

**West  
Yorkshire  
Passenger  
Transport  
Executive**



**CCTV**

**Codes of Practice**

October 2006

## **RESPONSIBLE OFFICER**

Mr Mick Watson, Security Manager, 40/50 Wellington House, Wellington Street Leeds LS1 2DE, 0113 2517480.

In the absence of the Responsible Officer his duties will be undertaken by Mr Sam Jackson, Facilities Department, Crow Nest Lane, Elland Road, Beeston Leeds LS11 8AT, 0113 2517 485.

The Responsible Officer will :-

1. Manage and supervise the CCTV System on behalf of the West Yorkshire Passenger Transport Executive ( WYPTE ) and other members of the CCTV partnership.
2. Communicate with the Wellington House Control Room on behalf of the WYPTE.
3. Liaise with Police and other agencies as required.
4. Arrange for the viewing of recordings of incidents which, in his judgement, may be so viewed.
5. Ensure the adequacy of procedures for the transfer of video tapes which are to be used in evidence to other parties, in particular to ensure those procedures preserve the continuity of evidence.
6. Advise on the operational use of the system.
7. Receive and decide upon all requests from other parties to view the system.
8. Ensure that effective monitoring and evaluation of the system takes place in accordance with the guidelines contained in this Code of Practice.
9. Ensure effective repair and maintenance of all parts of the system (including system updates).
10. Ensure the effective training and supervision of the CCTV operators through co-ordination with the security contractor.
11. Regularly audit / supervise the operation of the Scheme and this Code of Practice.
12. Regular audits / supervision will include :-
  - a. An examination of Control Room records
  - b. The contents of recorded video tape (on a spot check basis)
  - c. Equipment performance

## **SYSTEM OBJECTIVES**

The CCTV System in Wellington House has been established to :-

1. Provide a safer environment for person using Metro Bus Stations.
2. To deter offences against the person, property, and good order.
3. To provide quality pictures sufficient to monitor activity at all Metro Bus Stations
4. To provide evidence to assist in the prosecution of offenders
5. To provide evidence from the CCTV System and its operators to enable the Police and/or the West Yorkshire Passenger Transport Executive to take civil and criminal action in Court where necessary.
6. To assist with the effective management of all Metro Bus Stations.
7. To detects acts of criminal damage and unruly behaviour at unmanned Metro Bus Stations.

## **OPERATIONAL EXCEPTIONS**

**The CCTV System may NOT be used in the following circumstances :-**

- 1. Where the recording on video tape would consist substantially of the interior of a private property.**
- 2. Where the material being recorded is NOT of a criminal nature but could, if viewed by a third party, cause offence.**
- 3. Where the privacy of individuals would be clearly violated provided a criminal offence is not taking place.**

**ANY UNAUTHORISED USE OF THE CCTV SYSTEM FOR ANY PURPOSE WHATSOEVER WILL RESULT IN THE INSTANT DISMISSAL OF THE CCTV OPERATOR AND THE TERMINATION OF THE CONTRACT WITH THE SECURITY CONTRACTOR.**

## **CONTROL ROOM OPERATION RESPONSIBILITIES OF SECURITY CONTRACTOR**

1. ***Securitas Guarding Services*** will be required to supply 2 CCTV Operators per 12 hour shift to cover 24 hours per day, 7 days per week in the CCTV Control Room located at Wellington House, Leeds.
2. West Yorkshire Passenger Transport Executive reserves the right to seek the removal of any employee of the Security Contractor who, in the opinion of the Responsible Officer, is or becomes unsuitable for the position.
3. Any absence by an employee of the Security Contractor will be covered by:-
  - a) Extending the tour of duty of one or more CCTV Operators and/or
  - b) By the employment of a relief CCTV Operator employed, trained to BS7958:99 standard, certified by the Security Contractor.
4. The Security Contractor will ensure that supervisory visits take place on a regular basis and will, in advance, furnish the Responsible Officer with a schedule of dates and times on which those supervisory visits will take occur. The Responsible Officer undertakes not to pre-warn the Security Contractor's employees of such visits.
5. Access to Wellington House in which the Control Room is located will be via an approved route during and outside normal hours.
6. The Security Contractor will provide Operator Log Books for use by their employees and will ensure their completion in accordance with procedures specified in this Code of Practice and will ensure that copies of completed logs will be made available to the Responsible Officer on a daily basis.

## **RESPONSIBILITIES OF CONTROL ROOM STAFF**

1. To monitor all incidents in the video wall continuously with the intention of detecting incidents as they occur.
2. On detecting an incident, to closely monitor occurrences on the appropriate desk monitor, recording the same on the appropriate incident recorder, notifying the Police by telephone or radio where available, and recording the incident details in the Incident Log Book provided.
3. To maintain the Visitors Log Book.
4. To ensure that video tapes are appropriately inserted, removed, logged, and securely stored in accordance with the Code of Practice.
5. To notify the Responsible Officer when additional video tapes are required.

6. To notify the Security Contractor's supervisory staff when Operator Log Books require renewing.
7. To notify the Executive's camera installer of any repair or maintenance requirements of the CCTV equipment.
8. To maintain the Repair and Maintenance Log Book.
9. To keep the Control Room in a clean and tidy condition.
10. To supervise entry into the Control Room in accordance with the Code of Practice.

### **ENTRY TO THE CCTV CONTROL ROOM**

**The Responsible Officer will notify the Security Contractor of those persons who may gain entry to the CCTV Control Room without prior consent from the Responsible Officer. It shall be the responsibility of the Security Contractor to ensure that CCTV Operators comply with any instructions issued by the Responsible Officer.**

### **VIDEO TAPE PROCEDURES**

#### **Ownership**

Ownership of recorded material and copyright in the recorded material remains with West Yorkshire Passenger Transport Executive ( WYPTE ). Any copies made of master tapes will have the copyright vested in the Executive as though it was the master tape.

#### **Recording**

The CCTV system is supported by video tape recording facilities which will function throughout the operations. In addition, video recording units are available for instant operation and recording of incidents.

#### **General Tape Procedures and Use**

Tapes recorded as described above are referred to as master tapes.

Master tapes will be retained in the control of the West Yorkshire Passenger Transport Executive ( WYPTE ) at the Wellington House Control Room, Leeds unless it is specifically required by the Police for evidence in court, or by Court Order, or for image enhancement purposes.

The Responsible Officer will maintain a detailed tape tracking log in the Tape Register.

Each tape will be given a unique reference number which will be marked upon it and remain with it until it is taken out of the system and destroyed.

Tapes will not be sold, released, or used for commercial purposes or the provision of entertainment.

## **VIDEO TAPES AND ACCESS TO INFORMATION**

As previously stated above, the purpose of the West Yorkshire Passenger Transport Executive CCTV system is to deter crime and, where that fails, to provide quality evidence to aid detection and conviction. The use of video tape in a Police investigation and a subsequent prosecution in the Courts could be of vital importance. The management of video tapes within the Control Room is therefore of equal importance.

### **Tape Storage**

Tapes will be stored in the equipment provided for the purpose and will be filed in a logical order to facilitate identification of particular tapes. Tape reference numbers must be unique and should assist in identifying the following information from the tape label :-

- The recorder in which it was used
- Whether multiplexed or incident tape
- The day on which it was used
- The shift on which it was used
- Where appropriate, the week number

The label displayed on the video tape must be sufficient to ensure swift retrieval of appropriate material as and when required.

**ON NO ACCOUNT MAY TAPE BE STORED ANYWHERE OTHER THAN IN THE CONTROL ROOM WITH THE SPECIFIC EXCEPTIONS DESCRIBED BELOW.**

### **Tape Reviews**

Requests from the Police for a video tape review may be carried out without reference to the Responsible Officer. **Requests for a video tape review from any other source must be referred to the Responsible Officer in writing and should only be carried out on the Responsible Officer's specific written authority.**

**ALL** requests for a video tape review must be recorded in the Operator's Log, together with the Operator's response to that request. Where the request is **NOT** from a Police Officer, the date and time the request was referred to the Responsible Officer should be stated, together with a note of the Responsible Officer's decision and the date / time at which the decision was received.

### ***To be used where CCTV Operators carry out tape reviews***

When a video tape review has been carried out, the result of that review must be recorded in the Tape Review Log. Reference to that entry should be made in the Operator's Log.

The following information must always be recorded in the Tape Review Log:-

- The date and time the request for a tape review was made.
- The date, time, and location of the incident being investigated.
- A brief description of the incident being investigated.
- The name of the person who made the request for the video tape review.
- The operator's response.
- The results of the video tape review.
- The tape number which was reviewed.
- What action was taken by the operator as a result of the review.

### ***To be used where Police Officers carry out their own tape reviews***

The date and time the Police Officer was permitted entry into the Control Room for the purpose of a tape review should be recorded in the Visitor's Log. The tape ( or tapes ) reviewed by the Police Officer should be noted in the Tape Log. The date and time the Police Officer completed the tape review and left the Control Room should be similarly recorded.

### **Video Tapes to be Used for Evidence**

The **ONLY** occasions on which a video tape can be removed from the Control Room without reference to the Responsible Officer are when a Police Officer wishes to seize the tapes to be used as evidence in Court. Operators must strictly adhere to the following procedure:

All video tapes on which the appropriate image has been recorded must be retained.

It is important to ensure that the times being shown by all recorders are the same. Operators must carry out regular adjustment when necessary and it is the responsibility of each operator to ensure at the beginning of each shift that the times are correct.

When an incident has been recorded and the Police request retention of the video tapes for evidential purposes the Operator shall : -

1. Take all appropriate tapes from the appropriate recorders and replace those tapes in the recorders with replacement tapes clearly marked as such.

2. Original tapes must then be placed in the Video Tape Evidence bags provided, the exhibit label completed, and the bag sealed and marked appropriately.
3. Details of all tapes ( including any working copy ) should be recorded in the Tape Log and may only be removed from the Control Room after a Police Officer has signed for those tapes in the Tape Log.

Exhibit bags, sealing tags and labels will be made available by the Police.

All tapes must be properly annotated so that the subject matter on the tapes can be identified from outside the exhibit bag thereby making it unnecessary to break the exhibit seal.

Statements prepared in conjunction with the Police must be completed and signed by the Operator and Police Officer and should accompany the tapes.

### **Still Photographs**

A Still Photograph Log will be maintained by Operators.

Still photographs will not be taken without sufficient reason for so doing, and an Operator taking the still photograph must bear in mind that the existence of such photographs must be capable of justification.

Still photographs may be taken of live incidents but the taking of such a photograph must be recorded in the Still Photograph Log. Similarly, still photographs may be taken from video recordings but the taking of such photographs must be recorded in the Still Photograph Log. Should requests for still photographs be made by third parties, details of the person making the request must be noted in the Still Photograph Log.

All still photographs obtained from the CCTV System will remain the property of the West Yorkshire Passenger Transport Executive ( WYPTE ). A written record will be maintained in the Still Photograph Log of the destination of all still photographs and any which are permitted to leave the Control Room may only do so under signature of the recipient.

Copies of still photographs retained in the Control Room will be filed by date and will be destroyed after 31 days and, when so destroyed, the Operator will make a note to that effect in the Still Photograph Log.

## **THE OPERATORS' LOG - WRITTEN REPORTS**

The Security Contractor will ensure that their Operators are properly trained in report writing and will ensure that all written reports of particular incidents contain the following information :

1. The time at which the incident was first noticed.
2. How the incident was first noticed, e.g. by Operator observation, by Police request.
3. What was seen, e.g. number of persons, gender, approximate ages, actions of individuals.
4. Was the incident recorded in 3 hour mode on the appropriate recorder ?
5. The sequence of events, and where possible, the approximate time of each event
6. Describe the Police response to the incident.
7. Describe the final outcome of the incident.

## **OPERATOR TRAINING**

The Security Contractor will ensure that Operators attend and complete a certificated course for CCTV Control Room Operatives, to BS7958:99. Upon completion of this course, the Operators' will be able to :

- Describe the duties and responsibilities of a CCTV Control Room Operator.
- Explain the limitations of CCTV surveillance.
- Explain the relevant legislation pertinent to the work of a Control Room Operator.
- Describe the purpose of and principles upon which CCTV security systems work.
- Explain and demonstrate their ability to undertake Control Room duties.

## **ASSIGNMENT INSTRUCTIONS**

The Security Contractor will supply written Assignment Instructions to each CCTV Operator. The Assignment Instructions will contain detailed advice on the following topics :

Customer's name and address  
Telephone number, location, dialling procedure  
Alternative Telephone / Communications  
Control room base and location  
Hours of Duty  
Handover / Take-over procedures  
Emergency Procedures  
Emergency Contacts  
Telephone Bomb Warnings or Suspect Packages  
Equipment - Maintenance Logs  
High Risk Areas  
Camera Patrols and Random Checks

Incident Reporting Procedures  
Tape Control and Tape Review Procedures  
Health and Safety Hazards  
First Aid Equipment  
Accident / Personal Injury  
Operators Duties  
Access Control  
Customers Normal Working Hours  
Late / Early Workers  
Special Instructions  
Temporary Instructions  
Confidentiality of Information  
Confidentiality of Information  
Code of Conduct  
Operators' Guide

### **PARTNERSHIPS**

Local partnership agreements will be concluded where third party CCTV systems wish to join the West Yorkshire Passenger Transport Executive's scheme. Such agreements will incorporate the following subjects :

1. Acceptance of the Code of Practice
2. The primary objectives of the CCTV system at a particular site.
3. Operational methods to be utilised on the particular site.
4. Methods of receiving regular reports within the partnership on matters relative to the Code of Practice and management of the scheme.
5. Safeguards regarding Police operations.

### **POLICE**

The West Yorkshire Passenger Transport Executive will conclude an agreement with the Police which will incorporate :-

1. Acceptance of the Code of Practice
2. The primary objectives of the CCTV system at a particular site.
3. Operational methods to be utilised on the particular site.
4. Methods of receiving regular reports within the partnership on matters relative to the Code of Practice and management of the scheme.
5. Safeguards regarding Police operations.
6. Police intentions regarding monitoring and audit of their involvement in the Scheme.
7. A named Police Officer as point of contact.

### **ACCOUNTABILITY**

#### **Elected Members**

### **Internal System Evaluation**

The Director General and Director of Passenger and Information Facilities will receive regular monthly reports of the activities of the CCTV System from the Responsible Officer and copies of such reports will be made available to the Executive's partners.

### **Annual Review**

An Annual Review of the activities of the CCTV System will be reported to the Executive by the Responsible Officer.

### **Day to Day Management**

Management responsibility has been devolved to the Responsible Officer and the person named in this Code of Practice.

### **Publication of the Code of Practice**

A copy of the Code of Practice will be made available for public perusal and the availability of the Code for such perusal will be advertised.

### **Covert Systems**

Covert cameras will not be accepted into the West Yorkshire Passenger Transport Executive's CCTV System, unless with the approval of the Executive Board, for a designated purpose and with an appropriate authority. Furthermore, the Executive will ensure that :-

Signs advertising the presence and operation of CCTV cameras will be prominently displayed at key points both within and at the periphery of each scheme.

Information on the signs shall be sufficient to ensure that members of the public will be in no doubt that CCTV cameras are in operation and will give some indication of the extent of CCTV coverage.

The Executive will clearly identify that it is the owner of the Scheme and will provide details of how the Responsible Officer may be contacted.

### **COMPLAINTS PROCEDURE**

The Executive will ensure that Complaints Procedures are in accordance with the published Metro Codes of Practice, Data Protection Act 1998 and Codes of Practice.