealed must be numbered and referenced in the CCTV Recorded Material Register.
- 6.3 The Operator will ensure each DVD is numbered with an indelible unique identification number.
- 6.4 A label should be affixed to the front of the DVD cover **(Appendix D)**, which will contain the following:
  - Owners details
  - DVD number
  - Date
  - Signature



- 6.5 The life of that DVD will then be tracked from beginning to end in the Log.
- 6.6 Recorded material will be kept for a maximum period of 30 days.
- 6.7 All system documentation should be securely retained for a period of 5 years.
- 6.8 The System Manager is responsible for checking the recorded material logs for accuracy and will also decide when they may be destroyed. This will be designated to the Supervisor.
- 6.9 The date/time generator must be checked for accuracy.
- 6.10 The separate viewing suite will be used for viewing and downloading of all footage.
- 6.11 DVD's will be provided by the Police. DVD's will not be used for any other purpose, such as making a copy of material recorded elsewhere. The System Manager will ensure that a secure unused stock of CD's/DVD's sufficient to comply with the Recorded Material Handling Procedure will be kept in the viewing suite.
- 6.12 Images from City Centre cameras will be recorded throughout the 24 hour period of every day (subject to the equipment working correctly) in time lapse mode through digital recording onto hard drive units. Images from IP CCTV cameras will be recorded onto the hard drive units, only during patrolling and monitoring of that particular site.  
  
**N.B.** Some IP sites have recorders on site recording for 24 hours.
- 6.13 Images from selected cameras will be recorded by Operators in real time if there is an incident or a suspected incident noted on any of the monitors.
- 6.14 In the event of additional DVD's being required, the Operators will notify the Police.
- 6.15 The System Manager will ensure checks are carried out on the CCTV Recorded Material Register.
- 6.16 Where CCTV footage is passed onto the Police or other agency under this procedure, the record of this will be retained for five years. The DVD or other electronic will be destroyed as soon as it is no longer required for any criminal or other legal proceedings (See Criminal Procedures and Investigations Act, 1996)
- 6.17 Destruction of any material will be recorded with reasons in the above (See 6.15)

## **7 Evidential Procedures – Provision and Quality**

- 7.1 It must be acknowledged that recorded images used in conjunction with the CCTV system has the potential of containing material which has to be admitted as evidence at some point during its life span. It is therefore essential to maintain and be in a position to prove, an effective audit trail.
- 7.2 Each time an image is removed or transferred from a recording unit, the Operator should examine the recording briefly to ensure quality and to check that the recording unit is in proper working order.
- 7.3 Once an image is recognised as being of evidential value (by a Police Officer) it must be copied to a DVD, labelled with date, time and location and put in an evidence bag. The Log (Appendix H) should be completed. The CD/DVD must be handled by as few people as possible, to keep down the number of witness statements that may be required in any subsequent court case.
- 7.4 Where digital recordings are made and archived, sufficient media will be made available to archive the data for evidential purposes.
- 7.5 For digital recording facilities, the management of recorded images will comply as far as is possible with these rules. However, some digital equipment may not retain images for the recommended 30 days.
- 7.6 The reason for the strict procedures for labelling, storage, erasure and reuse of DVD's is so they can be used as evidence in legal proceedings. When DVD's holding incidents are needed for investigation or prosecution they must be kept strictly in accordance with these Operational Procedures.
- 7.7 There are very strict rules about using DVD's as evidence. It must be the original recording, with no evidence of editing or tampering and it is considered a document under the Criminal Evidence Act 1984.
- 7.8 In the event of a Police Officer requiring material for evidential purposes the following action must be taken:
  - a. After viewing by the Investigating Officer the images must be copied onto DVD or similar electronic device
  - b. If the Operator is watching the monitor(s) when an incident occurs, the evidence of what is on the monitor will be admissible in Court as supporting evidence to the recording itself.
  - c. DVD's will be sealed by the Police under standard exhibit procedures and marked with their own unique reference number. As the Investigating Officer will have sole responsibility for the master DVD, any copies of the recorded material must also be removed by the Investigating Officer.
  - d. It is vital that this is recorded in the Recorded Material Log together with the name of the Investigating Officer to whom the DVD is handed.

- e. There must be evidence of 'continuity of handling' of a DVD if it is to qualify as an exhibit in Court. This means that the Crown Prosecution Service must account for the DVD's whereabouts and condition from the period following an incident up until it is produced as an exhibit in court. On request by the Police the continuity of a DVD will need to be proved by way of a witness statement from the Operator. For this reason the recorded material should be handled by as few people as possible, as each person who handles the material will need to make a witness statement.
  - f. The Crown Prosecution Service may need to prove the date/time generator was correct at the time of an incident.
  - g. The Recorded Material Log will provide proof of whether the DVD is new.
  - h. If a DVD is required by the Police for evidence of identification, an investigation, a prosecution or to overcome poor quality recording, this should be made by the Police. The Crown Prosecution Service only allows police video laboratories to make copies of DVD's to be used for evidential purposes. This copying can often take up to 3 months and operators must not permit the copying of any DVD's to be made on Council equipment. An Officer can be provided with a working copy with the original master at the discretion of the System Manager but this should be marked 'working copy' and actions entered in the log.
  - i. If DVD's are used by the Crown Prosecution Service as evidence, defence solicitors are able to request a copy of the evidence from the Police. Under no circumstances must Operators release any copies or remaining originals to any organisation or individual other than the Police.
- 7.9 In other cases, when evidence is required for civil action, the original DVD must be copied and placed in a bag, which should be sealed. The same standards as for criminal law will apply (these are set out in paragraph 7.4 a to I above). The original DVD and the new 'working copy' should have separate logs, which are clearly marked. The original DVD should not be left unattended at any time and must never be used for enhancing or editing. It should only be made available for examination by interested parties under the supervision of the Operator.
- 7.10 It is good practice to assume that all DVD recordings and all written records relating to DVD's or the system should be classed as material obtained in the course of a criminal investigation and therefore will be entitled to be disclosed to the defence in the event of a prosecution being undertaken.
- 7.11 Under no circumstances should any DVD's be left lying around the control room.

## **8 Requests to View or Release Recorded Material**

- 8.1 Any request to view recorded material other than by investigating Police or systems owner must be made in writing to the System Manager. The request must contain the date, time and location of an incident and the reason for making the request.
- 8.2 The System Manager must ensure that any DVD's relevant to the incident are set aside immediately, clearly labelled and locked in a secure cabinet.
- 8.3 Any request must be made within 30 days of the incident, as, after this period, the material will have been erased.
- 8.4 The System Manager shall respond to all written requests within 7 working days. If the System Manager has to refer the enquiry to the Data Controller, in these circumstances a request will be acknowledged within 7 days and followed with a full response within 21 days.
- 8.5 If it is agreed that a DVD can be viewed, the Systems Manager will arrange a convenient time and date for the viewing to take place. Viewing will take place in the viewing suite away from the control room.
- 8.6 Investigating Police or Council Officers or other authorised persons must provide their own staff resources to identify whether there is recorded material as evidence. All authorised viewings will be entered on the Recorded Material Log.
- 8.7 Organisations which would normally have adequate grounds to view footage (known as primary requests) and to whom a request to view will be granted under most circumstances include:
  - Police (which may include British Transport, PCSO's, Ministry of Defence or Military Police)
  - Statutory Authorities with powers to prosecute e.g. Customs & Excise, Trading Standards
  - Solicitors/Legal Representatives
  - Claimants in civil proceedings\*
  - Accused persons or defendants in criminal proceedings\*
  - Other approved agencies, according to purpose and legal status^

\* In the event of a search proving positive a subpoena or court order must be requested to release a data copy and a charge may be made for the service. The System Manager must be satisfied that there is no connection with the same investigation and should treat all such enquiries with strict confidentiality.

^ There are none at the time of writing. No approval for primary requests from other agencies will be given without the prior agreement of the Data Controller and the System Manager.

- 8.8 The grounds on which a request to view material which will normally be granted will include:

- Providing evidence in criminal proceedings (PACE Act 1984, Criminal Procedures & Investigations Act 1996 etc.)
- Providing evidence in civil proceedings or tribunals
- Prevention of crime
- The investigation and detection of crime (including identification of offenders)
- Identification of witnesses

8.9 Members of the public may request the System Manager to let them know if there is a specific incident, which is recorded. In such cases the Standard request Form (**Appendix E**), may be sent on request or if insufficient information is provided initially. The following will apply:

- a. The request must be in writing and must state the date/time/description of incident/exact location. The request may be refused if these details are not provided but this will be at the discretion of the System Manager whether they will locate the incident on the information provided.
- b. Immediately the request is received, the System Manager will instruct the Operator in writing to make a copy of the requested footage, to mark it with details of the incident and store in a secure cabinet.
- c. The System Manager will introduce a numbering system for requests so that the request number and the DVD number can be reconciled in each case.
- d. The System Manager may refer the request to the Data Controller for legal advice if appropriate. The System Manager will respond to the request within the time scales laid down.
- e. A fee of £10 will be charged and collected before the viewing takes place.
- f. If the System Manager is acceding to the request then the individual must be asked to provide evidence of involvement in the incident, which would include the log book of a vehicle involved in the incident.
- g. Proof of identity and address will be required from the individual before viewing is agreed. For identification purposes this should be a passport, driving licence or similar document. For proof of address if this is different to the documents produced, a utility invoice or bank statement will suffice. The individual may need to provide a photograph of themselves to enable the incident to be correctly identified.
- h. If the incident is a crime or a road traffic accident that has been reported to the Police, then the individual will not be permitted access until the Police investigation is completed.
- i. Viewing will take place in a separate viewing suite under the supervision of the System Manager.

- j. If other parties or their vehicles can be identified in the incident, these details must be blocked out before viewing takes place.
- 8.10 Following receipt of a request from an individual or their representative for a bona fide reason, the System Manager should ensure that the recorded material relevant to the request (and which may be subject to a subpoena or Court Order) is set aside, labelled and retained for a minimum of a month. This time limit should be notified to the applicant when the request is made. This retention period can be extended on request or if subject of Court Orders.
- 8.11 There may be occasions when a defence solicitor makes enquiries for other reasons, for instance to establish a client's alibi (notwithstanding evidence submitted to the CPS). Defence enquiries might also arise in cases where there was no recorded evidence in the prosecution investigation. The System Manager must ensure that in consenting to release data under these circumstances there is no connection with any existing data held by the Police in connection with the same investigation. If there is, then the request should be referred to the Data Controller for legal advice.
- 8.12 Defence solicitors will be permitted to view/have DVD's released that contain details of a specific incident and with the prior consent of the System Manager. They will not be permitted to view more than details of the incident specified and agreed to. It should be pointed out that copyright and DVD, remain the property of the CCTV scheme.
- 8.13 Requests for access to recorded material from organisations other than those detailed in paragraph 8.7 above and by individuals (known as secondary requests) should pass a test of disclosure in the public interest. This may include the disclosure of data that provides specific information that would be of value or of interest to the public wellbeing identifies a public health or safety issue or leads to the prevention of crime. Guidance is given below. The following will apply to individual access under the Data Protection legislation:
- A fee of £10 is paid for each individual search
  - The Applicant gives sufficient and accurate information about the date/time/place/and description (within accuracy of 1 hour)
  - The Data Controller only shows information relevant to that search
- 8.14 The following principles generally apply to any disclosure of data or access to view tapes:
- Access to recorded material should only take place in accordance with the Code of Practice and Operational Procedures
  - Viewing will only take place under the supervision of the System Manager
  - Material not relevant will be masked or edited out
  - Copies should only contain personal data relevant to the requester. All other information must be edited out
  - No access will be given for commercial or entertainment purposes

- 8.15 Before consent is given to permit data to be viewed by a third party the System Manager must be satisfied that the data are:
- Not, or likely to be part of a criminal investigation by the Police
  - Not, or likely to be part of a civil proceeding
  - The subject of a complaint or dispute that is unanswered
  - The original data and the audit trail is maintained throughout
  - Not removed or copied without proper authority
- 8.16 When the access requested involves a named subject then in addition to the above the following should apply:
- Material not relevant should be masked or edited out
  - Copies should only contain personal data relevant to the applicant. All other information should be edited out
- 8.17 In some cases the Police do not have the equipment to view recorded material following an incident. They may therefore ask the Operator's permission to view the material on a CCTV system. Under no circumstances must recorded material, which is suspected of containing evidence, be viewed on equipment capable of recording. A 'view only' machine must be used.
- 8.18 If investigating officers of the Police or Council request to view a recorded material they should only be allowed to do so under the supervision of the Operator and with the System Managers consent. They should not be permitted to operate any equipment in any circumstances, in case of damage to the material.
- 8.19 If any person, other than the authorised officers of the Council or Police, request to view, copy or take a DVD containing recorded information, they should not under any circumstances be permitted to do so without the written permission from the System Manager. Before permission is sought from the System Manager, the precise nature of the proposed use of the material should be made in writing.
- 8.20 Any disagreements or complaints arising from requests to view or release recorded material will be referred to the Data Controller. Any complaints will be dealt with under the Council's or organisations complaints procedure.
- 8.21 Under no circumstances must Operators release any recorded material to any person or organisation without the prior consent of the System Manager.
- 8.22 When a DVD is released, the relevant Log must be updated and the Officer/person receiving the CD/DVD must sign for it.
- 8.23 No material must under any circumstances be released to the media. Any requests from the media for viewing or release of material must be referred immediately to the System Manager. Police Officers investigating an alleged offence may release details of recorded information to the media, only when in

an effort to identify alleged offenders and only with prior written permission from the System Manager.

## **9 Incidents observed by the Operator - Action to be taken**

- 9.1 In the event of an incident being observed by an Operator, the Operator must contact the Police Control Room. The Operator must contact the Police if he observes a criminal act taking place or a person(s) acting in a suspicious manner.
- 9.2 The incident will be logged in the appropriate Log Book (**Appendices F to H**) with details of the date, time, location and description of the incident.
- 9.3 The System Manager must be notified of the details of the incident and any action taken.

## **10 Maintenance of Equipment and Fault Reporting Procedure**

- 10.1 The System Manager will ensure regular professional servicing of the equipment.
- 10.2 The System Operator will ensure the following daily tasks are carried out by the Operators:
  - Daily quality checks of CCTV images displayed on monitors
  - The correct date and time is displayed on monitors
  - Inspection of fault log for outstanding faults
  - Ensure all monitor screens are clean
- 10.3 It is important that all faults in the CCTV system are recorded and reported as soon as possible. The Operators will be responsible for the reporting of faults in any equipment housed in the CCTV monitoring room or any of the cameras.
- 10.4 The following procedure will be adopted:
  - Report fault and enter into maintenance log
  - When the fault has been rectified obtain the engineers signature on the log. In the event for a follow up visit this should be recorded.

## **11 Mobile CCTV**

- 11.1 From time to time, mobile cameras may be temporarily sited within the area. The use of such cameras, and the date produced by virtue of their use, will always accord with the objectives of the CCTV system.

## **12 Still Photographs**



The following shall apply in the event that such equipment comes into use.

If a still photograph is required by the Police in connection with a criminal investigation, the details will be recorded in the Still Photograph Register **(Appendix I)**. The record will include:

- A sequential number
- The date, time and location of the incident, together with very brief details of the occurrence or individual subject of the print
- Identity of the Police Officer requesting the print and the CCTV Operator producing it
- If the print is made for intelligence gathering purposes, the print will be retained in the CCTV monitoring room in a secure folder
- As in the case of tapes, no copy of video prints required for evidential purposes is to be made on control room equipment

### 13 **Evidence Bags**

All master DVD/prints removed from the control room by the Police or other agencies will be placed in an evidence bag by the Officer seizing the material which shall be sealed in an Operator's presence.

### 14 **Statements**

All Operators may be required to give evidence.

15 The System Manager should collate statistics from the system by means of completing quarterly performance reviews.

16 Under no circumstances will recorded material be supplied to the media, without the approval of the System Manager.

17 The System Manager will ensure that Code of Practice and procedural documents are reviewed at least once a year.

**Appendix A**

**CCTV CONTROL ROOM – MAINTENANCE RECORDS**

<b>DATE</b>	<b>TIME</b>	<b>DETAILS OF FAULT ETC</b>	<b>ACTION TAKEN</b>	<b>CCTV OPERATOR</b>	<b>COMMENTS (Including date of repair etc.)</b>

**Appendix B**

**CCTV CONTROL ROOM VISITORS BOOK**

Date	Name	Department/ Organisation	Time In	Time Out	Signature	Controller Signature	Reason for Visit

**Appendix C**

**CCTV RECORDED MATERIAL**

**REGISTER**

**No.**

Time/Date of Viewing	Viewed By	Comments	Disc Reference Serial No. Mode – T/L/R/T	Signature of Person seizing CDR	Operators Signature
T					
D					
T					
D					
T					
D					
T					
D					
T					
D					
T					
D					



SYSTEM MANAGERS RESPONSE:	YOUR REQUEST HAS BEEN AGREED/DENIED*
IF DENIED, REASON FOR DENIAL:	
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Please note that DVD's will only be held for a maximum of one month from the date of request.

**Appendix F  
INCIDENT LOG**

**CCTV CONTROL ROOM – POLICE**

INCIDENT		DETAILS OF INCIDENT	CCTV OPERATOR	ENTRY OF DETAILS		OUTCOME/COMMENTS
DATE	TIME			DATE	TIME	



**Appendix H  
INCIDENT LOG**

**CCTV CONTROL ROOM – TRADERS**

DATE	TIME OF CALLS		DETAILS OF INCIDENT	CCTV OPERATOR	OUTCOME/COMMENTS
	IN	OUT			

**Appendix I  
REGISTER**

**CCTV CONTROL ROOM – STILL PHOTOGRAPH**

REF No	DATE	TIME	CCTV OP	DETAILS OF PHOTOGRAPH	REQ'D BY	AUTH'D BY	DESTRUCTION		COMMENTS
							DATE	SIGNATURE	



**Appendix J****Newport City CAMERA NUMBERS AND POSITIONS**

LOCATION	CAMERA NUMBER
TOP OF BRIDGE STREET	1
QUEENS HOTEL	2
LAMB PUB	3
TOP CAMBRIAN ROAD	4
TOP HIGH STREET	5
MARKET ARCADE	6
MIDDLE OF HIGH STREET	7
KINGS HOTEL	8
CAPITOL TAXIS	9
SKINNER STREET	10
PRINCIPALITY	11
HSBC (WESTGATE SQ)	12
CORN STREET (BARCLAYS)	13
COMMERCIAL STREET (WH SMITH)	14
FRIARS WALK	15
COMMERCIAL STREET (ICELAND)	16
COMMERCIAL STREET (TSB)	17
COMMERCIAL STREET (HILL STREET/RED CROSS)	18
COMMERCIAL STREET (TOM TOYA)	19
POLICE STATION	20
COMMERCIAL ROAD (PICTON)	21
COMMERCIAL ROAD (KWIK SAVE)	22
COMMERCIAL ROAD (CHICKEN COTTAGE)	23
CHARLES STREET (JOB CENTRE)	24
USK BRIDGE (TOWN SIDE)	25
KINGSWAY FOOTBRIDGE (MAINDEE SIDE)	26
LLANARTH STREET	27
LEISURE CENTRE	28
OLD GREEN ROUNDABOUT	29
FRONT DOOR	30

CORN STREET	31
BUS STATION BOTTOM	32
BUS STATION TOP (CROSSKEYS)	33
QUEENS WAY (ADMIRAL)	34
STOW HILL	35
CLARENCE PLACE	36

<b>SITE</b>	<b>TOTAL NUMBER OF CAMERAS</b>
ALWAY FAMILY CONTACT CENTRE	4
BELL-VUE-PARK	7
BRYNGLAS HOUSE	8
CIVIC AMENITIES	3
CIVIC CENTRE	8
CRINDAU INFANT & JUNIOR SCHOOL	5
DUFFRYN JUNIOR & INFANT SCHOOL	9
EVESWELL PRIMARY SCHOOL	5
INDOOR MARKET	16
INFORMATION STATION	32
KENSINGTON COURT	4
LLISWERRY PRIMARY SCHOOL	6
LLANMARTIN SCHOOL	8
MAESGLAS PRIMARY SCHOOL	4

MAINDEE PRIMARY SCHOOL	8
MALPAS CHURCH IN WALES INFANT & JUNIOR SCHOOL	5
MILTON INFANT & JUNIOR SCHOOL	5
MONNOW PRIMARY SCHOOL	4
PILGWENLLY PRIMARY SCHOOL	6
SKATE PARK	4
SPORTS VILLAGE POOL	13
SPRING GARDENS	8
ST VINCENT COURT	16
TENNIS CENTRE	7
VELODROME 1	16
VELODROME 2	8
YSGOL CYMRAEG CASNEWYDD	16

### BLAENAU GWENT CAMERA LIST BY TOWN

<b>ABERTILLERY</b>	
101	Castle Street / Station Hill
102	Church Street / Foundry Bridge
104	Church Street
105	Church Street / High Street
106	High Street / Division Street / Mitre Street

107	Somerset Street / Commercial Street
108	Somerset Street / King Street
109	High Street / Commercial Street
110	Market Street
111	King Street / Carmel Street
112	Somerset Street
113	High/Commercial Street Arcade
114	Division Street Health centre car park
115	Division Street Health centre car park
116	Alma Street / Ashfield Road
118	Powell Street / Blythe Street
119	Division Street

<b>BLAINA</b>	
201	Upper High Street / Chapel Square
202	High Street
203	High Street
204	High Street / Church Street

<b>BRYNMAWR</b>	
300	Bailey Street / Beaufort Street / Market Square
301	Bus Station / Catholic Road
302	Bus Station / Catholic Road / Gladstone Street
303	Market Square / Beaufort Street
304	Bailey Street / Lake Road
305	Alma Street / Clarence Street
431	Bus Station (static)

<b>EBBW VALE</b>	
401	Market Street / A4046 Bypass
402	James Street / Tredegar Road / A4046
403	Market Street / Bethcar Street
404	Bethcar Street
405	Bethcar Street / Rees Street
406	Bethcar Street / The Walk

407	Bethcar Street
408	Bethcar Street / The Walk / Armoury Terrace
409	The Walk
410	A4046 / Queen Square
411	Canopy of Bethcar Street
412	Canopy of Bethcar Street / Armoury Terrace
413	Eureka Place / Armoury Terrace / Church Street
422	Ebbw Vale Parkway Station Carpark
423	Ebbw Vale Parkway Station Carpark

<b>TREDEGAR</b>	
501	Morgan Street
502	The Circle / Castle Street
503	Castle Street / Queen Victoria Street
504	Castle Street
505	Commercial Street
506	Commercial Street / Stockton Way
507	Bank Lane / Gwent Shopping Centre
508	Bank Lane
509	Mount Street / Ty Bryn

<b>CEFN GOLAU</b>	
521	Walter Conway Avenue
522	Attlee Way
523	Cripps Avenue
524	Gainsborough Road / Walter Conway Avenue
525	Attlee Way / Gainsborough Road

### OTHERS

<b>EBBW VALE CABLEWAY (not numbered)</b>	
	Car Camera
	Top inside Platform
	Top external PTZ
	Bottom inside Platform
	Bottom outside PTZ

<b>LLANHILLETH</b>	
122	Llanhilleth train station car park / Platform
123	Llanhilleth train station car park