



CODE OF PRACTICE FOR THE OPERATION OF CCTV TRAFFIC ENFORCEMENT CAMERAS

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1 Scope

This code of practice has been drafted to ensure operators are aware of the correct procedures in the case of an incident. It facilitates the detection of offenders in relation to non-compliance with existing traffic regulations, as a measure to improve the reliability and punctuality of public transport and also to satisfy the community over the competence of the system and its operators. This code of practice complements the monitoring station's own Code of Practice (CoP) and gives recommendations for the operation and management of CCTV within a controlled environment, where data that may be offered as evidence is received, stored, reviewed or analysed.

2 Normative references

The following normative documents contain provisions, which, through reference in this text, constitute provisions of this British Standard. For dated references, subsequent amendments to, or revisions of, any of these publications do not apply. For undated references, the latest edition of the publication referred to applies.

BS 7958: *Code of practice for closed-circuit television management and operation.*

BS 7858: *Code of practice for security screening personnel employed in a security environment.*

BIP 0008: *Code of practice for legal admissibility and evidential weight of information stored electronically.*

BSIA 129: *The code of practice for the secure destruction of confidential material.*

Human Rights Act 1998.

The Private Security Industry Act 2001.

Data Protection Act 1998.

3 Terms and definitions

For the purposes of this British Standard the terms and definitions given in BS 7958 apply, together with the following.

3.1

Clean tapes

clean tapes are tapes, which have been degaussed no more than twelve times, or are new

3.2

Penalty charge notice (PCN)

notice served to owner or the person who appears to have been the owner of the vehicle when the alleged contravention occurred

3.3

Monitoring station

area in a building where CCTV data is monitored, retrieved and analysed

3.4

Master copy of recording media

the master copy is the monitoring station copy, which is also referred to as the evidence copy

3.5

Monitoring period

the period monitoring is carried out as defined by local procedure

3.6

Working copy

the working copy is also referred to as the slave, which is used to review potential contraventions

3.7

Enforcement Notice

issued by the Parking Enforcement organization 28 days after a PCN has been issued which has not been paid. The full fine must be paid at this stage unless an appeal has been lodged

3.8

Notice of Rejection

sent by the Parking Enforcement organization to an offender who has appealed and the appeal has not been upheld. It explains the reasons for rejection of the appeal and requests payment

4. Management of the CCTV scheme

4.1 Procedures

For the purpose of this Code of Practice the procedure laid down in BS 7958: 4.3 applies

4.2 Audit

For the purpose of this Code of Practice the audit laid down in BS 7958: 4.4 applies

4.3 Annual report

For the purpose of this Code of Practice the annual report laid down in BS 7958: 4.5 applies

4.4 Management responsibilities

4.4.1 General

All personnel involved in the acquisition of data should be security screened in accordance with BS 7858

4.4.2 Owner

For the purpose of this Code of Practice the owner responsibilities laid down in BS 7958: 4.6.2 apply

4.4.3 Manager

For the purpose of this Code of Practice the manager's responsibilities laid down in BS 7958: 4.6.3 apply

4.4.4 Supervisor

For the purpose of this Code of Practice the supervisor's responsibilities laid down in BS 7958: 4.6.4 apply

4.4.5 Operator

For the purpose of this Code of Practice the operator's responsibilities laid down in BS 7958: 4.6.5 apply

4.4.6 Contractor

For the purpose of this Code of Practice the procedure for contractors as laid down in BS 7958: 4.6.6 and Annex B apply

5 Recording equipment

5.1 General

Dual recordings are required with one being nominated the master copy and the other a working copy. The purpose of dual recording is that the master is the monitoring station copy (evidence copy) and the slave a working copy, the roles of these two recordings are described in clause 7.2. The medium for recording may be by videotape or digital and should be able to record at a minimum rate of 25 frames/images per second. Each frame/image should be timed (hours, minutes and seconds), dated and sequentially numbered automatically.

5.2 Recorded images

All cameras should be able to provide a close up image of the number plate to enable number plate recognition and a wide-angle image to provide information about any mitigating circumstances, which may be used in an appeal.

5.3 Printed image

Any printed image should contain the exact time and date when the frame was captured and its unique reference number.

5.4 Voice over

Voice over recording may be made, providing the recording is time marked with the relevant frames.

5.5 Degaussing equipment

The monitoring station where appropriate should be equipped with degaussing equipment, which should be used on all videotapes before reuse and disposal. It is recommended that no tape is degaussed and reused more than twelve times.

6 Monitoring of traffic

6.1 General

This Code of Practice applies to the monitoring of traffic regulations and is to be used for that purpose only. Camera enforcement signs should be displayed in areas where the system operates. Cameras should be connected to a monitoring station by an encrypted data link. The matrix or recording equipment must be synchronised to the 'Rugby' atomic clock, or signal from recognised similar independent output.

6.2 Operators Duties

6.2.1 Logging on

Only trained and qualified operators should use the system (see Clause 9.2 and BS 7958: 5.3). The first duty of an operator is to fill out the log sheet (see example in Annex A Form 1) and then follow the set out procedures in BS 7958: clause 9 and or the customers/operators guide/Code of practice.

6.2.2 Recorded Media

Procedure for dealing with the recording material should be clearly defined within the operator's procedure.

6.2.3 Monitoring of traffic

The operator should operate cameras in such a way as to avoid unwarranted intrusion of privacy by the cameras and to prevent them from being used for any purpose other than traffic enforcement or non-traffic incidents as detailed at 6.2.5 below.

6.2.4 Contravention of traffic regulations

When operating the camera in real time and a traffic contravention is identified the operator should obtain the most effective images of the vehicle and its surrounding circumstances. Contraventions are to be identified at the time they are committed and not at some subsequent time from pre-recorded tapes, or digital recordings. When sufficient evidence has been recorded the operator should record the time in hours (HH) and minutes (MM) and sufficient vehicle details in the occurrence log (see Annex A Form 2) or by using approved audio equipment.

6.2.5 Non traffic incident

When a non-traffic incident is recorded, the operator is to adopt procedures agreed locally with the police and other scheme partners in accordance with BS 7958 and/or the 'Code of Practice for 'Digital Recording' systems for the Purpose of Image Export to be used as Evidence. All such incidents are to be recorded on the log sheet; this form can also be used to record equipment faults. An example of this log sheet can be found Annex A Form 1.

6.2.6 Traffic Contravention

When a traffic contravention is observed, the operator is to ensure all possible mitigating circumstances are checked for and the details record in the occurrence log (see example at Annex A Form 2)

6.2.7 End of monitoring period

At the end of the monitoring period or as otherwise dictated by local procedures the operator is to: -

- a) Log the exact time and final incremental number from the recorder
- b) Remove the evidence media
- c) Seal the master media in an evidence bag, retain working media to review having allocated it a unique reference number
- d) Put the master media in secure storage

7 Management of evidence

7.1 Operator evidence

Observation of a contravention by the operator will be the direct evidence. All records made during a monitoring period are to be retained in secure storage.

NOTE: Operators of CCTV systems must comply with the legal requirements of the Data Protection Act 1998 (DPA), because failure to do so may result in legal action being taken under this Act.

7.2 Video evidence

All monitoring and observations are to be concurrently recorded on at least two devices, either videotape or digital medium. On both recordings every frame/image is to be timed and dated and stamped with a unique reference number. One recording will be the master recording, which will be known as the evidence copy the second recording will be the slave and will be known as the working copy.

7.3 Evidence Copy of Recording Media (Master)

7.3.1 Storage

After each monitoring period the tape/digital evidence will be immediately removed/digitally transferred, sealed in evidence bag and placed in secure storage. An accurate log is to be maintained in accordance with section ten. The evidence will be retained until it is required for adjudication evidence or it is no longer required for this purpose.

7.3.2 Audit trail

All movement of evidence is to be recorded, from its inception, to when it is erased or destroyed. Destruction of the tapes/digital medium should be carried out by a contractor who works to BSIA CoP 129 and a log maintained.

7.3.3 Reuse of master

The master can only be re-used when all contraventions recorded on it have been fully processed in accordance with the monitoring station procedure.

8. Working copy

8.1 Reviewing and storage

The working copy is to be reviewed at the end of each monitoring period for tagged potential contraventions.

Once a potential contravention is discovered the working copy is to be retained in secure storage when not being processed. The working copy is only to be removed from secure storage for the following reasons: -

- a) when called on to generate still images or photographs
- b) for release to third parties as defined in clause 8.4
- c) for the purpose of additional monitoring

8.2 PCN Issue

The authorised representative determines the issue of the PCN.

8.3 Appeals

In line with the monitoring station's Code of Practice the following items may be required for the Adjudicators to assess a case that has been appealed: -

- a) A Witness Statement produced by the operator, stating the time the contravention was observed. Also a detailed list of the evidence being presented and a copy of the CCTV Monitoring Station Log Sheet to determine status of the equipment being used to record the contravention.
- b) Copy of the Penalty Charge Notice
- c) Copy of the Enforcement Notice
- d) Copy of the Notice of Rejection
- e) A case summary – This should include the relevant part of the regulation allegedly being contravened
- f) Photographic evidence.
- g) Certificate of Service – If this certificate is required then it must be submitted to the adjudicator not less than seven days before the hearing confirming that copies of the above have been sent to the registered licence holder, this is also a requirement of the Human Rights Act 1998.

8.4 Release of recordings to third parties

All recordings are the property of the Monitoring Station and may not be copied or released from the Monitoring Station without the formal authorization as defined in the monitoring station Code of Practice. The working recording relevant to a particular contravention, will only be released for the following purpose: -

- a) traffic adjudicators
- b) police
- c) lawyers acting for appellants in traffic appeals
- d) lawyers acting for defendants
- e) by court order, in connection with civil proceedings

All images should have an audit trail to ensure the recorded material maintains total integrity and continuity at all times and to enable any images to be used for evidential purposes.

If the recorded data is held on an electronic document management system, the system should conform to BIP 0008.

8.5 Re-use of working copy

The working medium can only be re-used when all contraventions recorded on it have been fully processed.

9 Operating personnel selection and training

9.1 Selection

All individuals applying for relevant employment as operators for the monitoring of traffic offences, should be security screened in accordance with BS 7858. The prospective employee needs to demonstrate that they have the physical ability, mental aptitude and intelligence to be able to undertake the roll of an operator. The employee will also need to be examined for literacy, sight, colour blindness and hearing.

9.2 Training

All employees will be trained in their responsibilities and role in operating CCTV. When a potential incident occurs, the operator has to be able to react to monitor the event accurately and not lose information that could be pertinent to any future investigation. All personnel will require training on Health and Safety in the workplace, First Aid, and Fire Prevention and Safety. Other training requirements will include: -

- a) terms of Responsibility
- b) all use of appropriate equipment and operation of systems
- c) basic knowledge of Traffic Law
- d) enforcement process
- e) knowledge of the areas to be monitored
- f) management of recorded material, including the requirement for handling and storage of material needed for evidential purposes
- g) disciplinary policy
- h) attention to Monitoring Station equipment

Operators are only permitted to carry out the specified duties when they have proven to be competent.

9.3 Licensing

All operators monitoring for traffic offences, who are employed by organisations providing the service under contract, where the core activity is Security, are to hold the Security Industry Authority CCTV (Public Space Surveillance) Operator Licence.

10 Documentation

10.1 General

It will be mandatory for an accurate and full record to be maintained. A logbook or database should maintain a sequential order so pages or entries cannot be removed or overwritten.

A computer database can be used for this purpose as long as it cannot be compromised. If records are maintained in a database then the system should comply with BIP 0008.

10.2 Logs

It will be mandatory for an accurate log to be maintained recording which operators were working at any given time or date and which cameras they were controlling. Each workstation should have its own log recorded by the operator of the time and date of any event or occurrence that may be required for further evidence. The log should also record the following change of operator, any malfunctions of the equipment and encroachment on to private areas that are not part of the contract.

11 Annex A (informative)

A1 (informative) - Form1 Example of CCTV Monitoring Station Log Sheet

A2 (informative) - Form2 Example of Occurrence Log

This annex comprises the pro-forma recommended throughout the text of this standard.

12 Bibliography

Standards publications

- [1] GREAT BRITAIN. Road Traffic Act 1991
- [2] GREAT BRITAIN. The Freedom of Information Act 2000
- [3] GREAT BRITAIN. The Private Security Act 2001
- [4] GREAT BRITAIN. The Regulation of Investigatory Powers Act 2000