

# CITY OF BELMONT Closed Circuit Television (CCTV) Management and Operations Manual

Date of Publication 23/07/2021

## City of Belmont

215 Wright Street, Cloverdale Western Australia 6105  
Locked Bag 379, Cloverdale Western Australia 6985  
Open 8:30am - 4:45pm, Monday - Friday

9477 7222  
9477 7224 (A/H)

belmont@belmont.wa.gov.au  
belmont.wa.gov.au



CITY OF BELMONT  
CCTV MANAGEMENT & OPERATIONS MANUAL

---

**Contents**

<b>1.</b>	<b>FOREWORD .....</b>	<b>4</b>
<b>2.</b>	<b>TERMS AND DEFINITIONS .....</b>	<b>5</b>
<b>3.</b>	<b>CCTV POLICY STATEMENTS .....</b>	<b>6</b>
3.1.	Ownership and Control of CCTV Operations .....	6
3.2.	Role and Purpose of CCTV Operations .....	6
3.3.	Organisation Policy for CCTV Operations .....	6
3.4.	Code of Conduct.....	8
<b>4.</b>	<b>CCTV MANAGEMENT PRACTICES.....</b>	<b>10</b>
4.1.	Introduction.....	10
4.2.	Key Performance Indicators .....	10
4.3.	Operational Objectives .....	10
4.4.	Western Australian Guidelines .....	10
4.5.	Australian Standards .....	11
4.6.	Relevant Legislation .....	12
4.7.	Accountability .....	12
4.8.	Breaches of the Code of Conduct .....	13
4.9.	Management Framework.....	13
4.10.	Community Safety and Crime Prevention Planning and CCTV Operations ....	13
4.11.	Key Roles and Responsibilities .....	14
4.11.1.	<i>City of Belmont Responsibilities</i> .....	14
4.11.2.	<i>WA Police Responsibilities</i> .....	14
4.12.	Community Safety and Crime Prevention Officers in Relation to CCTV Management and Operation.....	15
4.13.	Monitoring, Review and Audit Reports and Protocols .....	16
4.13.1.	<i>Monthly Monitoring and Reporting</i> .....	16
4.13.2.	<i>Independent CCTV Operation Audits</i> .....	16
4.14.	Public Awareness and Media Management .....	16
4.14.1.	<i>CCTV Signage</i> .....	16
4.14.2.	<i>Public Information</i> .....	17
4.14.3.	<i>Media Management</i> .....	17
4.15.	CCTV Operation access Controls .....	17
4.16.	Camera Management.....	17
4.16.1.	<i>Camera Selection</i> .....	17
4.16.2.	<i>Camera Risk Assessment</i> .....	18
4.16.3.	<i>Control and Operation of Cameras</i> .....	18
4.16.4.	<i>Maintaining Camera Operations</i> .....	18
4.16.5.	<i>CCTV Monitoring Guidelines</i> .....	19
4.16.6.	<i>Recorded Material</i> .....	19
4.16.7.	<i>Contact with Police</i> .....	20
<b>5.</b>	<b>CCTV STANDARD OPERATING PROCEDURES.....</b>	<b>21</b>
5.1.	Introduction.....	21

CITY OF BELMONT  
CCTV MANAGEMENT & OPERATIONS MANUAL

---

5.2.	CCTV Management Spreadsheet .....	21
5.3.	Maintaining Compliance and Local Government Best Practice .....	21
5.3.1.	<i>Review</i> .....	21
5.3.2.	<i>Audits</i> .....	21
5.3.3.	<i>Incident Reporting and System Analysis</i> .....	22
5.3.4.	<i>Complaints Handling</i> .....	22
5.4.	Authorised Personnel – Selection and Recruitment .....	22
5.5.	Selection of Security Contractors and Consultants .....	22
5.6.	Licensing .....	23
5.7.	Surveillance Duties and Tasking .....	23
5.7.1.	<i>Live Surveillance Duties</i> .....	23
5.7.2.	<i>Dealing with and Responding to Incidents</i> .....	23
5.7.3.	<i>Joint Operations with WA Police</i> .....	25
5.7.4.	<i>WA Police Contacts and STATE CCTV REGISTER</i> .....	25
5.7.5.	<i>Transferring Operating Control of Cameras to Police</i> .....	26
5.8.	Camera Operation .....	26
5.8.1.	<i>Control and Operation of the Cameras</i> .....	26
5.9.	CCTV System Expansion and Upgrades .....	27
5.9.1.	<i>Extension of the System</i> .....	27
5.10.	Troubleshooting, Faults and Maintenance .....	27
5.11.	Data Storage .....	27
5.12.	Data Access .....	28
5.12.1.	<i>Access to Designated Surveillance Operations Areas</i> .....	28
5.13.	Continuity of Evidence.....	28
5.13.1.	<i>Viewing of Recorded Material</i> .....	29
5.13.2.	<i>Copying of Recorded Material</i> .....	29
5.13.3.	<i>Release of Original REcorded Material</i> .....	30
5.13.4.	<i>Video Images</i> .....	30
5.13.5.	<i>Master Copy Safeguards</i> .....	30
5.13.6.	<i>Encryption</i> .....	30
5.13.7.	<i>Handling</i> .....	30
5.13.8.	<i>Define Master and Procedure Working Copy</i> .....	31
5.13.9.	<i>Produce Working Copies</i> .....	31
5.13.10.	<i>Recording of Images</i> .....	31
5.14.	Operation Redundancy and Disaster Recovery .....	32

## **a) FOREWORD**

The public perception of CCTV systems in Australia has matured with the widespread installation of residential and commercial systems. Privacy concerns have lessened with the recognised safety advantages afforded by public space CCTV. The responsible and appropriate management of our CCTV system and recorded footage could however be a focus for public attention and scrutiny.

The CCTV Operation should be recognised as a significant and contributing asset to the City of Belmont. The broad application of the CCTV Operation in Local Government Management is widely evident and should be acknowledged for its contribution to a range of local and state government activities. There is an inherent but often hidden value which is difficult to document and measure in real dollar terms, however the City of Belmont will continue to seek out measurable returns on investment as CCTV Operations develop.

The development of the CCTV Operation Manual is to provide a functional means of managing the City's CCTV and Video Analytics system in accordance with current WA CCTV Guidelines and related publications, legislation and standards. The Manual is designed to form the basis on which to align strategic and operational functions. Importantly, the manual will provide a ready reference for any issue pertaining to the City's CCTV system management, operation, technical specification and functionality.

## b) TERMS AND DEFINITIONS

**“Authorised Personnel”** means any officer of the City of Belmont authorised by the Chief Executive Officer (CEO) or the WA Police Commissioner as listed in the CCTV Management Spreadsheet.

**“Community Safety and Crime Prevention Officers (CSCP)”** are the authorised officers in charge of CCTV Operation however other officers from the City can be nominated as Authorised Personnel by the Manager Safer Communities and recorded in the CCTV Management Spreadsheet.

**“CCTV”** or Closed-Circuit Television is defined as a television system that transmits images on a ‘closed loop’ basis, where images are only available to those directly connected to the transmission system. The transmission of closed-circuit television images may involve the use of coaxial cable, fibre-optic cable, telephone lines, infra-red and radio transmission systems. A hand-held camera is not included in this definition unless it is connected to the City of Belmont's CCTV transmission system or operated as a covert camera.

**“CCTV Management Spreadsheet”** accompanies the Manual to record CCTV Operations information and data for reporting purposes.

**“CCTV Operations”** means all aspects of public space CCTV surveillance management, use, recording, maintenance and access to recorded material.

**“Covert or mobile camera”** is a camera without a designated, fixed location and is used either to record activity covertly or for short periods of time in a target area. Covert or mobile cameras operated by the City of Belmont for the purpose of detecting criminal offences or behaviour will be considered to form part of CCTV Operations and will be managed and operated in accordance with this Manual.

**“Designated Surveillance Operation Areas”** means any room or record relating to CCTV Operations; CCTV hardware; control software administration; and where access to recorded material may be gained or available.

**“Public place”** refers to public reserves, public roads or streets, public bridges, with the addition of public transport and car parks, public wharfs, public baths or swimming pools.

**“Private premises”** refers to any area not openly accessible to the general public, including semi-public spaces and includes private residences and private or commercial businesses.

**“Situation of concern”** means a situation which may lead to a breach of legislation, where it appears that a person(s) may be in physical distress, or a situation likely to cause a public disturbance.

**“Stakeholder”** means any organisation or group who has a reasonable and justified interest in aspects of public space CCTV surveillance management, use, recording, maintenance and access to recorded material.

**“Video Analytics”** is computerised video footage analysis that uses computer algorithms to differentiate between object types and identify certain behaviour or action in real time, providing alerts and insights to users.

## **c) CCTV POLICY STATEMENTS**

### **3.1 OWNERSHIP AND CONTROL OF CCTV OPERATIONS**

The CCTV Operation is owned by and is the sole property of the City of Belmont.

The City of Belmont will conduct CCTV Operations in accordance with approved CCTV Management Practices and Authorised Personnel will abide by the Code of Conduct, within the Manual.

The City of Belmont's Manager Safer Communities (MSC), Coordinator Community Safety (CCS) and Community Safety and Crime Prevention (CSCP) Officers have authorised control over the CCTV Operation.

The Manual and the City of Belmont CCTV and Video Analytics Organisational Policy ("the Policy") establish the purpose, key functions, and control parameters set by the City of Belmont, in order to achieve the following:

1. Maintain best practice and standards with reference to the WA Police State CCTV Strategy and the Australia New Zealand Policing Advisory Agency (ANZPAA) CCTV Guidelines.
2. Manage CCTV Operations in compliance with Australian Standards 4806.1-2006, Parts 1 – 4, and future or superseding standards.
3. Manage CCTV Operations in compliance with Commonwealth and Western Australia legislation and amendments which may affect the use of CCTV and recorded material. The relevant and primary areas of compliance are privacy laws, camera fields of view and recording parameters, data storage, access control, and Freedom of Information provisions.
4. Operate, use and maintain CCTV Operations in accordance with the Code of Conduct, acknowledged and signed annually by Authorised Personnel.
5. Operate, use and maintain CCTV Operations to maintain effective oversight of Monitoring, Review, Auditing and Reporting.

### **3.2 ROLE AND PURPOSE OF CCTV OPERATIONS**

The City of Belmont conducts CCTV Operations to:

1. Deter, detect and respond to criminal offences against person or property;
2. Facilitate and support an effective response by City of Belmont Authorised Personnel, WA Police Officers or other emergency services personnel to situations of concern or interest;
3. Manage and maintain community safety for residents, traders, retailers, workers, visitors and City of Belmont staff; and
4. Monitor and protect City assets

### **3.3 ORGANISATION POLICY FOR CCTV OPERATIONS**

The Policy details how the CCTV Operation will be operated and managed and the reporting protocols to both internal and external stakeholders.

CCTV Management Practices will ensure CCTV Operations are conducted in accordance with the following policy statements:

CITY OF BELMONT  
CCTV MANAGEMENT & OPERATIONS MANUAL

---

1. The CCTV and Video Analytics System (“CCTVVAS”) will be operated within applicable law, and for the ethical and beneficial purposes for which it is established or which are subsequently agreed in accordance with these approved policy statements.
2. The CCTVVAS will be operated with due regard to the privacy and civil liberties of individual members of the public, including the rights to freedom of religious and political expression and assembly.
3. The public interest in CCTV Operations will be recognised by ensuring the security and integrity of recorded material.
4. All Stakeholders and Authorised Personnel will act in accordance with the Code of Conduct.
5. Access to Designated Surveillance Areas will be restricted to Authorised Personnel or with written authorisation from the MSC, CCS and CSCP Officers.
6. The City of Belmont will be accountable to its Stakeholders for the effective management and control of CCTV and Video Analytics Operations.
8. Recorded material released to Stakeholders shall be verified for accuracy, relevance and must not exceed that necessary to fulfil the purposes of the written request.
9. The retention of, and access to any recorded material will be predominantly for the purposes of assisting WA Police to detect and respond to criminal offences against person or property and to facilitate and support an effective response by City of Belmont Authorised Personnel, WA Police Officers or other emergency services personnel to situations of concern or interest.
10. CCTV footage will be retained for thirty-one (31) days unless otherwise specified or required in relation to an approved police operation or the investigation of crime or events for court or formal review proceedings by the City of Belmont. While most CCTV footage will be automatically deleted over time some downloaded, hard copy or electronic material will be retained as City records of specific events.
11. Contact and exchange of information between the City of Belmont and WA Police will be conducted in accordance with the Memorandum of Understanding dated 21 August 2019.
12. Legitimate access may be provided to live CCTV images under the supervision of Authorised Personnel which may be required by other City of Belmont employees. This could be for example to, review, monitor or verify City of Belmont maintenance services and public works.
13. Access to CCTV Operations will remain with the City’s existing Authorised Personnel.
14. The City will make all reasonable attempts to serve the interests of all who may be affected by public space surveillance with a focus on community safety and crime prevention, and not be confined solely to the interests of the City of Belmont or operational needs of the WA Police.

The City’s CCTV system and analytics software will only be accessed by Authorised Personnel. Original recordings or data will not be released unless requested under a search warrant, court summons or by a recognised State or Federal law enforcement agency.

The City of Belmont may use footage in the investigation of breaches of its Local Laws or other relevant legislation.

Metadata from analytics software will be used to provide demographic information to assist in the efficient use and management of the City's facilities.

The facial recognition capability of analytics software will not be activated or used by the City.

Refer to SB4.1 Closed Circuit Television (CCTV) Video Analytics Policy in the City's Policy Manual.

### **3.4 CODE OF CONDUCT**

**THE CODE OF CONDUCT HAS BEEN DEVELOPED TO ENSURE THAT THE HIGHEST ETHICAL STANDARDS ARE MAINTAINED BY ALL AUTHORISED PERSONNEL WHO WORK AT THE CITY OF BELMONT AND WITHIN THE CCTV OPERATION.**

#### **NON-COMPLIANCE WITH CODE OF CONDUCT**

CCTV Operations require the highest standards of integrity and honesty. As a consequence, any breach of this Code of Conduct could result in disciplinary action, up to and including dismissal and criminal proceedings.

#### **ETHICAL USE OF CCTV SYSTEMS AND RECORDED MATERIAL**

The City of Belmont has the highest expectation of all Authorised Personnel to:

- At all times, act in an honest and legal manner to carry out duties which reflects community values.
- Treat all live and recorded images in an ethical manner and with the utmost of care, respect and dignity.
- Interact with WA Police and stakeholders in a timely, courteous and cooperative manner.

#### **CONFIDENTIALITY**

The City of Belmont expects Authorised Personnel to ensure confidentiality of information gathered by or from CCTV Operations by not disclosing or discussing any events with unauthorised Personnel or associates who have no direct responsibility relating to CCTV Operations.

Authorised Personnel will explicitly not identify any involved person or party with family, friends, or acquaintances and will not disclose any information to third parties, including the media without prior written approval in accordance with CCTV Operation Policy.

#### **OPERATING CONDITIONS**

Other than Authorised Personnel, authorisation is required from the MSC, CCS or CSCP Officers, for visitors who require access to CCTV footage.

On all occasions that footage is viewed by non - Authorised Personnel the CCTV Activity Register must be completed and signed.

Written reports documenting the recording or reporting of situations of concern, will take place as soon as practicable. Reports must be written in simple, non-offensive English that will not cause offense or embarrassment should the record be made public or subpoenaed.



CITY OF BELMONT  
CCTV MANAGEMENT & OPERATIONS MANUAL

---

In the course of carrying out duties, CCTV Operations must not be used for personal benefit or invade individual or group privacy. Cameras should only be used in accordance with Policy Statement 3.2 and have priority for when there is an operational necessity or a reasonable belief that an offence has or is likely to occur.

Recorded material shall only be released when requested in writing and authorised by the MSC, CCS or the CSCP Officers.

Recorded Material shall not be copied or taken from Designated Surveillance Areas without an approved written application and authorisation by the MSC, CCS or the CSCP Officers.

CCTV Operational records (hard copy or electronic) can only be destroyed with written authorisation by the MSC, CCS or the CSCP Officers, in accordance with approved CCTV Operating Procedures and the State Records General Disposal Authorisation Policy.

### **REPORTING A BREACH OF THE CODE OF CONDUCT**

Should any person become aware that a City of Belmont officer's work behaviour is or was inappropriate, and the incident has not been dealt with through normal supervisory procedures, then the person is obliged to report the incident to MSC. In return, the MSC must refer the matter to the City's Human Resources Manager.

The Code of Conduct form to be signed by all authorised users can be found on Belnet.

[CCTV Code of Conduct Form](#)

## **d) CCTV MANAGEMENT PRACTICES**

### **4.1 INTRODUCTION**

CCTV Management Practices establish the operational objectives and performance indicators for CCTV Operations, with a focus on nominated outcomes relevant to camera locations and other defined target areas.

CCTV Management requires continued commitment for the monitoring, review and audit process, in addition to planning and finance procedures, relating to the CCTV Operations. Executive oversight and CCTV Management should constantly seek out areas for improvement for increased system efficacy.

### **4.2 KEY PERFORMANCE INDICATORS**

Establishing clear and concise Key Performance Indicators (KPIs) for CCTV Operations will allow effective reporting and monitoring of system efficacy and quickly highlight trends concerning fundamental operations, which may require early intervention or closer monitoring by CCTV Management and the MSC.

Recommended CCTV Operation KPI's are to include the following:

1. Number of Incidents identified through the use of CCTV.
2. Number of Incidents responded to.
3. Number of requests/applications for recorded material.
4. Feedback from WA Police in relation to identification and prosecution of offenders.

### **4.3 OPERATIONAL OBJECTIVES**

Operational objectives should be based on measurable criteria, including:

- Improving perceptions of safety
- Reducing fear of crime following community consultations.

Assessment of the above criteria would be done annually through the annual Catalyse survey.

### **4.4 WESTERN AUSTRALIAN GUIDELINES**

Western Australian guidelines (available on-line) relating to CCTV Operations should be read in association with the CCTV Management and Operations Manual and include:

- WA Police State CCTV and ANZPAA guidelines.
- WA Planning Commission Designing Out Crime Guidelines.

## 4.5 AUSTRALIAN STANDARDS

Standards Australia's CCTV standards cover the latest CCTV technologies, procedures and are reported to be the most up to date CCTV standards available in the world ([www.standards.org.au](http://www.standards.org.au)). In Australia, best practice CCTV Operation guidelines may refer to the following:

**AS 4806.1–2006 – Closed circuit television (CCTV) – Part 1: Management and operation.**

Includes chapters on principles and management of the CCTV system, procedures, personnel, CCTV control room, effective response, privacy and disclosure issues, recorded material management, documentation, licences and CCTV signage.

**AS 4806.2–2006 – Closed circuit television (CCTV) – Part 2: Application guidelines.**

Includes chapters on general CCTV considerations, system design criteria, objective test plan, installation, commissioning and handover, preventative maintenance, licences and signage.

**AS 4806.3–2006 – Closed circuit television (CCTV) – Part 3: PAL signal timings and levels.**

Includes video signal timings from the Australian Broadcasting and Media Authority Technical Planning Guidelines and video signal level variables for CCTV systems which have been determined from many tests over many years.

**AS 4806.4–2008 – Closed circuit television (CCTV) – Part 4: Remote video.**

Sets out requirements and recommendations for the design, installation, commissioning, operation and remote monitoring of detector-activated alarm verification, interactive video management and remotely monitored CCTV surveillance systems.

**AS/NZS 1158.3.1:2020 - Lighting for Roads and Public Spaces.**

Defines Category P lighting which is applicable to roads on which the visual requirements of pedestrians are dominant, e.g. local roads and to local area traffic management devices (LATMS) installed on such roads.

**AS 2201.1:2007 - Security Installations.**

**AS/ACIF S009:2013 - Cabling Provider Rules.**

**AS/NZS 1768:2007 - Lightning protection.**

**ISO 31000:2018 - Risk Management (Supersedes ISO 31000:2009).**

**HB 167: 2006 - Security Risk Management Handbook.**

**AS 1743:2018 - Development, testing, implementation of information and safety symbols and symbolic signs.**

**AS2416:2010 - Provides examples and the display of multiple hazard signage.**

#### 4.6 RELEVANT LEGISLATION

CCTV Operations will be conducted in accordance with Commonwealth and State Legislative requirements, which includes:

<b>Commonwealth</b>	
<i>Surveillance Devices Act 2004</i>	Regulates use of optical surveillance devices without warrant
<i>Privacy Act 1988</i>	Establishes and regulates privacy principles for individuals, corporate entities and personal information
<b>Western Australia</b>	
<i>Criminal Investigation Act 2006</i>	Provides powers for the investigation and prevention of offences and for related matters.
<i>Occupational Health and Safety Act 1984</i>	Regulates the protection of persons at or near workplaces from risks to health and safety
<i>Surveillance Devices Act 1998</i>	Regulates use, installation and maintenance of optical surveillance devices
<i>Security and Related Activities (Control) Act 1996</i>	Regulates WA Security Providers
<i>Security and Related Activities (Control) Regulations 1997</i>	Regulates WA Security Providers

#### 4.7 ACCOUNTABILITY

The City of Belmont is responsible for ensuring that CCTV Operations will be assessed and reviewed on an ongoing basis to identify whether its purposes are being complied with and whether objectives are being achieved.

Resources committed to CCTV Operations will include the cost of independent evaluations and public disclosure provisions such as the redacting of footage provided under Freedom of Information.

Evaluation of CCTV Operations will include, as a minimum:

- a) Assessment of its impact on improving perceptions of safety and reducing 'Fear of Crime' by members of the public;
- b) Compliance with the Code of Conduct, protocols and standard operating procedures.

The results of evaluations will be considered for future management and functioning of CCTV Operations.

## 4.8 BREACHES OF THE CODE OF CONDUCT

The Manual has been established to address the interests of all who may be affected by public CCTV surveillance and will not be confined to the interests of the City of Belmont or the needs of the most current Community Safety Strategy 2018 – 2022.

Prime responsibility for ensuring the Code of Conduct is adhered to rests with the City of Belmont. This responsibility includes ensuring that breaches of the Code are investigated and remedied to the extent that breaches of the Code are within the ambit of the City of Belmont's power to remedy.

Complaints in relation to any aspect of CCTV Operations can be made in writing to:

*Chief Executive Officer, City of Belmont, 215 Wright Street, Cloverdale WA 6105*

The City of Belmont will cooperate with the investigation of any complaint about the City of Belmont CCTV Operations conducted by WA Police, Crime and Corruption Commission or other appropriately authorised external organisation.

## 4.9 MANAGEMENT FRAMEWORK

The City of Belmont has implemented a management framework, with the MSC having oversight responsibilities for CCTV Operations. The MSC will maintain a management overview of CCTV Operations with reference to CCTV Policy and Procedures, comprising of:

- a) Policy Statements;
- b) Code of Conduct;
- c) Code of Practice;
- d) Standard Operating Procedures and Guidelines for CCTV Systems;
- e) Camera Locations; and
- f) Camera and Crime Risk Assessments.

## 4.10 COMMUNITY SAFETY AND CRIME PREVENTION PLANNING AND CCTV OPERATIONS

The CCTV Operation should be acknowledged in strategic crime prevention planning with a focus on monitoring priority crimes, providing key statistics on crime prevention initiatives and integrating system design. This includes camera placement and acknowledging existing camera positions in relation to specific crime prevention approaches or initiatives.

The City of Belmont's current Community Safety Strategy 2018-2022 priorities are:

**Goal 1** - Designing out crime and using technology.

**Goal 2** - Empowering communities and regenerating neighbourhoods.

**Goal 3** - Identifying and tackling priority offences in Western Australia.

**Goal 4** - Reducing repeat offending.

**Goal 5** - Supporting families, children and young people.

## **4.11 KEY ROLES AND RESPONSIBILITIES**

In developing the Manual, the discrete roles and responsibilities of the CCTV system owner, CSCP Officers, Authorised Personnel and the WA Police must be made explicit. The responsibilities of each should include the following:

### **4.11.1 CITY OF BELMONT RESPONSIBILITIES**

The City of Belmont is responsible for the following key functions:

- a) The City of Belmont has developed a Community Safety Strategy that incorporates CCTV strategies.
- b) The Coordinator Community Safety will manage the day to day implementation and operation of CCTV.
- c) Implementing a community information program through the City of Belmont publications and events. Information will also be provided through local media and public information forums.
- d) Financing the implementation and ongoing costs of CCTV including an independent evaluation of the CCTV program.
- e) Ensure the CSCP officers have the skills to assist the City of Belmont in the design of an appropriate CCTV monitoring system.
- f) Calling for tenders for the provision of CCTV services when required.
- g) Implementing and monitoring the auditing procedures for the implementation of CCTV as a crime prevention strategy.
- h) Implementing an effective complaints or request handling mechanism through the existing City of Belmont process.
- i) Monitoring the effectiveness of CCTV as part of a crime prevention strategy through the use of statistics.
- j) Providing inductions and training to staff involved in operating and working with the CCTV program when required.
- k) Ensuring that all relevant parties comply with the Code of Practice, Protocols and Standard Operating Procedures.
- l) Finalising specifications and Standard Operating Procedures in conjunction with personnel selected to install and operate CCTV.

### **4.11.2 WA POLICE RESPONSIBILITIES**

The WA Police will be responsible for:

- a) Providing information for and advice on crime assessment.
- b) Developing, in consultation with the City of Belmont, the Protocols and Standard Operating Procedures between Police and the City of Belmont in relation to their respective roles in accordance with the MOU.
- c) Ensuring Police officers comply with the Code of Conduct and in accordance with the MOU when viewing the CCTV footage which includes use of video analytics provided by the City of Belmont.
- d) Determining the appropriate level and priority of responses required to incidents identified by the CCTV cameras or Video Analytics, according to available resources and existing priorities.

#### **4.12 COMMUNITY SAFETY AND CRIME PREVENTION OFFICERS IN RELATION TO CCTV MANAGEMENT AND OPERATION**

The role and duties of the Community Safety and Crime Prevention Officers in relation to CCTV Management and Operation include:

- a) Authorised Personnel, assuming responsibility for ensuring these are efficiently performed in a manner consistent with the CCTV Operation objectives.
- b) Prepare budget estimates for CCTV Operations on an annual basis, and ensure the cost effectiveness of operations by regularly reviewing expenditure and depreciation, providing appropriate recommendations to the MSC, as to any correction measures.
- c) Act upon any Authority to ensure Council's Policies and requirements of relevant statutes are exercised and complied with. Report to the MSC or relevant City of Belmont authority on the requirement in respect of possible litigation or other legal action.
- d) Report to the MSC on any significant need for CCTV System modifications or procedures, where appropriate.
- e) Allocate and modify, when requested by WA Police, surveillance schedules in respect to identifying police intelligence, "hot spots" and peak crime times, implementing effective strategies to support CCTV Operations in reducing crime and anti-social behaviour in these and other areas.
- f) Regularly liaise with WA Police in respect to recorded incidents, requests for recorded material, crime statistics, general trouble spots and other relevant matters to ensure the activities of the CCTV Operation complement Police priorities.
- g) Liaise with business and community group representatives to ensure their security needs are addressed and catered for whenever possible.
- h) Take an active part in improving the effectiveness of the Community Safety and Crime Prevention Planning in terms of CCTV Operations.
- i) Implement CCTV surveillance strategies to problem areas throughout the City of Belmont as appropriate.
- j) Frequently review the Manual in respect to the needs of the City of Belmont and recommend changes when necessary.
- k) Keep abreast of CCTV technology, practices and all introduced amendments to related legislation and where necessary introduce changes to maintain operational and legislative compliance.
- l) Assume responsibility for the CCTV Register.
- m) Act on Authority in conjunction with the release and destruction of recorded material after assessing the evidence available and the circumstances of the matter.
- n) Assume responsibility for ensuring compliance with the CCTV Code of Conduct.
- o) Act on Authority to allow visitors to access Designated Surveillance Areas when considered appropriate or necessary.
- p) Ensure CCTV related complaints, correspondence and reports are effectively investigated, prepared and completed within required time frames.
- q) Ensure that Authorised Personnel perform at a high level through the development, training and management of CCTV Operations.

- r) Represent and promote CCTV Operations and the interests of the City of Belmont when required to attend various meetings, public forums or as a member of an advisory group.
- s) Foster a high standard of public relations in support of CCTV Operations.

#### **4.13 MONITORING, REVIEW AND AUDIT REPORTS AND PROTOCOLS**

##### **4.13.1 MONTHLY MONITORING AND REPORTING**

Data should be presented for inclusion in the monthly report to the MSC including the following:

- b) The number of incidents provided to Police where CCTV footage has been available.
- c) The number of incidents where offenders have been identified and prosecuted by WA Police.
- d) The number of incidents still under investigation.
- e) The number of cameras operational.
- f) Incidents of note.

##### **4.13.2 INDEPENDENT CCTV OPERATION AUDITS**

In accordance with AS4806.1:2006 Part 3.4 where CCTV Systems operate within the public domain, consideration should be given to the undertaking of an independent audit. As a minimum, an independent CCTV Operation Audit should be conducted every five years.

CCTV System Independent Reports should be addressed to the City of Belmont Chief Executive Officer and submitted to the MSC for management of audit recommendations. Audit reports are not required to be released to the public. The audit should consider the following:

- a) Independent verification of the attainment of objectives and procedures.
- b) Random audits of the access and data logs and the release and destruction of recorded material.
- c) Review and evaluate CCTV Policy Statements and compliance.
- d) Review and evaluate procedures and costs for the release or viewing of information.
- e) Technical review of any proposed system expansion/upgrade, commissioning and testing protocols.
- f) Technical review and verification of the existing or suitable CCTV network configuration, coverage, functionality, effectiveness and efficiency.
- g) Assessment of related strategic planning and vision statements.

#### **4.14 PUBLIC AWARENESS AND MEDIA MANAGEMENT**

##### **4.14.1 CCTV SIGNAGE**

The importance of effectively placing CCTV signage in the monitored area cannot be underestimated. Location, height and existing visual distractions are major factors which contribute to the effectiveness of a sign when installed. CCTV signage should be considered to be a safety orientated sign and used for crime prevention purposes.



Signage can play a critical role in a CCTV Operation's effectiveness on influencing behaviour and perceptions of safety within the public space. Signs will be erected at all formal or high traffic access points within the monitored area and near camera locations. Signs should be checked regularly for damage or theft.

It is important that CCTV signage be installed in positions which allow the best opportunity to capture the attention of pedestrians and thus improve safety and crime risk management.

#### **4.14.2 PUBLIC INFORMATION**

The City of Belmont will make available the following management documents on the City of Belmont's website, namely:

1. CCTV Policy Statements
2. CCTV Code of Conduct
3. CCTV Code of Practice
4. Complaint procedures

Public enquiries and complaints in relation to the City of Belmont CCTV Operation can be made in writing to:

*Chief Executive Officer, City of Belmont, 215 Wright Street, Cloverdale WA 6105*

#### **4.14.3 MEDIA MANAGEMENT**

The City of Belmont holds a range of public events throughout the year and regularly releases media articles and news stories. A schedule of suitable stories and events, related to and consistent with CCTV Operation objectives, may be considered by the MSC in conjunction with the City's Coordinator Marketing and Communications to promote the use and effectiveness of CCTV Operations to public stakeholders.

The release of any recorded material to the media will be only for the purposes provided by CCTV Policy Statement 3.2.

#### **4.15 CCTV OPERATION ACCESS CONTROLS**

Access to the City of Belmont's CCTV system will be restricted to Authorised Personnel and will be protected from unauthorised access.

The City of Belmont has implemented the following:

1. A procedure that clearly informs Authorised Personnel of possible disciplinary proceedings (including dismissal) if they breach any of the provisions of the Code Conduct.
2. A requirement of confidentiality which can be enforced during and after termination of employment.
3. The circumstances in which WA Police or other visitors are able to access Designated Surveillance Operation Areas will be carefully controlled.
4. Access to the CCTV system will be limited to City of Belmont Authorised Personnel with a defined responsibility.
5. A register must be kept detailing all instances of access to the CCTV system.

#### **4.16 CAMERA MANAGEMENT**

#### **4.16.1 CAMERA SELECTION**

Proposed CCTV sites should be risk assessed for environmental and lighting conditions, mounting options, the type of activity, the resolution of cameras and retention of recorded image rates.

The selection criteria for each camera placement and location will be documented and the effectiveness of the installation monitored on an ongoing basis. An objective measurement is the camera's purpose, either to detect, recognise or identify. The effectiveness of the camera should therefore be found to directly attribute to safety, perception of safety, control of crime or assist the City. This design base will allow documented design, commissioning, performance and monitoring of each camera and subsequently, the whole system.

The location of the cameras should be clearly apparent to the public with CCTV Signage in the near vicinity of each camera.

Cameras and associated hardware and applications will be replaced or upgraded as required within budgetary restraints.

#### **4.16.2 CAMERA RISK ASSESSMENT**

AS/NZS 31000:2018: Risk Management describes how the objectives of analysis are to separate acceptable risks from major risks. Risk analysis involves the consideration of the sources of risk, their consequences and the likelihood that those consequences may occur.

It is important to recognise how the CCTV camera will influence the consequences of any particular risk event which will impact in different ways within the target area. Financial costs, personal harm (physical and psychological), legal consequences and damage to reputation may all result from a single incident.

#### **4.16.3 CONTROL AND OPERATION OF CAMERAS**

The operation and use of cameras will be in accordance with the Code of Conduct, Code of Practice, and Standard Operating Procedures.

Cameras will not be used to look into or monitor adjacent or nearby premises or buildings, unless it is explicitly for following (in real time) participants in a 'situation of concern', which originated in the public domain.

Any misuse is to be treated as a breach of the Code and subject to disciplinary action.

No audio will be recorded in public places.

Only Authorised Personnel will have access to camera operating controls.

All Authorised Personnel will be made aware that recordings are subject to routine audit and they may be required to justify their interest in a particular member of the public or premises.

#### **4.16.4 MAINTAINING CAMERA OPERATIONS**

At any time, CCTV Management should provide an overview of the CCTV Operation, as follows:

1. Maintenance of CCTV recording equipment in a fully functional working order;
2. Maintenance of clear, recorded vision from each camera at all times with records of down times.

3. Monitoring for obstructions (foliage, umbrellas, street trees and signage) and report on treatments against obstructions;
4. Ensuring any equipment fault is recorded and attended to in the shortest possible time frame;

#### **4.16.5 CCTV MONITORING GUIDELINES**

CCTV Operation CSCP Officers will review incoming reports from City of Belmont Community Watch and WA Police for hotspots information and trends of activity.

#### **4.16.6 RECORDED MATERIAL**

The retention of and access to recorded material will be only for the purposes provided by the Code of Practice and retrieved and treated in accordance with the Code of Conduct.

Recorded material will be retained for 31 days unless required in relation to the investigation of crime or for court proceedings.

Remnant recorded material will be purged following 31 days.

Access to and use of recorded material and photographs will only take place:

- in compliance with the needs of police in connection with the investigation of crime;
- if necessary for the purpose of legal proceedings.
- to identify community safety issues
- investigation into possible breaches of the City's policies, procedures and Local Laws.
- in the monitoring and protection of City assets
- for City educational and presentation purposes

Recorded material and photographs will not be sold or used for commercial purposes or the provision of entertainment. Such practice will be a breach of the Code of Conduct and subject to dismissal proceedings.

The showing of recorded material to the public will not be permitted and will only be provided to WA Police in connection with the investigation of crime or in any other circumstances justified and authorised by law. Footage may be provided to the public but only with a valid FOI request or court order.

When footage is requested by way of an FOI request, it is saved and stored by the CSCP officers until the FOI process has been completed, and any applicable decision review deadlines have passed, or the City of Belmont considers the footage is no longer required. If an FOI request for the provision of footage is received more than 31 days after an alleged incident, this cannot be provided as all footage expires after 31 days as per Australian Standard.

Use of recorded material by the media should only occur to gain public information with respect to the identity of a person wanted in connection with a criminal investigation and its release will be the responsibility of WA Police in consultation with the City of Belmont.

Appropriate security measures and audit trails will be established against unauthorised access, alteration, disclosure, accidental loss or inadvertent destruction of recorded material.

Recorded material will be treated according to defined procedures and audit trails to ensure continuity of evidence.

**4.16.7 CONTACT WITH POLICE**

Contact related to CCTV Operations between City of Belmont Authorised Personnel and the WA Police will be conducted strictly in accordance with the MOU, Code of Conduct and Code of Practice.

Any change in existing arrangements for WA Police contact with and use of the CCTV Operations will amount to a major change to the Code of Practice and must be agreed to by the City of Belmont in accordance with the Code of Practice before being implemented.

Any involvement in CCTV Operations by WA Police will be documented by the City of Belmont and will be subject to review or audit.

## **5 CCTV STANDARD OPERATING PROCEDURES**

### **5.1 INTRODUCTION**

These Standard Operating Procedures (SOPs) provide an initial framework for the establishment of tailored procedures specific to the CCTV Operations implemented by the City of Belmont. The objectives of the SOPs are:

- a) To provide personnel with all the safety, health, environmental and operational information necessary to perform their roles and responsibilities properly.
- b) To ensure that CCTV Operations are performed consistently to maintain quality control of processes and recorded material.
- c) To ensure that CCTV Operations continue with minimal disruption and are conducted to a prescribed standard.
- d) To ensure that any system failures or faults are detected and responded to efficiently and rectified as soon as possible.
- e) To ensure that approved procedures are followed in compliance with City of Belmont and legislative requirements.

### **5.2 CCTV MANAGEMENT SPREADSHEET**

The City of Belmont CSCP Officers will record all requests for recorded material, all material copied, system faults and maintenance, and access to Designated Surveillance Areas.

The CCTV Management Spreadsheet shall be kept in a secure location and shall not be altered or have information removed at any time without the approval of the CSCP Officers.

Frequent exchange of information between WA Police and the City of Belmont is to be noted and recorded subjectively. The rating of the relationship by both stakeholders will be considered a key performance indicator.

### **5.3 MAINTAINING COMPLIANCE AND LOCAL GOVERNMENT BEST PRACTICE**

#### **5.3.1 REVIEW**

These procedures shall be reviewed on an ongoing basis and key performance indicators reported through the monthly report by the MSC. Improving perceptions of safety and reducing fear of crime following community consultations are reported on annually.

#### **5.3.2 AUDITS**

It is essential that the community have confidence in the City of Belmont's use of CCTV technology. The City of Belmont must regularly audit compliance with legislation and standards. In addition to audits, all logs of observations and activity should be regularly scrutinised by the City of Belmont.

### **5.3.3 INCIDENT REPORTING AND SYSTEM ANALYSIS**

The incident reporting and analysis system should be included in the CCTV initiative. Ideally the system should be computerised however the City of Belmont currently operates a manual system which adequately captures all required data. The reporting system records:

- a) Type of incident (according to defined offence categories) monitored and to which a response was made.
- b) Date, time and location of the incident.
- c) Response taken, including who made the response (i.e. some incidents will require a response from police while others would be the responsibility of the City of Belmont staff or other emergency services).
- d) Result of the response (i.e. arrest, caution, etc).

It is imperative that any reporting system does not include information in which individuals can be identified.

### **5.3.4 COMPLAINTS HANDLING**

Any complaints received by the City in relation to alleged breaches of the CCTV Code of Conduct will be dealt with by the City's existing complaints handling procedure.

## **5.4 AUTHORISED PERSONNEL – SELECTION AND RECRUITMENT**

All Authorised Personnel assigned to surveillance operations must be duly authorised by the City of Belmont to undertake defined roles.

All Authorised Personnel shall follow these procedures at all times.

All Authorised Personnel shall sign the approved Code of Conduct at the start of their employment with the City of Belmont.

City of Belmont Authorised Personnel will be subject to disciplinary proceedings in the event of actions that do not comply with the conditions of the Code of Conduct. In appropriate circumstances, the City of Belmont reserves the right to terminate employment. These conditions will be detailed in all employment contracts.

The CSCP Officers will ensure all visitors are briefed regarding the requirements of the Code of Conduct.

The Coordinator Community Safety will provide a formal induction to recruited Authorised Personnel on CCTV Operations and the CCTV Management and Operations Manual.

The City of Belmont's Standard Operating Procedures for live surveillance may be adapted to best reflect the requirements of the CCTV System specifications and conducted in accordance with the WA CCTV Guidelines.

## **5.5 SELECTION OF SECURITY CONTRACTORS AND CONSULTANTS**

There is a role for private sector security providers to assist the City of Belmont in the provision of CCTV Operations and related services, including CCTV design, system installation, system maintenance and independent audits and reviews.

All security providers to the City of Belmont must provide appropriately qualified personnel and hold relevant licences in accordance with the *Security and Related Activities Act 1996* and current membership of a Security Industry Association guided by a Code of Conduct.

## **5.6 LICENSING**

Security licensing procedures and protocols should be conducted in accordance with WA Police Licensing Enforcement Division requirements.

## **5.7 SURVEILLANCE DUTIES AND TASKING**

### **5.7.1 LIVE SURVEILLANCE DUTIES**

The following procedures are to be adhered to by monitor operators rostered for live surveillance duty:

- a) Monitor operators must act with the utmost probity and in accordance with the Code of Conduct.
- b) The tracking or zooming in on any member of the public shall not be done in a gratuitous or unreasonable manner. All operators should be made aware, as a matter of course, that their camera operation may be audited and that they may be called upon to satisfy their interest in a member of the public. Members of the public going about their lawful business shall not be the subject of undue, unethical or illegal surveillance.
- c) During general surveillance, operators shall not allow cameras to view into private premises. Private premises may come into view as part of a wide angle or long shot or as a camera is panning past them.
- d) An operator may allow a private premise to remain in view when there are reasonable grounds for so doing, that is, for the purpose of identifying individuals or actions when there is a reasonable cause in response to a criminal offence or situation of concern only. Also consider seeking signed consent from private premises to allow CCTV monitoring.

At the commencement of live surveillance, operator(s) are to record the following detail on the CCTV Activity Register:

- a) Personal details
- b) Date/time of shift
- c) Designated surveillance tasks, i.e. general surveillance, targeted surveillance, area familiarisation, situational surveillance.
- d) At the completion of each live surveillance period, the operator is to record to completion date/time and a summary of incidents.

### **5.7.2 DEALING WITH AND RESPONDING TO INCIDENTS**

The CCTV monitoring or control room should be equipped with suitable communication facilities to enable the operator to easily contact the relevant personnel. Estimate an acceptable response time for the activities being monitored and consider whether the operator should continue monitoring the subject or situation until the response arrives and has circumstances return to normal.

A list of Stakeholders and Call Out details will be compiled and maintained in the CCTV Management and Operation Spreadsheet.

## CITY OF BELMONT CCTV MANAGEMENT & OPERATIONS MANUAL

---

In circumstances where a response to an incident or situation is necessary, consider who decides when a response is necessary and what that response should be. For example, it might be appropriate to contact:

- a) A guard on patrol;
- b) A supervisor;
- c) The police;
- d) DFES;
- e) The ambulance or medical assistance;
- f) Utility emergency services; or
- g) Neighbouring Council officers.

In some cases, it may be appropriate to simply note the event and take no further action.

The level of Police response to incidents occurring will be determined by the WA Police and will be subject to the various priorities at the time the incident is reported. The City of Belmont has no control over the priority allocated by the Police.

The City of Belmont CCTV operators are authorised to report relevant matters to the Police and other emergency services, as appropriate. A written record of any reports will be made at the time or as soon as practicable following the incident and will include details of the incident, date and time of the report and details of the Police or other public or private services. Where appropriate, the CSCP Officers may elect to have the City of Belmont Community Watch Patrol attend the incident before making a formal report to the Police or emergency services.

All incidents requiring attendance by the Police or other emergency services will be recorded by the CSCP Officers, as soon as practicable.

When an officer identifies an offence or situation of concern to which a response is required, the operator must contact the Police while ensuring that the incident is being appropriately monitored and recorded.

Where possible, the incident must continue to be monitored and recorded up to and including the completion of the response.

Whenever a response is deemed appropriate to an identified incident, the officer must record the following in the CCTV Activity Register:

- a) Type of incident (according to defined offence categories), including description (e.g. number of persons involved);
- b) Date and time of incident; and
- c) Organisation making response (i.e. Police or City of Belmont)

The incident report must be filled out by the CSCP officer and if Police attention is required, a copy provided to the Police. The incident report should record information which will assist Police in the recording of the incident.

The CSCP Officers check all cameras on a daily basis to ensure they are operating correctly. In particular, checks are to be made to ensure that:

- a) Operator adjustable settings can be made appropriately and predefined fields of view are displayed.



- b) The time and date settings are correct - it is essential that time and date settings are correct. Any inconsistencies should be documented and the equipment monitored to ensure that further drift of these settings does not occur.
- c) Recording equipment is operating correctly.
- d) There are adequate supplies of recording media, including spares in case of media failure.
- e) The media should either be new, reformatted or erased in an approved manner in accordance with the equipment manual.
- f) Any media protection settings will not prevent recordings being made.
- g) If the equipment is battery operated, there are sufficient fully charged batteries available and Uninterrupted Power Supply (UPS) systems are operating.
- h) A scheme of checks is carried out before deployment particularly for equipment that is used less frequently.

This list is not definitive and detailed information should be obtained from the equipment manuals.

### **5.7.3 JOINT OPERATIONS WITH WA POLICE**

The WA Police and the City of Belmont have a Memorandum of Understanding for CCTV Operations.

The City of Belmont acknowledges the WA Police as a key stakeholder in CCTV Operations.

Members of the WA Police may request the cooperation of the City of Belmont CCTV Operations for the purpose of surveillance relating to lawful WA Police operations and investigations.

Joint operation requests can be made by the WA Police officer responsible for coordinating the operation or investigation.

The request should detail the times and general purpose for which surveillance support is requested.

The City of Belmont may decline to provide cooperation in accordance with the Code of Conduct and Code of Practice.

The City of Belmont CSCP Officers may withdraw cooperation at any time during the operation in accordance with the Code of Conduct and Code of Practice.

### **5.7.4 WA POLICE CONTACTS AND STATE CCTV REGISTER**

For day-to-day purposes, the City of Belmont's contact officer with the Police will either be the Officer in Charge of the local Police station or the Police call number 131 444. As appropriate, the Officer in Charge or delegated Police officers will liaise with the City of Belmont CSCP Officers in regards to Police activity with significance for the operation and management of the CCTV System.

Approval for the Police use of the CCTV system in any manner will be subject to their agreement to comply with the Memorandum of Understanding and Code of Conduct.

The presence of a Police Officer in Designated Surveillance Areas for a pre-planned operation or ongoing incident is permitted, subject to authorisation being given by the CSCP Officers. Police Officers may direct the operation of cameras.

The City of Belmont CCTV System will be registered with the WA State CCTV Register. If sought by Police and viable, a remote control facility at the Police Operations Centre may be allowed. The WA Police must advise the City of Belmont CSCP Officers should they wish to access the City of Belmont CCTV System and may direct cameras during a live incident, provided the actions requested comply with the Manual.

A written record will be maintained of any use of the system at the request of the Police. This record will include details of the Police Officer making the request, details of an authorising officer, time and date of the request and reasons for the request.

#### **5.7.5 TRANSFERRING OPERATING CONTROL OF CAMERAS TO POLICE**

CSCP Officers must only transfer control of cameras to Police personnel when so requested by Police for operational purposes. In such cases, the officer must record the following in the CCTV Activity Register:

- a) The name of the requesting Police officer;
- b) The reason given for the request for transfer of operating control; and
- c) The date, time and length of transfer control.

### **5.8 CAMERA OPERATION**

#### **5.8.1 CONTROL AND OPERATION OF THE CAMERAS**

The City of Belmont CCTV cameras will only be operated by Authorised Personnel. All authorised staff will act with the utmost probity.

All use of cameras and recording equipment will accord with the purposes and key objectives of the CCTV System, as developed in training and specific operational instructions, and shall comply with the Code of Conduct.

Cameras will not be used to look into private property without cause. Operational procedures shall be adopted to ensure restraints upon the use of cameras in connection with private premises.

Authorised personnel will be subject to supervisory procedures to ensure compliance with this aspect of the Code.

Authorised personnel are aware that recordings are subject to routine audit and that they may be required to justify their interest in a member of the public or premises.

The CSCP Officers, in consultation with Police, will determine the level of incidents to be reported to the Police. It is recognised that the decision as to what level of response is deployed is a matter entirely for the Police. The City of Belmont will liaise regularly with the Police on this subject.

A record will be maintained by the CSCP Officers of all monitored incidents. A list is provided in the CCTV Management Spreadsheet and can be adapted to suit the City of Belmont's CCTV Operations.

Incidents will be recorded as part of the means of establishing effective evaluation and targeting of key objectives. Incidents should be reviewed and contrasted to guide:

- Monitoring criteria and schedules;
- Risk assessment; and
- Target offence reduction objectives.

Cameras should only be installed in areas which have also been subject to the design of the public space, Crime Prevention Through Environmental Design (CPTED) Audit, Lighting Audit and a Crime Risk Assessment. Camera positioning should be designed to provide sufficient fields of view of the public space and capabilities to provide identification, recognition or detection footage.

New or proposed camera locations should be determined on the basis of crime statistics provided by the WA Police and other considerations such as input from CCTV operators, City stakeholders, community groups and innovative crime prevention initiatives carried out by the City of Belmont.

The list of cameras and locations is to be maintained in the CCTV Management Spreadsheet.

## **5.9 CCTV SYSTEM EXPANSION AND UPGRADES**

### **5.9.1 EXTENSION OF THE SYSTEM**

Where an agreement is reached to extend the CCTV System or coverage, the City of Belmont agrees to take the following actions:

1. At the outset, the MSC will identify and agree on primary aims and associated issues that must be addressed to achieve those aims.
2. They will identify and plan for resource implications, including deciding the commitment levels of resourcing that will be provided by each stakeholder.
3. They will agree to the extent of involvement and respective responsibilities of each stakeholder.
4. They will establish protocols to govern the process for decision making both in establishing the system within the area and for the ongoing management of the system.
5. They will establish operational procedures for the management of the system and, as appropriate, implement protocols for monitoring and auditing of the System, as it affects those areas.
6. They will draft and sign an agreement outlining the responsibilities of the stakeholders, and in particular, acknowledging the requirement for all parties to comply with the provisions of the Code of Conduct, including the enforcement of sanctions detailed within the Code.

Prior to any extension of the System being approved the following actions will be completed:

1. The MSC will conduct a needs assessment and prioritisation of risk management objectives.
2. Consultation can be undertaken amongst stakeholders where required.
3. Where cameras are to be installed, the City of Belmont will consult with land users as appropriate.

## **5.10 TROUBLESHOOTING, FAULTS AND MAINTENANCE**

All faults and maintenance activity are recorded in the CCTV Management Spreadsheet. Refer to the CCTV System's Operation and Technical Manual for troubleshooting and common problems.

## **5.11 DATA STORAGE**

Refer to the Milestone CCTV Operation and Technical Manual for storage configuration and commissioning.

Footage must be downloaded using the Milestone CCTV program in the "Database" file format. A copy will also be stored on the secure CCTV server. The "Database" format cannot be altered once created.

AVI copies may be created but can only be used as a working copy. When an AVI copy is created, this must be recorded for evidential purposes.

Once the images and associated data have been copied onto a DVD-R, it is not possible to have the data overwritten or altered.

The software required for viewing is available and provided on the DVD-R when it is created.

Each time footage is requested and downloaded a record will be kept on the Police Footage Request Action Log.

## **5.12 DATA ACCESS**

### **5.12.1 ACCESS TO DESIGNATED SURVEILLANCE OPERATIONS AREAS**

Only Authorised Personnel are permitted to access the CCTV system.

Visitors to the Section must be authorised by the City of Belmont CSCP Officers and a record made of the purpose of the visit in the CCTV Activity Register.

Authorised Personnel and visitors must wear an approved identification card at all times whilst in the City of Belmont Civic Centre and must be accompanied by one of the CSCP Officers.

## **5.13 CONTINUITY OF EVIDENCE**

Evidence, in terms of a still image or video footage, is the presentation of visual facts about a crime or an individual that the prosecution presents to the court in support of their case. The image will be presented either as hard copy or on a screen. It is possible to make a bit-for-bit identical copy of a digital image file.

In evidential terms there is no distinction between the copy and the primary or original file because the files are the same and have the same evidential weight. It is not important whether the file is on a stand-alone or networked computer, a server, or on any type of storage medium. This assumes the operation of adequate security against unauthorised and unrecorded access.

If no discipline is applied there can be any number of identical files. For evidential purposes it is essential to be able to demonstrate that the images are authentic and have originated from the files captured in the camera and recorded to the first medium.

Integrity verification is the process of confirming that the data (image, CCTV clip, etc) presented is complete and unaltered since time of acquisition. Relevant questions

concerning integrity might include: “Has data been added to, or removed from the file?”; “Has the data within the file been changed?”

Authentication is the process of substantiating that the data is an accurate representation of what it purports to be. Relevant questions concerning authentication would deal with issues such as: “Was the image taken at the time stated?”; “Was the image taken at the place stated?”

It should be noted that standard image processing techniques such as lightness or contrast changes would affect the image integrity but not the image authenticity; however, a change to the clock on a CCTV system could affect the image authenticity but not affect the image integrity. Robust audit trails are required in order to maintain image authenticity.

The audit trail should include the following information (with date and time of action) when available and if appropriate:

- a) Details of the case.
- b) Information about capture equipment and/or hardware and software used, including details of the maintenance log relating to capture equipment and calibration of hardware and software.
- c) Identity of the capture operative, including third parties and image retrieval officers, where applicable.
- d) Details of exhibits and disclosure officer(s).
- e) Description of the images captured.
- f) Details of retrieval or seizure process and point of transfer, if applicable.
- g) Creation and definition of the Master copy and associated metadata.
- h) Storage of the Master copy.
- i) Any access to the Master copy.
- j) Viewing of the footage, including a record of any associated viewing logs.
- k) Details and reasons for any selective capture.
- l) Electronic history log of processing applications.
- m) Any copying required for ensuring longevity of the data.
- n) Cross References on the Master and Working Copies, if required.
- o) Disposal details and retention time periods.

#### **5.13.1 VIEWING OF RECORDED MATERIAL**

WA Police officers may request to view recorded material relating to an incident or investigation. Such a request must specify the officer making the request and the date, time and location of the incident which the officer wishes to view.

Requests made by any other party in relation to an incident must be made via a FOI request or subpoenaed. Each FOI request will be assessed in accordance with the *Freedom of Information Act 1992* to determine whether footage can be viewed or released.

Any request, by a party other than the Police, to view footage which forms part of an ongoing Police investigation must be made to WA Police and will be shown at the discretion of the officer in charge of the case.

Requests by Police will be made with via the City’s CSCP Officers.

Requests to view recorded material shall be responded to as soon as reasonably practicable and otherwise within five (5) working days. Police requests are to be dealt with as a priority.

#### **5.13.2 COPYING OF RECORDED MATERIAL**

The CSCP Officers may authorise the copy of original material where a recorded incident is the subject of Police investigation, prosecution or legal proceedings;

Copying of original recorded material is to be made only by City of Belmont CSCP Officers.

Recording mediums are to be marked with an incident description and the WA Police Incident Report Number by the CSCP Officers.

Certified copies of recorded material may only be released to the WA Police in relation to a recorded incident.

In the case of an FOI request, certified copies will only be released to the parties named in the written request when permission to do so has been received from an authorised officer of the City of Belmont and on the completion of the appropriate documentation.

#### **5.13.3 RELEASE OF ORIGINAL RECORDED MATERIAL**

Original recordings and still photographs shall not be released to any person or third party unless requested under a search warrant, court summons or by a recognised legal instrument; and

At no time shall original or copied recordings or still photographs be released to any media organisation, journalist or other individual or group without submitting a valid FOI request and also following the approval of such a release by the City of Belmont Chief Executive Officer.

#### **5.13.4 VIDEO IMAGES**

To allow ease of current and future use of the recordings for investigations and appeals, etc, the CD/DVD includes:

- a) An easily-read text file stating any requirements for special software or instructions for replay;
- b) All associated metadata (time and date should be bound to the relevant images); and
- c) Licence-free software enabling the sequences to be viewed correctly.

#### **5.13.5 MASTER COPY SAFEGUARDS**

The integrity of images needs to be protected at the earliest stages as this reduces the opportunities for challenges in court.

The City stores all of its Master copies in a secure electronic format.

Protection is also achieved by controlling access to the file or media by electronic password and/or controlling the viewing of images by electronic encryption.

#### **5.13.6 ENCRYPTION**

The image file is encrypted so that the file cannot be altered, which maintains its integrity when presented as evidence in court.

### **5.13.7 HANDLING**

Images should also be protected from accidental deletion by the careful handling of media. Media should be stored in clean, dry environments and kept away from strong magnetic fields, strong light and chemical contamination.

The Master is defined and will be documented as such. It will then be stored securely pending its production (if required) at court as an exhibit. Only in the event of any doubt being cast on the integrity of the images will the Master be viewed.

A Working Copy is usually produced simultaneously, or immediately after the Master is defined. The Working Copy, as its name implies, is the version that will be used for investigation and to assist in the preparation of the prosecution file.

All use and movement of the Master will be logged in the audit trail. Similarly, any significant use, enhancement and distribution of Working Copies should be logged. The aim is to support the presentation of evidence through legal proceedings. All audit trails should be disposed of when the image files and any analogue copies are disposed of.

### **5.13.8 DEFINE MASTER AND PROCEDURE WORKING COPY**

The core of the Procedure is the production, definition and storage of a Master which can be examined if required by the court to confirm the integrity of the images. The Master should be:

- a) Labelled or named (with due care to the longevity of label and readability of medium);
- b) Stored in a form and manner, with software if required, so that the images may be viewed in the future;
- c) Kept in accordance with exhibit protocol; and
- d) Never used, except to make further copies together with appropriate audit trail, or by order of the court to verify integrity.

### **5.13.9 PRODUCE WORKING COPIES**

Working Copies can be in many forms. The files can be copied onto any suitable medium or distributed electronically (if a secure system is in place) for circulation to the investigating officers and City of Belmont. Issues of quality control, security and resource management need to be considered.

### **5.13.10 RECORDING OF IMAGES**

CCTV images may only be recorded by the City of Belmont.

All information recorded, collected and collated by means of CCTV Operations shall remain the sole property of the City of Belmont.

Any incident recorded and selected for review shall be noted in the CCTV Activity Register including date, time and type of incident.

The date, time and category of incident shall be noted on the recorded medium and electronic file name.

All recorded material shall be kept in secured storage, including electronically, under the control of the City of Belmont.

All original residual recordings shall be erased after 31 days after the date of the recording unless the footage has been reviewed or a request is made in writing for it to be held.

All written requests for access to original video recordings shall be filed with the CCTV Management and Operations Manual.

Authorised Personnel may view any footage on a random basis in accordance with the Code of Conduct and Code of Practice.

The CSCP Officers shall view the CCTV Activity Register and reports will be submitted on a monthly basis, or as otherwise directed.

#### **5.14 OPERATION REDUNDANCY AND DISASTER RECOVERY**

The City of Belmont has redundant power supplies, redundant hard drives in the storage array and UPS protection for the recovery of data following power outages, system faults and other impediments to operations.