

# CCTV Policy

RESPONSIBLE COMMITTEE: SERVICES

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This is a policy/procedure document of Saltash Town Council to be followed by both Town Council Members and Employees.

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Current Document Status			
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03.2025	DRAFT 2025	AJT	Services 10.04.2025		New policy.
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Document Retention Period
Until superseded

# **Closed Circuit Television (CCTV) Policy**

## **Policy objectives**

The main objective of this policy is to:

1. Inform Saltash Town Council (STC) staff and users of Town Council premises and amenities, the general public and organisations of the arrangements for the placement and management of CCTV.
2. Provide information about the retention of CCTV images where the Town Council is responsible for the systems in use.
3. Share details about STC owned CCTV systems managed by external operators.

## **Introduction**

Saltash Town Council (STC) primarily uses CCTV to prevent and detect crime. Images captured may be used to identify individuals and take appropriate action when necessary. This policy and procedure applies to all Town Council owned CCTV systems.

This document sets out the accepted use and management of CCTV equipment and images to ensure compliance with Data Protection and other relevant legislation. Personal data is processed in accordance with the Town Council's Data Protection and Retention Policies.

STC adheres to the Guiding Principles of the Surveillance Camera Code of Practice.<sup>1</sup>

## **Purpose**

CCTV has been installed in Town Council premises<sup>2</sup> for the purposes of deterring and the detection of crime in and around Town Council property. The system assists in identifying, apprehending and prosecuting offenders. It may also assist with the identification of actions that might result in disciplinary action<sup>3</sup>.

CCTV has been approved for installation in multiple locations around the town to aid in crime deterrence and detection. The system supports the identification, apprehension and prosecution of offenders.

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<sup>1</sup> Published by the Home Office, last updated 2021

<sup>2</sup> See Appendix A

<sup>3</sup> Employees should refer to the Employee Handbook

Camera locations may be adjusted as needed to best serve the town's requirements. CCTV operations will be conducted strictly for legitimate purposes, ensuring all monitoring is carried out professionally, ethically, and in full compliance with legal standards.

Management and monitoring of the system will be overseen by Plymouth City Council under a Service Level Agreement (SLA) and are not the responsibility of the Town Council.

Public cameras will be positioned to capture only images relevant to their intended purpose. Equipment will be carefully placed to minimise intrusion onto private property, ensuring coverage is limited to the designated monitoring areas.

Replica cameras are situated outside public conveniences. These non-operational devices are not connected to any monitoring system but serve as a preventive measure to discourage vandalism or other undesirable activities in high-risk areas.

### **Management of the system**

Internal CCTV located in Town Council Premises

The Service Delivery Department is responsible for the Town Council CCTV system and equipment. Routine checks are undertaken in house by the SD Department with annual maintenance checks carried out by external contractors.

Images will be deleted in accordance with the Data Protection and Retention Policies. Recorded images will not be routinely viewed, disclosed or retained and only used if necessary, such as for investigations or compliance.

All members of staff with access to the CCTV system will be trained in the operation of the system and the data protection compliance requirements.

External CCTV located in Saltash

The CCTV cameras located around the town. These cameras are monitored by Plymouth City Council.

## **Data Protection compliance**

A relevant Officer will oversee data protection compliance and will audit the use of the system periodically to ensure operation and practices remain compliant with data protection legislation. All cameras covering public areas should have a Data Protection Impact Assessment in place.

Adequate signage will be in place at all sites with CCTV in operation.

## **Requests for access to images**

Internal CCTV located on Town Council Premises

Any requests for access to images made by individuals for their own personal data should be made by contacting [gdpr@saltash.gov.uk](mailto:gdpr@saltash.gov.uk) or forwarded by any member of staff receiving a request. Employees who wish to view recorded historical CCTV footage should contact their Line Manager.

The internal CCTV system is not intended to be used for the purpose of external claims however, requests for access may be evaluated on a case-by-case basis.

The Town Clerk or delegated Officer is responsible for viewing images when investigating an incident. Employees should refer to the Employee Handbook on the use of images in the event of a human resources incident / investigation.

## **Storage and retention of images**

Images stored on the recording equipment will be securely protected. The Service Delivery Manager is responsible for ensuring the security of the equipment and routinely recorded images.

Images are typically stored for 30 days but the Town Council reserves the right to retain them longer if required for an investigation.

Where images are retained for an investigation the Town Clerk may delegate responsibility to an appropriate Officer for the secure storage. Images retained for human resource purposes will be handled in accordance with procedures laid out in the Employee Handbook.

External CCTV located in Saltash

The external CCTV cameras in Saltash are monitored by Plymouth City Council on behalf of STC under a Service Level Agreement.

Any request for footage, data or usage please contact Plymouth City Council's data protection team directly. [www.plymouth.gov.uk/cctv](http://www.plymouth.gov.uk/cctv)

For guidelines on who can request CCTV footage and the process for doing so, please refer to their website: [www.plymouth.gov.uk/cctv](http://www.plymouth.gov.uk/cctv)

## **Appendix A – location of cameras**

Note: The areas covered by the system are public areas.

- Saltash Guildhall – 1 camera viewing the reception lobby area
- Longstone Depot – 4 cameras, one viewing the internal top office, the workshop garage, the back entrance and side door to office and external yard
- Saltash Community Library Hub – 8 cameras viewing the public access PC area and hot desk, the front enquiry desk, the mezzanine floor, the front desk / office, the crime section, the children area, with two external cameras viewing the front and side of the Library building

Location of CCTV cameras in Saltash

- Old Ferry Road
- Ashtorre Rock
- Fore Street
- Top of Fore Street
- Burraton Cross

Replica / Non-Functional Cameras located:

- Outside Belle Vue Public Convenience
- Outside Longstone Public Convenience
- Outside Waterside Public Convenience
- Outside Alexandra Square Public Convenience
- Grassmere Way Play Park

#### Internal CCTV Recording Equipment:

The recording devices are DVR recorders storing data for up to thirty days at which time the system automatically records over previous data.

Footage is recorded twenty-four hours a day, 7 days a week.