

Standard Operating Procedures

STANDARD OPERATING PROCEDURES

DEFINITIONS

WCC: Warrnambool City Council (the owner).

Safety Camera Network ‘CCTV system’: The camera network is the closed circuit television (CCTV) system and all its components installed within Warrnambool to assist the Warrnambool City Council (WCC) with crime risk management.

Camera Network Monitoring Room: Warrnambool Police Complex – Watch House.

Camera Network Supervising Manager: The Manager City Amenity (MCA) is the WCC’s Supervising Manager responsible for the overall operation and integrity of the network. The MCA shall ensure that in the delivery of service, all staff associated with the network maintain a professional manner, which, while acknowledging the requirement to maintain community safety, local laws and relevant policies is consistent with this service philosophy, and not authoritarian nor dictatorial.

Network Manager: The WCC’s MCA will be the single point of reference on behalf of the owners. His/her role is directly responsible to the WCC for the strategic management and operations of the network and will include a responsibility to:

- Ensure the provision and maintenance of all equipment forming part of the CCTV system in accordance with contractual arrangements which the owners may from time to time enter into.
- Maintain close liaison with stakeholders and law enforcement (*the Operations Manager*);
- Ensure the interests of the owner and other organisations are upheld in accordance with the terms of these Standard Operating Procedures;
- In partnership with the Operations Manager, agree to any proposed alterations and additions to the system, these Standard Operating Procedures and / or the procedural manual.

Operations Manager: The Operations Manager is the senior supervisor of an installation hosting the camera network, its cameras and digital recording equipment. For the purpose of this document the Operations Manager shall be the Police Local Area Commander, Victoria Police (VicPol) (Warrnambool).

Network Contractor: A Network Contractor is a qualified technician approved by and authorized by MCA to provide camera equipment and information technology maintenance for the camera network. Unless otherwise authorised, contractors will be supervised.

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Camera Operations: Camera specific targets and patrol patterns are determined by the Operations Manager in consultation with WCC. Where a Monitoring Officer observes an incident, the Officer is authorised to operate individual cameras to cause the best view to be displayed on the monitor. The Officer is also authorised to take cameras 'off patrol', and adjust the pan, tilt and zoom controls of cameras to obtain the best view of an incident to enable further assessment or to record evidence.

'Processing' means: **obtaining, recording or holding** the information or data or **carrying out any operation or set of operations** on the information or data, including:

- a) organisation, adaptation or alteration of the information or data;
- b) retrieval, consultation or use of the information or data;
- c) disclosure of the information or data by transmission, dissemination or otherwise making available,
- d) or alignment, combination, blocking, erasure or destruction of the information or data.

INTRODUCTION

The WCC has developed Standard Operating Procedures as part of an integrated approach to the Warrnambool Foreshore Precinct Camera Network. These Standard Operating Procedures detail the requirements to perform routine and non-routine duties and tasks in accordance with the above stated philosophy. Standard Operating Procedures may only be varied on direct instruction of either, the Chief Executive of WCC or the Operations Manager. All such instructions are to be acknowledged by Officers and logged in the incident log and a copy filed. Any questions about interpretation of these Standard Operating Procedures shall, in the first instance be directed to the MCA.

STAKEHOLDERS

Warrnambool City Council (WCC)

All WCC employees will abide by the rules and regulations detailed within this document. The Camera Network Supervising Manager will accept the primary responsibility for ensuring that the Standard Operating Procedures are complied with. He/she has day-to-day responsibility for the management of the system and for enforcing discipline regulations.

Victoria Police (VicPol)

All VicPol employees, in particular, those employees who come into contact with the CCTV system within the course of their duties, (e.g. operational police officers) where practical will abide by the rules and regulations within this document.

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GUIDELINES

Camera Surveillance Operations

Specific camera targets and patrol patterns are determined by the WCC in conjunction with VicPol. Where a Monitoring Officer observes an incident, the Officer is authorised to operate individual cameras to cause the best view to be displayed on the monitor. The Officer is also authorised to take cameras 'off patrol', and adjust the pan, tilt and zoom controls of cameras to obtain the best view of an incident to enable further assessment or to record evidence.

- **Camera Zone.** A camera zone is an area of public open space or an installation covered by the Camera Surveillance Network.
- **Camera Patrol.** A camera patrol is a zone or area pattern covered by a PTZ (pan, tilt and zoom) camera. A Camera patrol or specific target cannot be changed under any circumstances without authority of the Operations Manager or in his absence the Camera Network Supervising Manager.

Camera Surveillance Network Monitoring

Neither the WCC nor VicPol provide active 24-hour monitoring of the Camera Surveillance Network.

- **Passive Hours:** All times other than when the cameras are being actively monitored by trained monitors or sworn police members in response to an active incident.

Monitoring and Recording Facilities

The monitoring room is located within the Watch House at Warrnambool Police Station.

The CCTV equipment has the capability of recording all cameras simultaneously throughout every 24-hour period.

The equipment will only be operated by trained users authorised by VicPol and WCC.

CCTV operators are able to record images from selected cameras in real time, produce hard copies of recorded images, reply or copy any pre-recorded data at their discretion and in accordance with the Standard Operating Procedures, Australian Standard 4806 and all relevant Acts and Regulations.

Processing and Handling of Recorded material

All recorded material, whether recorded digitally, or as a hard copy video print, will be processed and handled strictly in accordance with these Standard Operating Procedures.

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Operators Instructions

Technical instructions on the use of equipment are contained in a separate manual provided by the equipment suppliers. A copy is to be located in the Watch House.

Changes to the Standard Operating or the local Procedural/Operations Manual

Any major changes to these Standard Operating Procedures (i.e. such as will have a significant impact upon the operation of the system) will take place only after consultation with all relevant interested groups, and upon the agreement of all organisations with a participatory role in the operation of the system.

A minor change, (i.e. such as may be required for clarification and will not have such a significant impact) may be agreed between the Operations Manager and Network Manager.

ACCOUNTABILITY

Network Auditing and Reporting

An auditing process is required that ensures the camera network is accountable and fully compliant with the relevant policies and Standard Operating Procedures. The primary objective of an auditing process is to provide a mechanism of accountability and external review. An auditing process provides public reassurance that the camera network is operated transparently and ethically, and that self-regulatory codes and protocols are being observed.

To maintain the highest integrity and public confidence in the network, the MCA shall provide regular reports to the WCC.

Inspection Process

Inspections will take place at least once per calendar year by the Operations Manager and MCA. Monthly inspections will be conducted by the OIC Divisional Intelligence Unit (DIU) of VicPol.

Public Information

Standard Operating Procedures: Standard Operating Procedures will be held at the Watch House, with additional copies held at WCC.

Annual Report: A copy of the annual report will also be made available to anyone requesting it or downloaded from WCC's website.

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Position of Cameras: None of the cameras forming part of the CCTV system will be installed in a covert manner. All will be placed within the public domain at strategic locations in order to fulfil the operational requirements.

Signs: Signs will be placed in the area of the cameras and at main entrance points to the relevant areas. The signs will indicate the presence of CCTV monitoring. The signs shall include who monitors the CCTV system and who owns the CCTV system. Signs shall be in accordance with AS2342-1992.

Signage will be submitted to the Department of Justice for comment and approval prior to signage being installed.

Public Requests For Camera Footage

Under no circumstances are direct requests for camera network imagery support to be processed for members of the public. Likewise, no imagery evidence or confirmation that an incident occurred is to be divulged to the public otherwise than in the course of any normal police investigations such as the prosecution of an offence in a court room open to the public.

Any request for camera network imagery support relating to non-criminal matters are to be directed to the Manager City Amenity, who will advise the applicant of the appropriate Freedom of Information processes.

Any request for camera network imagery relating to criminal matters should be reported to Victorian Police for investigation.

Addressing Public Complaints

To ensure the network is publicly accountable and its operating procedures are transparent and fair to all, procedures have been put in place to process public complaints regarding camera surveillance network operations. All matters of public complaints regarding the network must be referred to the MCA in the first instance for investigation who will then decide whether the complaint should be brought to the attention of Police and any relevant Committee.

In processing personal information there must be total respect for the privacy of the individual. That right to respect can be forfeited, but if CCTV systems are to command public confidence, then privacy concerns of the law-abiding citizen must be paramount.

All personal data obtained by virtue of the Warrnambool Foreshore Precinct Camera Network shall be processed fairly and lawfully and, in particular, shall only be processed in the exercise of achieving the stated objectives of the system.

The storage, security and supply of the data will be strictly in accordance with the requirements of the Australian Standards 4806.1, Information Privacy Act 2000, Freedom of Information Act 1982 and locally agreed procedures.

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Privacy Screening Provisions

Only the Operations Manager or his/her delegate are permitted to retrieve, capture and record camera imagery to hard drive and compact disc. Unless authorised by MCA in consultation with the Operations Manager, no WCC employee is to have access to the network.

Operations Manager's Provisions

- Station Commander Warrnambool, OIC Traffic Management Unit (TMU), OIC Divisional Response Unit (DRU), OIC Criminal Investigation Unit (CIU), OIC Divisional Intelligence Unit (DIU), OIC Sexual Offences Criminal Investigation Team (SOCIT), OIC Family Violence Tasking Unit (FVTU), OIC Warrnambool Tasking Unit, and the Local Area Commander (LAC).
- All VicPol employees in the Warrnambool PSA are delegates for the purpose of viewing CCTV. This delegation may be withdrawn at the discretion of the Operations Manager.

Copyright

Copyright and ownership of all material recorded by virtue of the CCTV System will remain with the owner of the CCTV system. Where data has been removed by Police the ownership of the removed data will be transferred to Police.

As per the MOU between Warrnambool City Council and Victorian Police, the Council agrees to relinquish all data, images and recordings generated by the CCTV System to Victoria Police and Victoria Police agrees to accept such data, images and recordings.

Releasing Information to the Media

To ensure the highest integrity of the operating procedures any incident or data retrieved via the Camera Surveillance Network is classified Confidential. Monitoring Officers shall not provide any information involving camera network operations to the media or to any person not authorised to receive it. The media shall not have access to the Safety Camera Network or Monitoring Room under any circumstances at any time. All requests for information regarding Safety Camera Network operations must be referred to the Network Manager.

Images Generated from the CCTV System

- Images generated from the CCTV System will be stored on a Digital Video Recorder to be located at the Warrnambool Police Station in accordance with CCTV Policies and the Law for up to 30 days after their recording.

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- The images may be automatically overwritten, in accordance with CCTV Policies and the Law or after 30 days of their recording.
- Where Victoria Police determines that images or recordings generated from the CCTV System are no longer required it may destroy them in accordance with Victoria Police policy.

Incident Report Form

Any incident or report of an incident must be detailed in the CCTV Log book and retained on file.

ASSESSMENT

Evaluation

The Safety Camera Network will be evaluated to establish whether the purposes of the system are being complied with and whether objectives are being achieved. The evaluation will incorporate such things as (*for example, but not limited to*):

- *an assessment of the impact upon crime*
- *an assessment of neighbouring areas without CCTV*
- *the views and opinions of the public*
- *the operation of the Standard Operating Procedures*
- *whether the purposes for which the system was established are still relevant.*

It is proposed that the evaluation will at the regular meetings at least every 3 months with the WCC Manager City Amenity, Coordinator Local Laws and Warrnambool Police Officers. A council report will be completed every six months. The evaluation will also need to explore whether there has been any displacement of crime from the Foreshore Precinct Target Area and ascertain whether the Project has had this effect. Council recognises that changes in recorded crime data may arise from a number of different factors, and may not be attributable solely to the introduction of CCTV. This will be particularly pertinent in the evaluation approach to CCTV where it is being implemented amongst a range of other crime prevention initiatives.

The results of the evaluation will be published and will have a bearing on the future functioning, management and operation of the system.

Note

It is recognised that internal evaluations should take place at least every 12 months.

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Monitoring

The Manager City Amenity with Police will accept responsibility for the maintenance, performance and evaluation of the system and the implementation of these Standard Operating Procedures.

HUMAN RESOURCES

WCC and VicPol Management are to provide all CCTV operators, including sworn police members, with information relevant to their role and the requirements of the Information Privacy Act 2000, Charter of Human Rights & Responsibilities Act 2006 – Victoria, Freedom of Information Act 1982, and the Standard Operating Procedures.

Court Attendance

Officers may be required to attend court to give evidence in relation to an incident recorded. Where an Officer is summonsed to attend court, the Officer shall provide a copy of the summons to the OIC of the Warrnambool Police Station, who will in turn notify the informant.

The Officer shall comply with the directions of the Court and provide testimony to the best of their ability as required within the scope of the duties.

Discipline

Every individual with any responsibility under the terms of these Standard Operating Procedures and who has any involvement with the CCTV system to which they refer, will be subject to both WCC and VicPol discipline procedures. Any breach of these Standard Operating Procedures or of any aspect of confidentiality will be dealt with in accordance with those discipline rules.

The Network Manager and the Local Area Commander of the Warrnambool Police Station will accept primary responsibility for ensuring that the Standard Operating Procedures are complied with.

CONTROL AND OPERATION OF CAMERAS

Guiding Principles

Any person authorised to operate the cameras will always act with utmost probity.

Every use of the cameras will accord with the purposes and key objectives of the system and shall be in compliance with these Standard Operating Procedures.

Cameras will not be used to look into the private residential property. 'Privacy zones' may be programmed into the system as required in order to ensure

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that the interior of any private residential property within range of the system is not surveyed by the cameras. In the absence of 'zones', staff training in privacy issues will be given.

Camera operators will be mindful of exercising prejudices, which may lead to complaints of the system being used for purposes other than those for which it is intended. The operators may be required to justify their interest in, or recording of, any particular individual, group of individuals or property at any time by virtue of the audit of the system or by the system manager.

Primary Control

Only those trained and authorised members of staff with responsibility for using the Safety Camera Network equipment will have access to the operating controls.

Cameras and Area Coverage

The areas covered by CCTV to which these Standard Operating Procedures refer are the 'public space' areas including public access footpaths and roadways of the Warrnambool Township.

The cameras may offer full colour, pan, tilt and zoom (PTZ) capability, some of which may automatically switch to monochrome in low light conditions. None of the cameras forming part of the System will be installed in a covert manner. All cameras are located within all-weather domes and all cameras are strategically sited to fulfil the operation requirements of the system.

Any change to camera locations or additional cameras must be agreed upon by WCC & Station Commander Warrnambool Police Station.

ACCESS AND SECURITY

Authorised Access

Only trained and authorised personnel will operate any of the equipment (or equipment associated with the CCTV system).

Public Access

Public access to the monitoring facilities will be limited to persons authorised by the Station Commander Warrnambool Police Station. Where these accesses involve non police personnel conducting business within the watch house or otherwise visiting to the watch house, the monitoring screens are to be switched off (subject to operational exigencies).

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Enquiries

Enquiries in relation to any aspect of the management, operation or monitoring of the CCTV Program may be made in writing to:

Warrnambool City Council
PO Box 198
Warrnambool VIC 3280 (03) 5559 4800

OR

Victoria Police
Warrnambool Police Station
214 Koroit Street
Warrnambool VIC 3280 (03) 5560 1333

Standard Operating Procedures**APPENDIX A****UNSERVICABLE WARRNAMBOOL FORESHORE PRECINCT CAMERA NETWORK EQUIPMENT****Fault reporting process**

Warrnambool Police are responsible for reporting faults of the CCTV system. A Fax or email "Fault reporting sheet" shall be sent to the WCC for service attention. A copy of the fault report must also be logged in the CCTV Log book.

DIU responsibilities

The OIC of the DIU shall maintain a register of the reported faults and maintain a record of the attendance of the service technician. This will assist reconciling later billing for the breakdowns and ensuring an appropriate level of service is provided under current tender and contractual obligations.

Difficulties with servicing of equipment

Any difficulties experienced with the service of the Warrnambool Foreshore Precinct Camera Network equipment shall be reported to the OIC, DIU who will notify the WCC.

Note

All recorded footage is managed and maintained by the Victorian Police, Warrnambool Police Station. Removal and handling of the footage is to be as per the Victorian Police Policies and Procedures. Where recorded data is removed from the CCTV system Police shall be responsible for the data in line with CLEDS and or the Police manual. Warrnambool City Council has no access to the recorded footage accept for the maintenance and assessment of the CCTV program.

